



Annual Report | 2016 - 2017

Creating Opportunities and Choice





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Interchange Outer East acknowledges the Wurundjeri People of the Kulin nation as the traditional owners of the land on which we operate.

We pay respect to Elders, past and present.

About Us

For over 35 years Interchange Outer East (IOE) has been a leading disability service provider, proudly committed to the wellbeing of families. We service outer eastern Melbourne with our programs running primarily in the local council areas of Knox, Maroondah, and Yarra Ranges.

With family and fun at the core of everything we do, we are flexible in our approach, respond to your needs, and deliver support programs which:

- Develop confidence, life skills, and provide new experiences;
- Enable each child and young person with a disability to be engaged and included in their community; and
- Recognise that the wellbeing of every family member matters.

IOE is also backed by a strong 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.

Our Vision

'An inclusive community where the importance of family wellbeing, social connection and choice is at the core of supporting people with a disability.'

Our Mission

To achieve our vision by:

- Providing a respectful, reliable and sustainable support service for children and young people with a disability and every member of their family;
- Building independence, creating opportunities and providing choice in all our support programs and services;
- Maintaining a strong culture of continuous improvement, fun, creativity and innovation that responds to the changing needs of families, participants and the community, and assists everyone to reach their goals; and
- Strongly valuing our people, especially our youth volunteers, host volunteers and volunteer carers.

Our Board

The IOE Board of Management is made up of volunteer members who give up their time to govern our agency. Each member contributes a diverse range of skills, qualifications and lived experience. Meeting monthly, the Board takes on the responsibilities of accountability and governance. The role of the Board is to provide purpose, leadership, direction and strategy. It ensures IOE'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. We thank the Board for their contribution.

CHAIRPERSON

Glenn Myatt

VICE CHAIRPERSON

Tina Valentine

GENERAL MEMBERS

Susanne Grosser

Melinda Spencer

Michelle Trustum

TREASURER

Bruce Lanyon

SECRETARY

Dianne Thomas

Michael Beres

Marianne Choong

Ruth Power



Chairperson's Report

Welcome to the 2017 Interchange Outer East (IOE) annual report. As the National Disability Insurance Scheme (NDIS) moves towards full roll out, the focus of the past year has been to ensure the agency is prepared for the changes and challenges ahead. As an agency that exists to support families of people with a disability, the introduction of the NDIS requires a complete 100% transformation of how IOE conducts the business of providing that support. Supporting and overseeing that transformation has been the primary role of the Board of Management for the past year.

The official rollout of the NDIS for our community is 1 November 2017, however at the time of writing, 18% of participants have already transitioned to the NDIS. While this has offered some unique insights and understanding of the breadth and scope of the changes the scheme can deliver, it has also tightened the timelines for IOE to adapt and incorporate the necessary changes to deliver services under the NDIS.

The Board is committed and invested in ensuring that IOE becomes a successful provider under the NDIS. Complicating this process is that the NDIS keeps changing and evolving itself, requiring agencies to constantly scope and adjust for the changes as they occur. To mitigate this uncertainty the Board has adopted a transformation agenda that focuses on specific projects that are well defined, respond to problems and contribute to the overall transformation process. Individual members of the Board have committed to working with management and staff on transformation projects that collectively enable IOE to be better equipped for the challenges ahead. These projects, combined with agency planning days, are working to ensure that IOE is prepared and enabled to embrace and respond to the full rollout of the NDIS.

My thanks to all board members for your input and willingness to engage and contribute to the work of governing Interchange Outer East. The next year promises many challenges, however working together to collectively address the transformation process will enable Interchange Outer East to continue to provide effective support to people into the future.

- By Glenn Myatt, Chairperson



Image: CEO Fred Brumhead at Coonawarra (top) and Portsea Family Camps, March & April 2017

Management Report

As another year departs into the foggy depths of memory we look forward to the challenges ahead. The NDIS is here and the outcomes for those families who have transitioned are truly life changing. Whilst many of the early *transitioners* were families largely without much support, so anything was an improvement, the outcomes for most people who have moved to the NDIS have been very positive. The official rollout begins on 1 November and over the following months the full effect of NDIS on IOE will be able to be assessed and understood.

The past year has been a mixture of focus for much of IOE. The requirement to continue to provide services within the current regime, whilst simultaneously preparing and developing systems and service adaptations for the NDIS to meet the new service needs for those who have transitioned, has not been without its challenges. Dual systems, competing priorities, known unknowns, and the changes and interpretations of what NDIS can and cannot do, has created many *sore heads* as staff members try to get a handle on the change that NDIS is bringing. In spite of the headaches, the effort, commitment and determination of staff at IOE to ensure that families can access good support now and into the future cannot be underestimated. Highlights of the past year include:

- Twenty three NDIS sessions for families and staff where information about the NDIS has been shared and tips and options for planning have been discussed,
- Carnival days with the support of corporate volunteers from Nike Australia,
- Several family events where new families could attend and meet staff and volunteers,
- Planning for a 3rd Family Camp through the support of the Lions Clubs of Park Orchards, Vermont, Vermont South, Box Hill & Forest Hill,

- Continued growth and expansion of the Sibling Support Program through the partnership with Freemasons Victoria and Freemasons Monash Gully division.

The guidance for the agency must always be based upon its vision. Interchange Outer East is about supporting families who have a child with a disability. How we do that constantly evolves and gets refined as we engage with families and discover opportunities within which we can make a difference. IOE prides itself on connecting with families which enables the service to be better targeted and focused on needs. Not everything is able to be done and things that can are not always undertaken with the speed and timing people want. However as a whole, the agency has a determination to constantly improve and develop as required by the families we exist to support. The next year promises many challenges however the key challenges being faced are:

1. Workforce

Ensuring IOE has the volunteers and staff it needs to deliver good support to families.

2. Services

Refining and developing our services to meet the evolving needs of families and individuals.

3. Growth

How to work with the increased demand for services and yet retain the *IOE approach*.

- By Fred Brumhead, Chief Executive Officer

The Year in Numbers



85 Number of permanent staff

10 New permanent staff

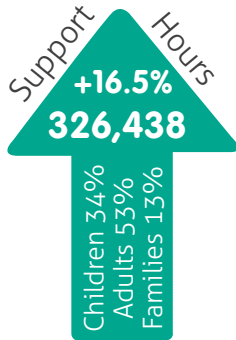
Number of casual staff **217**

New casual staff **72**



Three Hundred and Twenty  **Number of Active Volunteers**

One hundred and three  New volunteers



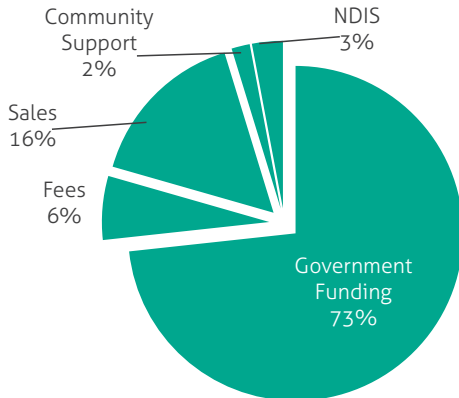
6 Countries visited

104 number of new families registered families



3 Family
71 Far

Where the Money Comes From



352

Number of children receiving support

Gross Profit - down .5% to 2.5%




Sixteen Fle

IOE vehicles
182,260 kms

Total 243,193

NDIS 63 Early roll out clients
 3% Income from NDIS
 85% Anticipated future NDIS income

7 Sites

68,002
SMS sent

27,372
Shifts booked

17,989
Phone calls made

One Hundred and Twenty Seven
Family support events



Registered this year
615 number of active registered
 Families
 Camps

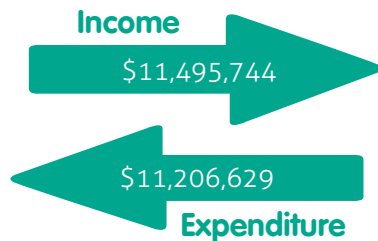


366

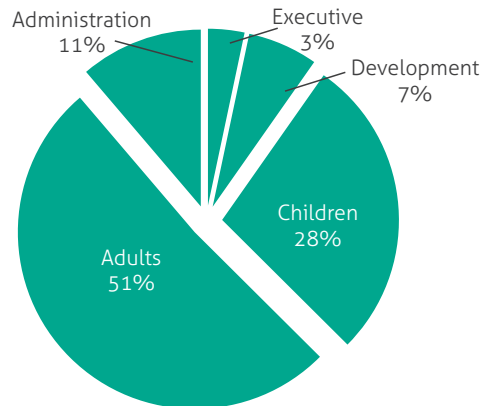
Number of adults receiving support



Staff Vehicles
 Staff vehicles
 60,933 kms
 kms provided



Where the Money is Spent



e.org.au



Yarra Valley Hub

A Place Called Home

In early 2016, IOE set up a permanent home in the Yarra Valley, stepping beyond a small outreach service in the region to opening a full service community hub in Yarra Junction. The aim of the Yarra Valley hub is to provide local families with links in their own community, connecting local support workers with local families and offering a *drop-in* feel for IOE families and members of the community. Where families have previously had to drive up to an hour and a half to access IOE camps and activities, the local hub has provided an opportunity to run camps and activities in their own community and has been a welcome relief from travelling *down the line*.

The bigger picture impact has been far wider reaching than just a closer drop-off and pick-up point for Yarra Valley families. Local coordinators have used their knowledge and links in the community and families have also shared fabulous links and suggestions which have meant as a service we are responsive to the needs of families. Young people in the area have had an opportunity to volunteer and learn new skills in an area where youth activities are scarce. In twelve months we have been able to continue our previously established programs such as Youth Hangout, Woori Yallock After School Program and Sport for Fun, and have been able to expand our service options, now providing school holiday camps and activities, Youth Group, children's weekend camps and activities, an adult independent living program, ASD Program and 1:1 in-home support.

Building Community

A highlight of the year was the IOE Family Fun Day in September 2016. With support from the Yarra Ranges Council and Warburton and Yarra Junction Community Bank Branches, IOE presented an

expo of 40 services to 600 people. Families enjoyed finding out about local services and enjoyed some fun, family friendly activities such as a jumping castle, swimming, art and craft, a silent disco and more - all free and organised by IOE. We were able to reach out to local families as well as connect with services and promote accessibility to services that are not disability related.

NDIS

The upcoming roll out of the NDIS in the region has seen families flock to the IOE Yarra Valley hub. Families are comforted that the IOE coordinators, staff and volunteers are local and readily accessible, and that they understand the opportunities and challenges of living in the Yarra Valley.

Family Support

Thanks to support from Warburton and Yarra Junction Community Bank Branches, we have been able to provide a family support program which has been very popular. Activities such as massages, resilience workshops, social dinners, art therapy, NDIS planning workshops and a family BBQ have been well received by local parents and carers. We also ran a successful autism education training session which was open to the whole community and was attended by representatives from local schools, support workers, volunteers and parents.

IOE has been warmly welcomed by the community and feels right at home in the Yarra Valley!

NDIS

The NDIS is set to be introduced for all people with a disability in Melbourne's outer east by June 2019. The roll out has already started and the official launch of 1 November will be ceremonial rather than the start of the process. In reality, nearly 20% of people accessing IOE services have already been rolled out with one family even undergoing their first annual review.

The outcomes to date have been life changing for many and overwhelmingly positive for most people who have transitioned to the scheme. Whilst there have been some challenges and difficulties, most of them have been able to be rectified through the processes established by the NDIA to address them.

So what have we learned for families?

1. Good preparation is important. Thinking about what supports are needed and how they will enhance the day-to-day life of your child and your family. The use of planning tools and working out how to ask for certain supports have helped with good outcomes.
2. Reasonable and necessary. These two words are becoming more and more important in the assessment of whether a particular type of support is approved. Be prepared to discuss why your supports are reasonable and necessary.
3. Carer statements. For all parents it is important to think about how the supports through NDIS can assist you and your family's wellbeing. Carers statements include parent/carers and sibling needs.
4. Mistakes can happen. Planners, families and others can make mistakes and forget something or leave something out. There is a process that can address this and several people have had plan reviews where omissions were addressed.
5. Take a friend. It is good to have support at your planning meeting. Whether a friend, another

parent, worker in the field, advocate, etc., they provide support and can prompt ideas that may have been left out.

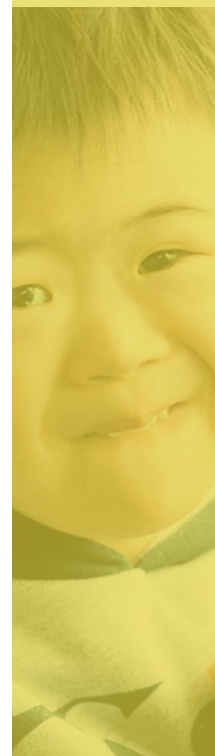
6. You are not locked in. Whether you self manage, plan manage, have service coordination, etc. and you want to change providers (of services, plan management, service coordination) you can quite easily and quickly.

From a service provider's perspective:

There are lots of things we have learned and much still to work out:

1. We have to keep our focus. We aim to provide good services and supports to families. When the *white noise* of NDIS distracts from that, we lose our focus on what's important.
2. There are lots of things to discover. The transition to NDIS is a process of working out solutions, testing and refining. There is no magic elixir that can alleviate the work needed to be done.
3. Our workforce. The key focus for NDIS will be having a skilled, reliable and committed workforce to enable services to be effective and provide support to families. This has to be our highest priority.
4. Are we a business, a community service or both? NDIS moves IOE from a community organisation, with an agreement with government to support families of children with a disability, to an independent entity competing for business from customers. This is a tricky matter to address.

We look forward to assisting families through the NDIS transition and look forward to providing good services and supports into the future.





Our People

Here at IOE, we operate on the notion that people are our greatest asset. From the people who use our services, the people who love and care for them, the people who volunteer their time on our programs, to the people who work hard and with purpose towards our vision and the people of the community who support us, IOE is a *community* because of the people that contribute in their own unique way every day.

Volunteers and support workers are an essential part of our service. From helping a child feel at ease on their first camp away from home, to mentoring a young adult through volunteering and into employment and leading a group to perform in front of thousands at a national event. It is our volunteers and support workers - the people on the front line - who have the greatest influence on the outcomes achieved by the people they work with.

Policies and procedures are essential too, they are there in the background ensuring that the *Is* are dotted and the *Ts* are crossed. They minimise risk in all areas and give us something tangible to refer back to in challenging times. But it is the people - the passion, the adventure, the attitude, the knowledge and the mistakes - that fuels the culture that we value so much here at Interchange Outer East.

This financial year we signed up 103 new volunteers and welcomed 72 new casual support workers to the team. They brought with them a vast array of skills, experience, strengths and personalities. Each new member of our community is now contributing to the vision of the agency in their own way.

Volunteering is my Release

Being a volunteer for Interchange Outer East comes with both challenges and amazing experiences. I was going through a very hard time and decided to join IOE, after it was suggested to me by someone I know who has been involved with IOE for a long time. I definitely think volunteering with IOE has helped me through those difficult times.

My first camp was the most challenging. I was matched to support three boys that I had never met before for the weekend. But after the first camp, things got a whole lot easier and it soon became one of the best things that I was doing with my life.

I've met amazing people, both participants and other volunteers. Some I even got to know before because of being involved in The MISFIT Project*. I have so many memories that will stay with me forever. The kids are absolutely beautiful and I have learnt lots of new skills about how to work with different situations and address problems.

Once you take the plunge, it's just like going on camp with your friends. You spend the day doing fun and exciting things with the children and then at night when they are all tucked up in bed, the volunteers stay up, play games, eat nachos and chocolate and talk. Volunteering with Interchange Outer East is my release.

- By Bree Pouicha - IOE Recreation Volunteer

*The MISFIT Project offers a variety of services, from after school programs, to theatre, camps and events, all with the purpose of giving young people the opportunity to talk about issues that matter to them.

www.themisfitproject.org.au

Communication for Everyone

Most of us take for granted the ability to communicate with others to get our feelings, thoughts and wants across through speech. However, some individuals with complex communication needs might not have the ability for speech, therefore may require the use of alternative communication methods.

I am passionate about communication and am particularly interested in empowering individuals to communicate effectively. Recently I have been working in a new weekly communication group supporting three young adults. The aim of this group is to support and encourage communication and to model language. We visit different locations each week based on group interests, such as Melbourne Museum, ACMI, Realm, swimming, exploration days in the city, and focused communication weeks. The destination of the group each week is not important; the focus of the group is communication. We are continuously talking about where we are going, what we are doing and seeing and asking each other's opinions.

This is a fun, inclusive group which allows everyone to utilise their different methods of communication and abilities to contribute and be involved. Whether it be using natural gesture, PODD books, iPads or tablets with new eye gaze technology, everyone communicates in their own way. It is wonderful to be able to laugh and chat with the group and see the positive effects of having their voice heard and allow each group member to be valued, equal members of the community. We have seen advances in individual communication progress which has been really exciting. The importance of communication cannot be overlooked. It would be great to have more groups like this that support communication and enhance each individual's independence and freedom of choice.

Since being involved with Interchange Outer East as a support worker, I have been lucky to work with lots of different individuals of all ages and abilities across various settings including 1:1 support, volunteering on recreation programs for children, working in the adult day programs and most recently working on recreation camps for adults.

I love working at IOE and find my role very rewarding. I feel honoured to support and empower individuals to increase their independence, uphold their dignity and give them the opportunity to be heard.

- By Ashleigh Faulkner, IOE Support Worker



Image: Ashleigh and Connor at Communication Group

Our Community

At Interchange Outer East we work hard to make a valued and meaningful contribution to the local community. We believe that by working together with other organisations, community groups, schools, clubs and individuals, we can play a role in creating a more inclusive, sustainable and connected community.

Throughout the service as a whole, but particularly in our Adult Services programs, IOE has established and works to maintain several mutually valuable relationships with a variety of local organisations. Our Adult Services groups (as part of their day service or Futures post school programs) contribute to each organisation through volunteering or work experience, gaining valuable skills and helping many worthy causes in the community.

This year, IOE groups have worked collaboratively with organisations such as St Kilda Mums, Hedgend Maze, Goodstart Early Learning, Healesville Indigenous Community Services Association, Animal Aid Coldstream, and Bluey and Alice Bunny Refuge. We are grateful to be a part of a community that supports inclusion and access for all people, including people with a disability, and recognises that all people have interests and goals and a desire to contribute in a positive way to their community.

We have also worked hard this year to make new connections to grow our youth volunteer program and help to develop the contribution of youth in the community. IOE volunteer coordinators, Marcelo and Beck, put the Volunteer Roadshow out on the road to connect face-to-face with as wide an audience as they could reach. Their aim was to meet with as many young people, and the people who influence them - teachers, coaches, parents, mentors and group leaders - as possible, to spread the word about our volunteer program. Marcelo and Beck

were able to reach many areas of the community and received a positive response from young people who were inspired to find out more about volunteering at IOE. The sense of social conscience among young people in the community was very encouraging and we thank everyone who was so welcoming and invited our volunteer coordinators to present at their organisations.

With the coming roll-out of the NDIS in November 2017, Interchange Outer East will continue to strive to work closely with other parts of the community in order to create better opportunities for the people we support, their families, our volunteers and staff.

We are always on the lookout for new opportunities to create partnerships within Melbourne's outer east and beyond. If you are a part of an organisation or workplace that believes in the importance of community and working together - please get in touch.



Image: The St Kilda Mums group making a delivery

St Kilda Mums

St Kilda Mums is a not for profit organisation based in St Kilda. Their primary focus is to re-home new and pre-loved baby and children's goods to families in need all over Melbourne. IOE has continued to develop its relationship with St Kilda Mums over the year, utilising space at the Enterprises site in Ferntree Gully throughout each week to assist in the collection, assessment, storage, cleaning, repair and rehoming of prams, cots, clothing and assorted baby and children's goods.

Our Adult Services participants are learning to carry out safety and quality checks, clean and repair items and pack them up in line with strict quality standards, ensuring they are in excellent condition to be passed on to families in need. The group is also involved in the delivery of baby goods from collection points back to the St Kilda Mums head office.

The staff and volunteers at St Kilda Mums have absolutely glowing feedback about the work of our participants, commenting that often prams and other goods are received from the group, quality checked and sent out to families within just a couple of hours. IOE program support worker, Matt Howard says this is a testament to how well their quality control process has developed over the year.

Interchange Outer East is now an official collection point for donations to St Kilda Mums. This means that all community members can now drop off items at any IOE site and be assured that donations will be taken to St Kilda Mums to be passed on to Melbourne families in need.

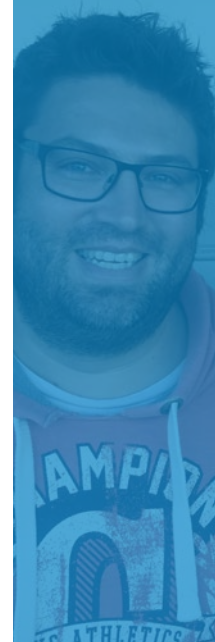
Goodstart Early Learning

Our work with the Goodstart Early Learning Centre in Narre Warren North has been an incredible opportunity for our adult service participants at the IOE Community site in Ferntree Gully. This program began in September 2016 and has developed into a regular fortnightly half-day program.

The IOE participants plan and run activities for the children at the centre including games, arts and crafts, singing, reading and many more. The children look forward to seeing the group from IOE and love keeping a watchful eye on the car park anticipating their arrival. When the group arrives, the children are already eagerly waiting, waving furiously and always full of excitement.

Throughout this program, the participants learn to be creative when planning activities for the children and have developed a good understanding about what activities are suitable and fun for the children to do. Our participants learn how to positively engage with the children and consequently have a lot of fun with them too! The children at the centre are always curious and ask what activities have been planned for them next, as they are keen to participate and be involved.

One of the staff members at the centre has commented, 'The children are always happy to see you guys and love to spend time with you all. No matter what activity you have for them, they always enjoy it!' We have been warmly welcomed, accepted and supported by the staff and children at Goodstart Early Learning Centre. We hope to continue this working relationship into the years to come.



Our Programs

Interchange Outer East offers a wide variety of programs for children, youth and adults with a disability to help individuals and families reach their goals. We also offer recreational and support programs for immediate family members and the family as a whole. The service model of the agency is flexible and reactive, focusing on listening to the changing needs of individuals and families and developing programs to meet them. Across the agency, programs aim to increase independence, develop social skills, build confidence and provide engaging experiences in different ways. Programs are age-appropriate, intentional and flexible. New programs are developed and implemented throughout the year in response to feedback from the people in our community - families, individuals, staff, volunteers and the changing sector. We have had a productive year in regards to program development, implementing eight new programs for people of all ages.

New Programs

Myrtleford Rural Skills Program

This intensive program was developed to advance the skills already acquired in the former Farm Intensive program. There was a personal farming connection in Myrtleford which helped the group get a foot into the rural community. They have also found stable accommodation in the nearby township of Whorouly. The program aims to broaden skills such as work ethic, farm work skills and independent living skills while residing and working within a rural farming community. Some of the activities this year include agricultural farm work such as pruning, firewood collection, and tending to farm animals, working at a local olive grove and working in a local function centre. The group also goes along to the local football/netball club where participants are welcomed by the town to join in if they wish.



Image: The Myrtleford Rural Intensive group working at Whorouly P.S. repainting lines on the basketball court

Extended Hours Program

IOE has been providing an extended hours trial program for adults in 2017. Experienced staff facilitate these sessions and the service is open to all adults, not only those attending an IOE day program. The program was developed to accommodate families who found that the traditional 9am to 3pm day service hours did not meet their needs. The trial has been running from our Lilydale and Ferntree Gully sites where participants have spent time developing their public transport and independent travel skills as well as engaging in a number of recreational activities. The success of this program will be determined by an ongoing demand from families and will have the capacity to expand as the demand grows.

Sport for Fun for Adults

This program commenced in 2017 in response to a family who had been searching for an inclusive sports program for their adult son. It is a fun, non competitive environment where people have the opportunity to play sport, socialise and stay active. Participants are motivated to move and be healthy, learn new skills, gain confidence and make new friends. The participants get to try a range of sports, such as soccer, netball, hockey, football and

basketball. Each session involves warm up games, team building, skills drills and a friendly game. Feedback from families has been very positive, some participants even giving up other activities because they don't want to miss out!

ASD Program

The aim of the ASD Program is to allow participants with high functioning autism to be with their peers, form friendships through consistent staff and members, and try new experiences in a supported environment. The ASD Program meets fortnightly and has around eight regular members, aged between 8 and 13, plus two staff members. The group has enjoyed a range of activities this year such as Space Jump, bike riding at Lillydale Lake, Scienceworks, exploring the city and going on camp to Venus Bay. Group members plan the activities together, as well as factoring in whether to travel in IOE vehicles or on public transport. Participants don't have to be registered with IOE to access the program. To attend, participants must be attending mainstream school and be able to be supported in a group of up to 12 people with two staff members. ASD Program also runs at the IOE Yarraburn office.

Kindermusik with Interchange Outer East

This program encompasses music, movement, coordination, pre-literacy and pre-numeracy skills and socialisation in a fun environment. Kindermusik gives parents an opportunity to connect with their child. Emily, whose three children attend the Saturday class says she can't speak highly enough about the Kindermusik program. 'All my children just love going to their 'special music' day and their excitement builds as Saturday approaches. Previous music programs just didn't work for them but, at Kindermusik, they get really involved and are interested in everything that goes on during the class. Melanie, the Kindermusik educator, is very patient and caring and really engages the kids in

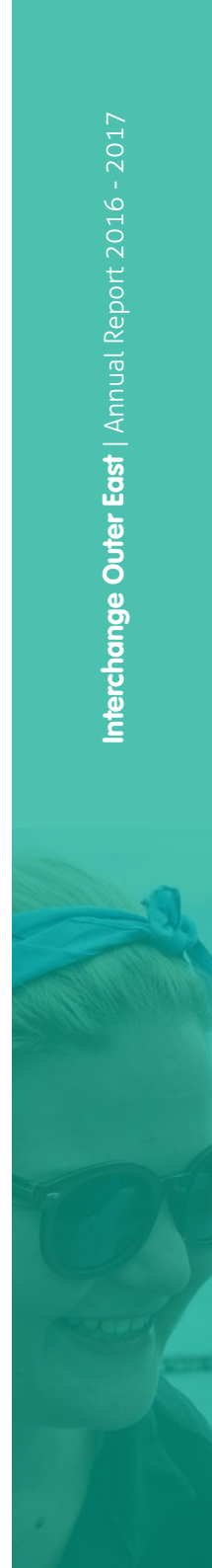
the music and activities. I'd certainly recommend Kindermusik to other families... and it's not just the kids that have fun!'

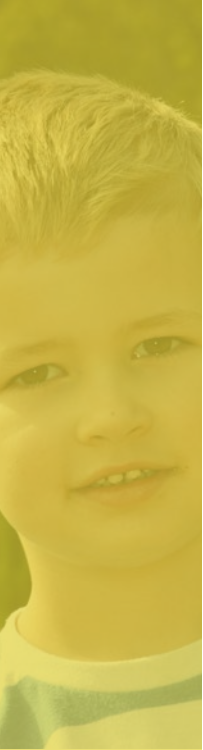
After School Program

The After School Program currently runs on Tuesday and Thursday afternoons and is offered to children attending Eastern Ranges School and Croydon SDS. The aim of the program is to provide an option for families to access after school support for their children. The participants are collected from school by program staff and travel back to our Enterprises site in Ferntree Gully. The children have afternoon tea together before spending time painting, drawing, doing art and craft and cooking. The group also enjoys outdoor activities, such as chalk drawings or playing on the play equipment. The children have been coming to the program for three terms now and it has been great to see them build rapport and friendships with each other and with program staff

SAS - Small and Structured Program

The SAS Program was developed as IOE recognised a small group of children who find it difficult to attend school holiday program activities due to their size, the busy, noisy environment, and the often lack of structure, routine and predictability. These large school holiday program camps and activities can cause significant anxiety for some children, meaning they are not set up to succeed. With the creation of the SAS Program, we specifically designed smaller, more structured school holiday activities for these kids to attend. Visual schedules were implemented, and new camp routines were created, to assist children with their anxiety around the camp environment. All the children who attended the first SAS camp flourished, and families look forward to future programs specifically tailored to children with significant anxiety and/or reliance on predictability and structure. Further SAS activity dates will be planned for later in the year.





Our Families

There are over 600 families who are actively registered with Interchange Outer East. Whether they attend a program once or twice a year or attend regularly throughout the week, each family brings something special to our community. From single parent and grandparent carer families to nuclear and blended families, we believe that each member's wellbeing, and the strength of the family unit as a whole, is an essential part of supporting a child or young person with a disability. This year, 104 new families were registered for Interchange Outer East programs. For the first time ever, we held three Family Camps, giving 71 different families the opportunity to have a weekend away in a supportive and welcoming environment that is free of judgment. At IOE, the importance of family is echoed throughout everything we do. Whether you are a person with disability, a sibling, parent or carer, a volunteer or a staff member, the family-centred culture of the agency is at the core.

A Time of Healing

My name is Sharyn and I'm married to Jason. Together we have four children and became involved with IOE in January this year. My oldest son Eli has autism and sits at the more extreme end of the spectrum. Eli experiences extreme anxiety which can manifest in some very challenging behaviours. He is a climber and thinks nothing of scaling a double or triple story building to collect balls from the roof. He deliberately throws items up and then becomes fixated on getting them down again. He will climb trees and fences, scale posts and take enormous leaps at dangerous heights. Not even purpose built, 7ft steel fences have stopped recurrent escapades onto our long suffering neighbours' roofs!

So, when we attended our first IOE Family Camp in March, and I looked up at the 20ft high roof line of the main building, I was certain that Eli would be on

that roof before the end of camp. Upon sharing my concerns with the camp leaders, I was reassured that if he did manage to climb up on the roof, this would be 'nothing they hadn't seen before'. The calm and relaxed attitude was music to our ears. As predicted, Eli was up on the roof the next day and the IOE staff, along with the other families attending the camp, all responded in a calm and supportive manner. After a few failed attempts to coax him down, the mood was still calm, the atmosphere was relaxed and everyone's concern was only for Eli's wellbeing. We were amazed by the understanding attitudes of the staff and other families, both in that situation and across the entire weekend. We were really blown away having never experienced anything like it before. It's challenging enough dealing with the situations Eli manages to get himself into without having to manage the stress and of everyone else watching on, which is usually the scenario we find ourselves in - this experience was a welcome change.

Last year was particularly challenging our family. Eli's behaviour deteriorated and he became very difficult to manage. He was admitted to a secure hospital unit for six weeks and I was able to stay in hospital with him. Eli's hospitalisation took a huge toll on our family for many reasons. This year has been a time of healing and IOE has had a crucial role in helping us do that. Family Camps have provided us with the opportunity to connect with other families who have been able to understand some of the challenges our family faces. It's also provided us with the opportunity to get away and reconnect as a family all together, something we wouldn't have been able to do otherwise. My three younger children have also thoroughly enjoyed the Siblings Program throughout the year!

In the last school holidays Eli attended his first camp by himself - the SAS (Small and Structured) Camp. Before the bus had even pulled out of the carpark,

I knew that the staff had put hours of work into preparing for the camp and ensuring it was a safe and positive experience each child attending. All the children had received laminated social stories in the weeks before to help them prepare for their time away. The effort that the team put in, and their ability to tailor and modify the program to meet the needs of the children who attended was wonderful. Eli had an absolutely fabulous time, getting home and telling us that he wanted to have his birthday party back at camp! The thing that meant the most to me was how kind and patient the staff and volunteers were with Eli and how they really tried to understand the world through his lens and respond accordingly. They always saw the best in him, rather than focusing on the difficulties of managing his behaviours.

To the families of IOE, the staff and the volunteers - thank you for the love and kindness you have shown us this year! Thanks for having our family as part of your village.

- By Sharyn, IOE parent



NDIS and the Wyton Family

I have two adult sons currently on the NDIS. I hadn't thought much about the change until I got that first phone call. No one that I knew had already been through the process so I rang Interchange Outer East to let them know. They gave me the best advice, 'Ask for a face to face interview.' Best advice ever!

I thought about what short and long term goals my boys needed. The meeting was very good. The planner listened to what I had to say and then she went away to work it all out. After what felt like forever, I got a call and I was overwhelmed with the amount of support they are giving my boys. My sons not only do the same things they were doing before, but they have much more support included in their plans. The hours have increased, they have counseling, occupational therapy, bathroom and safety renovations, incontinence support and many more things to help them have a better life. I never knew where to go for an OT or renovations or anything like that, but now it is all in the one package. I have noticed my boys seem happier and more confident (and I get more time to myself!).

Of course there are going to be teething problems with anything new, so I remind myself to be patient. In my experience the NDIS is daunting, but definitely worth it. My advice is to be prepared, plan your goals, ask for a face-to-face interview and tell them everything you need. Good luck!

- By Linda, IOE parent

Image: Sharyn and Jason
with Eli (10), Josiah (7), Isaac and Isla (5)

Family Support

With an ongoing focus on families, IOE Family Support Services continue to grow year after year. Thanks to Lions Clubs of Park Orchards, Forest Hill, Vermont, Vermont South and Box Hill, a third Family Camp was added to the calendar this year, as well as a full family support program based in Yarra Junction thanks to the Bendigo Bank Community Foundation. Family support programs are open to all families with a child or young adult with a disability. Families do not have to be registered with IOE to be involved.

Family Camps

We welcomed many new families this year, some of which were not registered families of IOE, and demand continues to grow. Many families comment that Family Camp is something they look forward to every year, allowing them to reconnect with families, friends and make new friendships. Every year, Family Camp keeps getting better and better! Feedback from March Family Camp:

'There were the IOE stalwart families and the newcomers. There were parents of IOE children who came without the children and children who came without parents. There were siblings in abundance, little ones; teenage ones who are volunteering and those that bring their own friends; and the adult ones and those who now bring their own children. There were volunteers of course; some of those young and fresh faced, some who are normally staff but just love to come along and help, some that are parents of children who no longer attend but still want to be a part of it all. Then there's the staff. Most are Family Camp veterans - some more than others - and then you add the families of those staff members! If this is not a snapshot of the IOE culture I'm not sure what is.'

Mums Social Group

Mums Social Group has certainly enjoyed a varied program of activities this past year. From Cranbourne Gardens, several markets, the beautiful Tarrawarra Gallery, lunches at pubs, coffee at cafes, laughing through a night of comedy and relaxing at the Peninsula spa, to walking the city street art scene, the Melbourne Star, African rhythms at Werribee Zoo, cider at Kellybrook and cruising Port Phillip Bay on board the Blues Cruise. Add our annual weekend away, where a record number of 52 ladies attended and you have a full program indeed. This year we've welcomed a number of new mums into the group, adding to the regular core group of ladies. With intake increases and the opening up of eligibility for Family Support programs, IOE intends to run a second group in 2017 to cater for ladies new to IOE. We will continue to run this important program under NDIS, giving mums a vital break from their carer role, fun experiences, social connections and networking opportunities.

Dads Social Group

The dads have enjoyed a varied program of activities this year as well as a brilliant weekend away at Wilson's Prom and dads & kids activities. From action like skeet shooting and go karting to bowling and bubble soccer, food trucks, footy, dinners and trivia - there has been a wonderful camaraderie building among the regular group with newcomers always welcomed with open arms. Mark, Dads Social Group program coordinator said of his first dads weekend away, 'It left me with the overarching feeling and realisation that this group does mean a lot to these guys. They truly are all there for one another. Sometimes this may only be conveyed by a punch on the arm, the passing of a beer, a knowing look or a listening ear.'

Carer Support Groups

IOE Carer Support Groups have been a great way for parents and carers to get together for informal supports, social experiences and learning. With eight groups running across seven municipalities, the opportunities this year have been vast. Activities are designed to assist carers to look after themselves through creativity, relaxation and general self care. Opportunities are given for learning and guidance, particularly in regards to the NDIS. Groups have included guest speakers such as local council representatives, therapists and parents with unique NDIS experiences. The most popular of all the groups are the ones that allow for social interaction and peer support. Whether it be through evening dinners or morning coffee and cake, the chance for carers to network with others in similar situations is invaluable.

Sibling Support Program

Numbers have exploded this year, with many new families eager to be a part of the Siblings Program. Freemasons Victoria play a huge role in supporting our *sibs*, holding fundraising events throughout the year to enable IOE to run such a great program. This year we ran nine daytime activities and six weekend camps for children aged 5 to 18. Jenna, who coordinates the program said, 'What I love about the program is seeing the friendships formed between the kids and the relationships I have formed with the families. Some kids do struggle and find it hard to leave mum or dad at first, but before long they are running amok with the rest of the group. They are such amazing kids that I love spending time with - I have the best job! When I see their faces light up, I am reminded that I am so lucky to be a part of the program.'

Host Program

In these busy times and with an Australia wide trend for short term volunteering unfortunately host numbers are dropping. We are trying many ways to encourage our community to volunteer in this very rewarding role. Feedback from those who do make the commitment to spend regular time with a child with a disability continues to be positive. Volunteers report that hosting encourages them to try a variety of new activities; it extends their family and network; and gives them another perspective in life. Hosting is a very rewarding experience and volunteers report that they feel like they receive more than they give. We would welcome the opportunity to talk to anyone who is interested in knowing more about volunteering in this great program.

Grandparent Carers Program

It's been a great year for our Grandparent Carers Program. This valuable program has grown from its beginnings last year and continues to support grandparents who have taken on a primary caring role for their grandchildren. The program offers grandparent carers the opportunity to talk to others in a similar situation about the challenges and rewards of their role. This year our information sessions have focused on the NDIS culminating in a three session planning workshop that saw everyone develop a pre-planning document for the children in their care. We also offer activities where the whole family is invited. The highlight this year was a visit to the Peninsula Hot Springs supported by some of our fantastic volunteers. Both carers and children enjoyed relaxing in the warm waters. Thank you to the wonderful grandparents for inviting us into your lives. We look forward to continuing to support this group.



Our Supporters

Each year we are lucky to receive support from various organisations, businesses, community grant programs and local and state government bodies. This support allows the organisation to develop new programs and events, continue or grow current programs and provide more opportunities to people in our local community. We are committed to building relationships with external organisations and all levels of government in order to find new and innovative ways to work together to create mutually beneficial outcomes. This year, all service areas within Interchange Outer East have benefited from the support of such relationships and we thank the following organisations for their valued contributions.

Freemasons Victoria

For the eighth year, Freemasons Victoria and Freemasons Monash Gully Branch have generously funded the IOE Sibling Support Program. The total support by Freemasons has this year reached a staggering \$160,000! It is because of this continued partnership that the Sibling Support Program is able to run and grow each year, providing a social outlet and emotional support to dozens of brothers and sisters of a child with a disability. Each year we are blown away by the commitment of Freemasons Victoria and Freemasons Monash Gully Branch in recognising the value of siblings in the life of someone with a disability and, in turn, supporting siblings to thrive within themselves and their communities.

Lions Australia

Thanks to the incredible fundraising efforts of Lions Clubs of Forest Hill, Vermont, Vermont South, Park Orchards and Box Hill over the course of the year, we will be adding a third family camp to the calendar later in 2017.

Bendigo Bank Community Foundation

On behalf of the Bendigo Bank Community Foundation, the Warburton and Yarra Junction Community Bank branches sponsored the Upper Yarra Family Support Program in 2017. The branches funded family and carer support activities based out of the Interchange Outer East Yarraburn office to a total of \$2,718. Parents and carers living in the Upper Yarra area enjoyed social outings, training and self care sessions and creative workshops throughout the year thanks to this funding. Warburton and Yarra Junction Community Bank Branches also generously donated \$1,500 in support of the Yarra Ranges Family Fun Day that was presented by IOE for the community of Yarra Junction after the establishment of our Yarraburn Office.

Knox City Council

Knox City Council has been a regular supporter of IOE's projects and events over the years, particularly through their Community Development Grant Scheme. In 2016, Council donated \$1,000 towards the IOE Your Story Conference, held at the Burringa Cultural Centre in October 2016. We are grateful to have the ongoing support of Knox City Council, particularly through the Metro Access program.

Yarra Ranges Council

This year, Yarra Ranges Council has provided over \$6,000 in funding to IOE in support of several programs and initiatives. Council contributed \$1000 towards the Upper Yarra Family Support Program, \$827 was donated in support of the Yarra Ranges Family Fun Day and \$4,750 has been granted to the development of parent-child workshops by IOE; an initiative that is currently under development. Yarra Ranges Council and Yarra Ranges Metro Access officer have been extremely supportive during

the establishment and ongoing operations of the Interchange Outer East Yarraburn office.

Kmart Westfield Knox

Through the Kmart Spare Change program, Kmart Westfield Knox named Interchange Outer East as their charity benefactor for 2016. Thanks to the generosity of customers donating their spare change at the register over a ten month period, IOE received a donation of \$1,065 to assist with family support programs.

Manningham City Council

Manningham City Council supported the establishment of a new Multicultural Carer Support Group through their Community Grants Scheme. This year, the Multicultural Carer Support Group has enjoyed dinners, social catch ups and wellbeing workshops in a friendly and accepting environment.

National Youth Week Victoria

For the fifth consecutive year, Interchange Outer East received funding from the Victorian State Government National Youth Week initiative. This \$2,000 funding enabled a committee of youth volunteers to plan and run YOUTH be HEARd - an event for youth by youth. The free community event was held at Marie Wallace Reserve in Bayswater and included live music, interactive demonstrations, youth mental health information, resources, games and activities.

*Thank you to
our supportive
community!*



Image: Freemasons Monash Gully Charity Gala Night



Image: Yarra Ranges Family Fun Day, September 2016



Image: Adults dance group performs at the IOE Your Story Conference, October 2016



Financial Report

Interchange Outer East Incorporated REG No. A 0009 955P

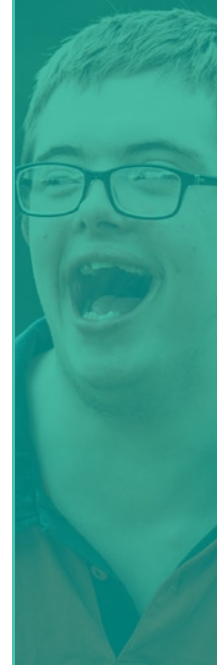
Statement of Comprehensive Income for the year ended 30 June 2017	Notes	2017 \$	2016 \$
Revenue and other income	4	11,395,509	10,702,234
Other income	4	100,235	80,388
TOTAL INCOME	4	11,495,744	10,782,622
Depreciation and amortisation expense	5	(99,312)	(102,060)
Employee benefits expense		(8,833,303)	(8,097,938)
Occupancy expenses		(288,105)	(285,558)
Client expenses		(1,551,361)	(1,502,629)
Other expenses		(434,548)	(472,265)
TOTAL EXPENSES		(11,206,629)	(10,460,450)
Profit before income tax expense		289,115	322,172
Other comprehensive income/(expense) - transfer to accumulated surplus	15	-	(826,739)
Total comprehensive income/(expense) for the year		289,115	(504,567)

Statement of Cash Flows for the year ended 30 June 2017	Notes	2017 \$	2016 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		3,510,849	1,735,678
Payments to suppliers and employees		(12,035,526)	(9,092,451)
Receipts from grants		9,282,119	8,173,651
Interest received		55,118	56,792
Finance costs		-	(8,831)
Net cash provided by operating activities	16(b)	812,560	864,839
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		32,954	12,751
Payment for property, plant and equipment		(129,560)	(150,267)
Payments for intangible assets		-	(8,500)
Payments for other financial assets		-	(22,785)
Net cash provided by/(used in) investing activities		(96,606)	(168,801)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		2,439,677	1,743,639
Net increase in cash held		715,954	696,038
Cash at end of financial year	16(a)	3,155,631	2,439,677

To obtain a copy of the full financial report for the year ended 30 June 2017, please contact Interchange Outer East.
An explanation of the 'Notes' is provided in the full financial report.

Statement of Financial Position for the year ended 30 June 2017	Notes	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	6	3,155,631	2,439,677
Receivables	7	459,969	348,991
Other financial assets	8	317,096	308,656
Other assets	11	27,724	23,237
TOTAL CURRENT ASSETS		3,960,420	3,120,561
NON CURRENT ASSETS			
Property, plant and equipment	9	488,949	473,2942
Intangible assets	10	4,392	7,792
TOTAL NON CURRENT ASSETS		493,341	481,086
TOTAL ASSETS		4,453,761	3,601,647
CURRENT LIABILITIES			
Payables	12	671,201	595,273
Provisions	13	959,490	908,895
Other liabilities	14	1,147,108	721,139
TOTAL CURRENT LIABILITIES		2,777,799	2,225,307
NON CURRENT LIABILITIES			
Provisions	13	122,498	111,991
TOTAL NON CURRENT LIABILITIES		111,991	161,343
TOTAL LIABILITIES		2,900,297	2,337,298
NET ASSETS		1,553,464	1,264,349
MEMBERS FUNDS			
Accumulated surplus	15	1,553,464	1,264,3498
TOTAL MEMBERS FUNDS		1,264,349	942,177

Statement of Changes in Members Funds for the year ended 30 June 2017	Reserves \$	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2015	826,739	115,438	942,177
Profit for the year	-	322,172	322,172
Total comprehensive income for the year	(826,739)	322,172	(504,567)
Balance at 30 June 2016	-	1,264,349	1,264,349
Profit for the year	-	289,115	289,115
Transfer to accumulated surplus	(826,739)	-	(826,739)
Total comprehensive income for the year	-	289,115	289,115
Transfers	-	826,739	826,739
Balance at 30 June 2016	-	1,553,464	1,553,464



Get Involved

There are many ways to be involved in Interchange Outer East and to help the organisation continue to create opportunities and choice throughout the community. From volunteering once a month, on weekends or school holidays, donating just \$5 out of your pay each fortnight, registering for services and events to sharing our posts on social media, how you contribute is up to you - but it all makes a huge difference!

Volunteers

Since 1990, 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:

- **Recreation volunteer** assists children and young people with disabilities on a wide variety of recreational and social programs.
- **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. Call us or visit www.ioe.org.au to find out more.

Community Partnership

There are various mutually beneficial ways the community and businesses can become involved with IOE. If you would like to get involved, or for more information, please get in touch or visit the Interchange Outer East website.

Donations, Payroll Giving & Fundraising

All donations go directly to IOE programs and services for the benefit of participants and their

families. Find out more or make a one-off, regular, bequest or workplace payroll donation at our office or via the website: www.ioe.org.au/get-involved/donate/

Family

Families who have a child with a disability living in the outer eastern region of Melbourne interested in accessing IOE services or learning more about us are invited to call, email or check our website. Families can commence the registration process using the electronic forms on our website:

www.ioe.org.au/get-involved/applying-for-ioe-services/

Members

Any member of the community is invited to become a member, showing their support and allowing them to vote on matters which influence the direction of Interchange Outer East. A membership is a prerequisite for becoming a member of the Board of Management. An annual fee of \$20 applies.

Follow Us

IOE has a strong social media presence, regularly sharing stories, updates, events, disability sector information, opportunities for children, families and carers and much more! We encourage our followers to get involved in the conversation, share our posts and support our campaigns. Engaging with us on social media is one of the easiest and most effective ways that you can show your support!

www.facebook.com/interchangeoe



www.twitter.com/interchangeoe



[interchangeoe](https://www.instagram.com/interchangeoe)



Search Interchange Outer East



Acknowledgements

Each year, there are many individuals, organisations, community groups and businesses that contribute to the agency in many different ways. From providing a welcoming space to meet, donating goods and services, giving their time or going out of their way to ensure that our programs can run successfully in the community. The people along the way who make the decision to help, to go above and beyond or to simply say 'yes' make a huge contribution in often the simplest of ways. To these people, businesses and groups, we say 'thank you!' Your act of kindness has made a difference and has not gone unnoticed.

Freemasons Victoria
Freemasons Monash Gully
Lions Australia
Department of Health and Human Services
State Government of Victoria
Achieve 2B
Morgan Stanley
Upwey Treasure Shop
Libertey Builders
Ansvar Insurance
Connecting Up
Athla Onlus
National Youth Week Victoria
Goodstart Early Learning Narre Warren North
Bendigo Bank Community Foundation
Australia Post Delivery, Boronia
Justin Finighan - Finrea Pty Ltd
Emma's Baby Swim
Gary Radler Photography
Ross Office Supplies
Rotary Club of Balwyn
Box Hill Miniature Railway
Box Hill Golf Club
Portsea Camp
The McQuie Family
Brendon's Quality Meats
Bunnings Warehouse Box Hill
Box Hill RSL
Officeworks Doncaster
Warburton & Yarra Junction Community Bank
Knox City Council
Yarra Ranges Council

Knox Leisureworks
Puffing Billy Railway
Nathan Mirt - Blueberry and Walnut Farm
Colin & Elisa Bertuch - Mt Buffalo Olives
The Costenaro Family - Riverslea Homestead
Whorouly Primary School
Everton Primary School
Myrtleford Holiday Park
Eastern Ranges School
Salvation Army (Ferntree Gully, Boronia, Bayswater)
Bayswater Primary School
Brittania Park
Belgrave Primary School
Manningham City Council
Nike Australia
Hedgend Maze
Vibe Studios
Maroondah City Council
Healesville Indigenous Community Services Assc.
Cricket Victoria
Melbourne Vixens
Hockey Victoria
Vince Lazzari
Animal Aid Coldstream
Bluey and Alice Bunny Refuge
Insportz Knox
Haydi's Irish Donkey Farm
St Kilda Mums
Kmart Westfield Knox
Lions Clubs of Forest Hill, Park Orchards, Box Hill,
Vermont and Vermont South

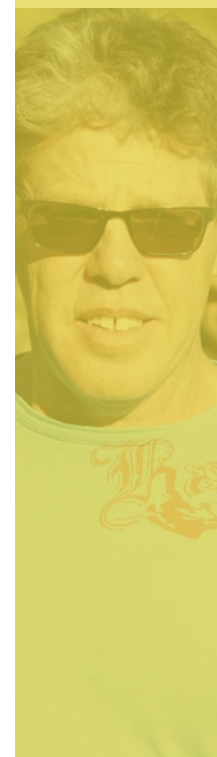
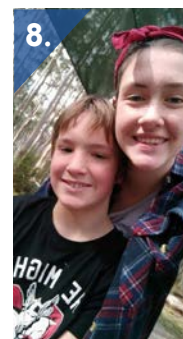
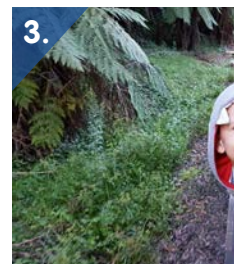


Photo Gallery



1. Prepping for the giant swing at Coonawarra Family Camp, March 2016 2. IOE CEO Fred Brumhead p
Holiday Program 4. Billy and Rod at the Carer Support Groups Box Hill Miniature Railway Family Fun D
6. Ben heads into the city by train to spend the day exploring the Old Melbourne Gaol 7. Mums Soci
camp 9. Jessica brings a huge dose of cute to the flying fox at Portsea Family Camp, April 2017 10.
Dads Social Group take in the view at the Wilsons Prom weekend away 12. Adult Recreation group over



presents at the Your Story Conference, October 2016 **3.** Enjoying a day on Puffing Billy for April School Day, November 2016 **5.** Gillian and Maddie at 5-12 years Sibling Support Program camp, February 2017 **8.** Local Group taking in the city sights **8.** Shane and Sophie at Cave Hill Creek July School Holiday Program **10.** Wildlife Wednesdays - collecting veggie donations to pass on to local animal shelters **11.** Some of the night stop in Coober Pedy, after a weekend at the Wide Open Spaces Festival just outside Alice Springs.



Main Office

5-7 Yose St
Ferntree Gully VIC
PH: 03 9758 5522

**Enterprises Work
Training**

5 Sylvia St
Ferntree Gully
PH: 9753 5369

Yarraburn Office

1 Park Rd
Yarra Junction VIC
PH: 5967 2433

Community FTG

1/115 Station St
Ferntree Gully
PH: 9753 5369

Link Bayswater

31 Macaulay Place
Bayswater VIC
PH: 9720 7622

Network Lilydale

Shops 1 & 2 Clarke St
Lilydale VIC
PH1: 9738 7877
PH2: 9737 6777

