



Annual Report | 2017 - 2018

Creating Opportunities and Choice



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'Wominjeka'

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.





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.

CREATING OPPORTUNITIES AND CHOICE

Our Management Team



Glenn Myatt
Chairperson

Glenn has been a board member of IOE since June 2010 and its chairperson since November 2013. He has over 25 years experience with major private and public sector organisations. He has held senior marketing roles with national and international responsibilities both in Australia and overseas. Glenn has an MBA from the Melbourne Business School, a Masters in Communication and has first-hand experience of the sector as a parent of a child with special needs.



Fred Brumhead
Chief Executive Officer

Fred has been at IOE since 1989. Never satisfied with the status quo, Fred is always focused on making IOE a more effective service for families. Having previously worked for three other disability organisations prior to coming to IOE, in his role as CEO, Fred has worked to ensure that IOE has not followed the direction of other organisations but has maintained its own path and values. This commitment has shaped the development of agency over many years.



Belinda James
General Manager

Belinda started with IOE as a teenage volunteer in the late 1980s. Progressing through the agency, she became the general manager in 2006. Focus on family, the ability to make a difference and the fun, innovative culture drew the young Belinda to IOE. She now appreciates the agency's honesty and transparency in owning its failures as well as its success. She values continued focus on families and the way IOE has embraced youth, giving them the opportunity to grow and contribute.

Kimberley Hannett
Team Leader

Children & Family Services Team

Ellen Clacy
Team Leader

Adult Services Team

Julie Settle
Team Leader

Administration & Finance Team

Board of Management

CHAIRPERSON

Glenn Myatt

VICE CHAIRPERSON

Tina Valentine

GENERAL MEMBERS

Susanne Grosser

Melinda Spencer

Michelle Trustum

TREASURER

Bruce Lanyon

SECRETARY

Dianne Thomas

Michael Davern

Marianne Choong

Ruth Power

Chairperson's Report

Welcome to the Interchange Outer East 2017-18 Annual Report. The past financial year has been all about transitioning the service to a provider under the NDIS. Rollout is nearing completion and approximately 80% of IOE participants have transitioned to the scheme. The NDIS rollout has been a significant challenge with the requirements for new processes combined with a much greater demand for services. While this has caused considerable stress at times, IOE staff have risen to the challenge with their typical dedication and commitment, and should be commended for this. The board's role in this transition has been to support the management team and to assist with development options to address ways for the agency to efficiently respond to the challenges of operating in the NDIS environment. To facilitate options for IOE's transition as an effective and efficient NDIS provider, the board has encouraged the development of several transformation initiatives. Additionally, the board has been involved in:

- The development of a workforce strategy;
- A costings project with Pitcher Partners;
- A review and discussion about IOE's cultural approach; and
- The development of priority areas that direct the focus of IOE.

The capacity of IOE to harness and engage the collective knowledge and experience available to the agency will continue to be central to a successful transition. The coming year will see the complete transition to the NDIS and a greater understanding of what the future may look like. The priority of the Board is to provide assistance and guidance to the organisation to maximise opportunities presented both through the NDIS and alternative prospects. The board is committed to ensuring that IOE is in the position of being able to provide effective support to families of children and young people with disabilities. My thanks to all members of the board for their engagement and contribution throughout the year.

- By Glenn Myatt, Chairperson of the Board of Management



There is still much to be done and the focus over the next 12 months will be to continually improve the capacity of the agency to support families. Key priorities are:

1. Maintain and improve the connection between families and IOE;
2. Grow and develop the workforce, both employed and voluntary;
3. Manage the high levels of demand and growth experienced by IOE;
4. Innovation and the development of new services;
5. Ensure transparency in regards to pricing and costs; and
6. Work with families to maximise the benefits of their NDIS plans.

CEO's Report

Interchange Outer East continues to focus on working to support families of children and young people with disabilities. The importance of this focus cannot be underestimated and it is precisely this primary aspect of the agency's *raison d'être* that drives the commitment to be a thriving service provider in the future under the NDIS. The *white noise* associated with the NDIS has the capacity to derail the importance of why IOE exists. Without a continual focus on the fundamental purpose, decisions about what IOE does and how it's done has the potential to address only the NDIS *noise makers* and redact the overall value of the organisation. For IOE to succeed in the future it will be a service that families want and need, that has their wellbeing as the focus of the service.

The past year has presented plenty of challenges and surprises. Overall, with most families now transitioned to the NDIS, IOE should be satisfied with the way in which they have responded and adjusted to the new, and still developing, system and requirements. Whilst this has been a far from smooth process, the ability and capacity of the agency's workforce to adapt and develop new processes is commendable. Much of this work has been achieved by the Administration and Finance Team and by the program coordinators who have carried the responsibility of interpreting and managing the transition with families on a day to day basis.

Beyond the transition there have been several other significant achievements over the past year.

Family Support

At a time when many family support programs are being reduced, IOE has increased the opportunities for families as a whole to be supported.

- The continued support of Freemasons Victoria has enabled the Sibling Support Program to continually develop and expand.
- The Victorian State Government's HACC carers funding enabled IOE to plan its first Parent and Carers Retreat, as well as a series of information sessions for carers, for the next financial year.
- IOE added an additional Family Camp (three per year) to meet the demand on this service.

Support Workers

As the key constituents of most of IOE's service, the development and recruitment of support workers is of primary importance. The capacity to recruit, induct and successfully match support workers is a major challenge and the agency has worked hard to achieve positive outcomes over the past year. Demand outstrips supply significantly and this will remain a key focus of the agency in the future.

Partnerships

The focus on creating partnerships has been developed strongly over the past year. Recognising that we can achieve far more working together enables IOE and partners to better support the needs of families and create more opportunities for children and young people with disabilities.

- By Fred Brumhead, Chief Executive Officer

IOE and NDIS

In November last year, a group of young people went bush camping for a weekend. The weekend turned out to be an allegory of what the year of NDIS transition has been like.

We packed everything we could think of into a couple of utes and the nine of us took off to the Rubicon Valley. Of the nine people, only one knew where we were going, one thought we were going to a hotel and the rest were happy with whatever - so long as it was with IOE. We arrived and set up the tents only to realise we seemed to be short a camping mat, yet we were sure enough were packed ... then it rained. Not the pitter patter of gentle rain but a deluge of heroic proportions. We rode out the storm in our tents and then realised we had no common shelter. With ingenuity we rigged a tent fly to create a meeting place (imagine a biosphere dome) and then thought about dinner. Camping stove: Yes. Gas: No. The amount of rain meant no fire either so dinner was an interesting mix of things, but it worked. And so the weekend continued - steamy heat, thunderstorms and rain. The fire worked, we cooked up a storm (and cooked during one!), played in the river, experienced epic card games, collected wood, talked and generally had a great time. Packing to return, it rained again and everything was wet. We found the extra mat (two is better than one), and returned damp and tired yet strangely chuffed that we weathered the weekend and had a great time.

For IOE, the NDIS experience has been like that weekend. It dawned on us quickly that while you prepare as best you can, you often have to make

do and be creative as you go along. The NDIS is still being developed and the ongoing changes, varying interpretations of plans and the assorted experiences of families of the planning process means you just have to go with the flow. The NDIS presents opportunities, frustrations, surprises and outcomes that could not be predicted with any sense of certainty. For families there are those that like the two mats, those that know exactly what they want, and those that are just wanting to experience and learn what it can offer to their family members. Significant outcomes and learnings from the NDIS transition and rollout:

The Good

- Families are generally able to access more support and services than before.
- Families are in the *drivers seat* and can exert greater levels of choice over the services they receive and from whom they receive it.
- It can create opportunities for services to work together to ensure families access better support.

The Bad

- The focus on business practices as being the *right* approach to service delivery.
- The devolution of community service.
- Support provided by the NDIA to services and families.

The Ugly

- The reduction in family support services.
- The level of demand and the lack of available services to enable families and people to use their plans.
- Waiting List growth.

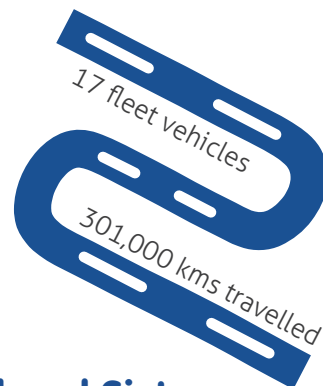
- By Fred Brumhead, Chief Executive Officer





The Year in Numbers

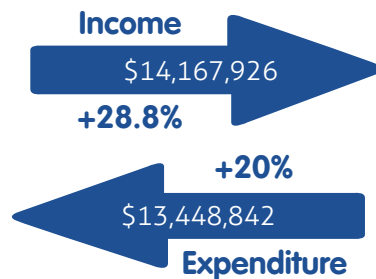
103 Total permanent staff **17** New permanent staff **8** Newly created permanent roles



Eight Hundred and Sixty
Total number of registered clients

One Hundred and Twenty
Newly registered families plus...

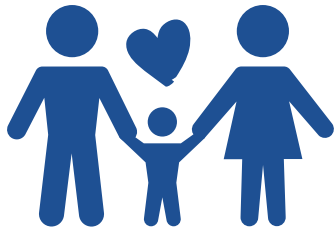
Thirty Two
Partial registrations for the year.



Seventy Four
Children received support through host and specialised care programs



278 Total casual staff **125** New casual staff



52 host and specialised care volunteers
10 new volunteers this year

One Hundred and Twenty Four

Family support activities



THREE

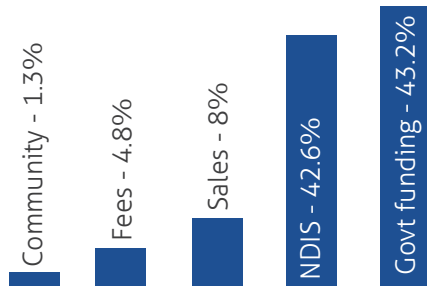
Family
Camps



88

Families

That's 319 people!



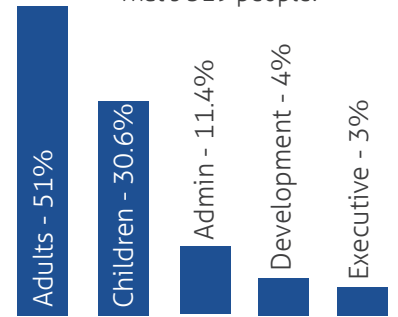
Where the money comes from



Recreational camps
for children...

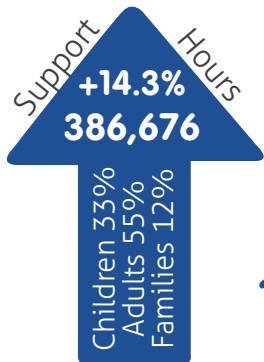
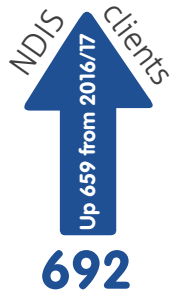
plus **125** day activities

...for **261** kids.

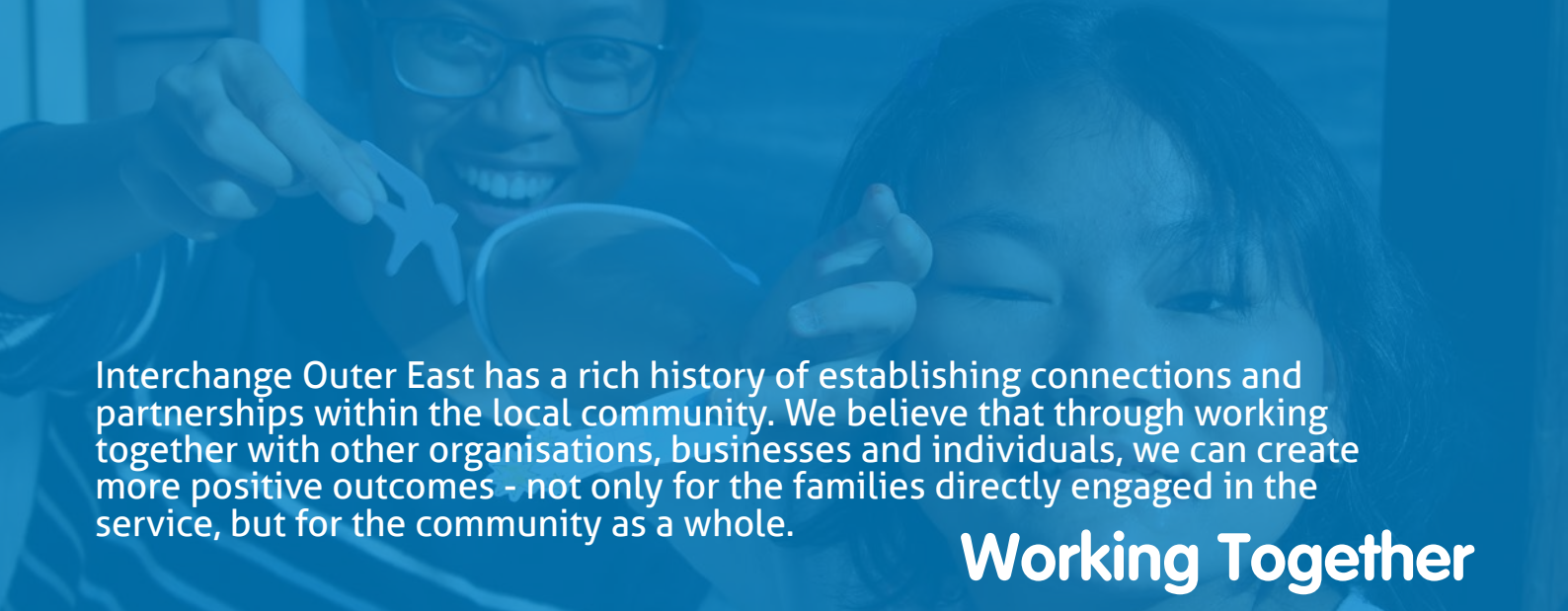


Where the money is spent

423 number of children receiving support **437** number of adults receiving support



Support coordination
clients



Interchange Outer East has a rich history of establishing connections and partnerships within the local community. We believe that through working together with other organisations, businesses and individuals, we can create more positive outcomes - not only for the families directly engaged in the service, but for the community as a whole.

Working Together

Different Journeys

Different Journeys offers peer support events for autistic teenagers and adults, as well as their carers and families. Two parents of autistic teens established the program in 2016 to fill a gap in the community, whereby teens and adults can engage in social activities with others in their *tribe*. The program is currently run by a voluntary committee and auspiced by Interchange Outer East.

Different Journeys offers two regular peer support events; Teen ASD Social Group and Adult ASD Social Group. Each group meets monthly for dinner and activities such as games and theme nights. The events offer an opportunity for autistic people, their carers and families to engage in the type of social activities that others engage in as a regular part of life. Teens can tell their peers at school that they went out to dinner – an activity that everyone can relate to. Participation is intended to reduce isolation and improve mental health. For teens, participation is also intended to develop confidence, friendships and educational opportunities; while for parents, it is intended to empower them to take action.

The auspice arrangement with Interchange Outer East has been beneficial to Different Journeys by enabling them to draw on the collective experience provided by an established organisation, with tested policies and processes. For example IOE is able to offer rooms for training venues, meeting places, marketing and expertise to continue to keep Different Journeys on track.

Araluen

As families started to transition to the NDIS, IOE began receiving requests to provide support coordination for housing and living arrangements. Planning housing options for the future is a major life event and one that IOE has very limited knowledge or experience in. We found ourselves in new territory. We started a conversation with some great people at Araluen, which is based in the northern region and focuses on exploring housing solutions with families. This led to a forum for families on the subject in March, which was very well attended. Araluen were keen to support our families in exploring all the options for housing and IOE were keen for families to utilise the expertise Araluen had in this area. Earlier this year Jenny

Tomlin, who has vast experience in housing in the eastern suburbs, had joined the Araluen team. What a perfect match; Araluen had a coordinator with housing experience and we had families and space for her in the east. We established a partnership and Jenny currently works with six IOE families in the area of housing. She is also a great resource for the IOE team in this space, in particular providing advice for our independent living intensive learning programs.

#VolunteerForDisability

The Volunteer for Disability project is an initiative of Interchange Incorporated, funded by an NDIA Information Linkages and Capacity Building grant. A committee was formed from representatives of Interchange member agencies, including a staff member from IOE. The project aim was to raise awareness of the benefits and opportunities to volunteering in the disability sector, as well as the contribution that people with disability can make by volunteering. Through a traditional media and social media publicity campaign, a volunteering pilot program, an accredited online training program and

other project activities, the committee saw positive results throughout the year. Interchange Outer East is grateful for the work of Interchange Inc. in coordinating this project throughout the year.

Achieve2B

Achieve 2B is a pioneering New Zealand based trust, facilitating domestic and international student exchange for teenagers with disability. Interchange Outer East is proud to be the first international partner of Achieve 2B. In 2017, we welcomed Dennon into the IOE community for three months where he was hosted by an IOE staff member and lived as part of her family. He also attended Fairhills High School and was an active volunteer on IOE recreation programs. This first exchange was such a success that in 2019, we are preparing to host two more students from New Zealand, Lola and Taylor. The Interchange Outer East community is lucky to have made a connection with Achieve 2B and its founder, Julia Hartshorne. We look forward to working together far into the future and helping many more students with disability experience life in another country.



What Our Community Said

Throughout the year, we aim to keep open lines of communication between our staff, volunteers, participants, families, partners and supporters.

We do this through formal (complaints procedure, surveys, email correspondence, etc.) and informal (social media, events) processes. Hearing from people in our community first-hand, both positively and constructively, is the most effective way to ensure that we understand, and respond to, their needs.

Louise has been great! She is very engaged, interested and comical with our son. A great fit. She has some great ideas too! He seems very happy and comfortable with her and enjoys her play and company...

...can you clone her?

The ability to build friendships is important so I think regular staff on activities would be good if possible and reasonable.

My granddaughter has had some truly amazing IOE carers who are still friends today. They have enriched her life in many ways!

Thank you Matt...

...you deserve a medal!

I am so grateful that I found Interchange Outer East! The staff and volunteers are just great and very friendly.

It's great the support we have received from IOE. Goes to show what we can achieve when we all work together!

We



our IOE family!

Glad to see a big grin on Gus's face

WOW!!

I'm amazed at this program! Sara has done an incredible job running it with the participants. They have all done so well. Such a dedicated and hard working staff member.

I loved hanging out with Carly in New Zealand!

Please thank all the volunteers who helped support our son, they have such beautiful (and patient!) hearts.



A truly *rewarding* experience!

Tash and Rhiannon are great with the kids. Tash brought an origami book and the kids all did paper folding with her. Rhiannon read so many books to my daughter, which helped her manage her anxiety around me leaving. Thanks for the work you've done in ensuring the support workers are a good match with our kids.

IOE seems go have coped well with the huge challenge of the NDIS changeover. The staff have obviously been stressed and stretched through this process but still seem both happy and sane!

Cathy has to be the most awesome staff member out there! She has gone above and beyond to support me and my daughter.

You are our second family!

It would be helpful to have School Holiday Program camps allocated sooner.



We probably had one of our most successful camps as a family this year. Thank you for looking beyond the initial glance and providing extra support. We were able to create positive family memories. That is the lasting gift that IOE provides us with.

Our support workers do so much more than look after our son's immediate care. They pro-actively help with his overall needs as well as, at times, help out with his younger sister. They show that IOE is true to its purpose of supporting not just the individual but the whole family.

***I don't know what you are worried about.
Just let Interchange be Interchange...
...it's good!***



The Bounce into Life basketball program at Rings has been such a fantastic program for our participants. Vicky is an amazing coach and we love that she has structure for the program each Friday. Vicky adapts activities to suit peoples' individual needs and she gets everyone involved in each activity. It has been wonderful watching my group learn and improve skills! They have all come such a long way; from some not wanting to participate to joining in on stretching, catching the ball and aiming the ball up towards the ring - this is a huge success for our group! We all look forward to coming on a Friday, we feel like we are part of something special.

**Breathe, smile,
and keep going!**

After we dropped her at home, her mum texted me to say that she was buzzing as she'd had such a great time!

**I need this in my
life - I am excited
and will be
applying!**

I'd offer more casual staff permanent positions. There are some of us that do a lot of shifts and it would be good to gain further opportunities within IOE.

**Some shifts can
be challenging,
but the reward of
helping others is
much greater.**

Families are not easily definable...

*...they can be all shapes, all sizes, functional,
or not, bonded by blood or circumstance.
They can be given or created.*

*I love connecting with
participants from programs.*

Supportive

**Thank you so much for letting me learn how to
love unconditionally and respect other people.
Volunteering is not about me, it is about caring
and loving. It's an amazing experience to be a
volunteer at Interchange Outer East!**

**There aren't
enough hours in
the day!**

***I love
working
here! It is the
best family-
orientated
place to
work with
amazing
people.***



I feel incredibly humbled to be allowed to be part of the lives of so many families and wonderful people. I feel that I now have a huge extended family.

IOE is a fantastic organisation with staff who really care about what they're providing to families. I also have to thank the families I work with for being so lovely and appreciative of what we do. Thanks to everyone I've worked with and for so far it's been a pleasure.

To say I go home feeling fulfilled is an understatement.

A place of care, common-sense, commitment and candor!

I continue to be in awe of the resilience of families and the dedication of staff and volunteers. I feel really fortunate to be involved in a flexible, compassionate and family focused agency.

I remind myself what it's all about

I love how amazing and dedicated our staff are to the big picture.


...we never give up

Thank you Irene for sharing your home with us for the Animal and Outdoor Activity each week for the last two months. Your heart, family and property are beautiful! Our group has loved being there and looked forward to it each week.

Enjoying the little wins...

What We Said

At IOE, we value people as our most valuable asset. This includes our staff and volunteers as well as the families we support, and the community that supports our vision. The experiences of our staff and volunteers are important in shaping the way that we respond to the needs of families. Our staff and volunteers are as diverse as our families and it is the shared perspectives and experiences of these individuals that ensures IOE remains creative, innovative and responsive.



Interchange Outer East's programs and services for adults aim to provide meaningful and engaging opportunities for participants to engage in their community, learn new skills, explore their interests and grow their social support networks. From accredited training, volunteering, personal development and work experience to overseas holidays, live music, art and sport - there's something for everyone.

Adult Services

Although IOE was working with many families transitioning early to the NDIS, once November arrived we found ourselves in somewhat of an NDIS tsunami. We are still riding the wave although the force of it has become more manageable (or maybe we just know how to stay on the board a little better!). Everyone is constantly learning, sharing and thinking about the future which is exactly what keeps us going. The various service options have all grown with many new opportunities for people to choose from. Many families that were previously only able to use their funding for one service, have since received NDIS funding for increased support. The team have supported many families to explore what these extra supports look like and some families are taking on this role themselves as they become familiar with this new NDIS world. Here are a few things the team has been involved in:

- Overseas holidays - this year participants and families enjoyed Europe, Bali, Japan, Vietnam, and USA.
- The St Kilda Mums project has grown to provide participants with roles based at the Enterprises site daily and also at the warehouse in St Kilda.

- We run eight overnight intensive programs across the week with most including an aspect of learning to live away from the family home. Participants that have never spent a night away from home are now comfortable doing so.
- We have appointed a coordinator dedicated to developing our intensive programs as well as the Prep4Work program, commencing in 2019.
- We have developed partnerships with various businesses and volunteer groups to provide work experience options for participants.
- Individuals have been supported to move out of home, secure employment and pursue various interests.
- Most of the team have been involved in NDIS planning with families, support coordination and some plan management.

We have done much, learnt much and have been challenged but the team still continues to explore what's next for the families and participants we work with. 2018-19 looks to be an even bigger adventure.

- By Ellen Clacy, Team Leader

Aaron's Story

I have been working hard at St Kilda mums. I mostly do washing and then hang it all out on the clothes horse. If staff are busy then I get started on the cleaning and washing because I know just what to do. On Thursdays we actually go into St Kilda Mums with Sara to volunteer. Do I love this? 'That is a big fat YES!' I get to clean dolls and brush their ratty hair. By the time I'm finished washing, drying and doing their hair they look like fairytale princesses.

I have started doing some different things this year. At first I didn't like the change, 'It was a big fat NO' from me. SNAP!' After a while, I have gotten used to some of it. At first I refused to get on the bus, then once I got on, I would refuse to get off because I didn't want to go in. Now I go to the Mansion Retirement Village with Maeve on Fridays and I have started to get to know people including Linda's mum and dad. At first I thought that the people there were, 'hmmm, I better not say ... It would be rude.' Now I am getting to know them and they are kind and lovely. I serve them tea and coffee.

I also started the House Intensive Program. At first we just went up and spent the day up there which helped me get used to it. We stay at the Brownie Cottage which is pretty nice. There are a lot of kookaburras around and they are always laughing. At first I wanted to go running for the hills. I was not happy about staying away from my house, my mum, my border collie Miley and my tabby cat, Smokey. I was worried about them getting dinner and I was worried about sleeping in another bed. I had never done it before and didn't like the idea of it. Now I like staying away from home for two days and one night each week. Mum says she is proud of me for staying there. When we arrive, we check in and find a room that we all want to stay in. I always choose the room that is closest to the bathroom.

I pack everything I need to take on my own. I take all my toiletries, towel, pyjamas, my dolls, some DVDs and my Disney Princess bedding. We do fun things like going out to lunch and learning to cook. People thought it was good and they liked it. I do the vacuuming and clean the tables before we leave on Wednesdays, then we take the key down to the office and take our food storage boxes to the shed. We roast marshmallows on the fire, 'If you haven't done it you should try it'.

*- By Aaron de Saint Aromain, Adult Services Participant
With assistance from Michaela Alcorn*



The Marsham Family

Our first experience with IOE was at the Coonawarra Family Camp where we were welcomed into such a beautiful community we never knew existed! Our two daughters with autism spectrum disorder (ASD) were matched with a volunteer and off they went to do activities I could never have imagined them doing! Off they went on the giant swing, performing in the talent show and dancing at the disco. But the best part was watching them make friends. It was this camp that changed our lives forever and introduced us to this amazing disability support service - Interchange Outer East.

Four years on and Chloe and Scarlet still get so excited for Family Camps. They also love the kids recreation activities and are now part of a special girls group. We also have the most amazing support worker, Charlotte, who spends time with the girls every week giving them someone young and fun to spend time with. This support also gives us, as parents, a break and even the occasional date night. Charlotte has become part of our family and I feel so blessed to have her in our girls' lives thanks to IOE.

The leaders and volunteers who we have got to know have been amazing with our girls, but especially with Chloe who suffers severe separation anxiety. The staff have always gone above and beyond to cater for her needs and reassure me that *'they've got this!'* To go from having two children with such demanding struggles and no support, to having the team at IOE come into our lives with such sincere compassion, understanding and ability to help, has been incredible. We feel supported not only as a family but also for both Chloe and Scarlet individually and together.

- By Sarah Marsham, IOE parent



Sibling Support Program

It has been a great year with positive progress for the Sibling Support Program. Given that most siblings have been participating now for a number of years, the siblings program has provided a pathway for their development, with significant social benefits in particular. The siblings have come to know each other quite well and form friendships. Together, we have created an environment where everyone is very welcoming of others. To be involved in this successful program has been indescribably rewarding. We could not do this without the generous support of Freemasons Victoria who have pledged ongoing funds to Interchange Outer East's Siblings Support Program. This financial support ensures that we are able to continue to further develop the program to ensure support and success for the children who access it. These kids are legends and I love the time we get to spend together!

- By Jenna Tatterson, Program Coordinator


It has been a huge year within the Children and Family Services Team. Our lives have been consumed with learning new processes, pricing and practices around NDIS. Just when we think we have our heads around it, it all changes! It has been a significant learning curve and one that has caused frustrations for families but also huge benefits. With the increase in service provision hours, respite and support coordination we saw some staff change roles and welcomed several new staff to the team. We also introduced the rostering team to Children's Services. The Intake Team were inundated with expressions of interest from new families requesting services. While we registered 73 new families we barely touched the surface. For the first time we had to create an internal waiting list for registered families who were requiring additional services. In response to the new national Child Safety Standards, we established a child safety group, with myself appointed as the child safety officer for the agency.

We participated in our first international student exchange with Achieve 2B, a New Zealand based charitable trust. Dennon was supported by an IOE host family for three months and was very active

within our community, taking part in programs and volunteering on recreation activities. To recognise and support the development of some of our most committed and skilled junior volunteers, we trialled and formalised the employment of junior support workers (16+ years) on recreation programs. In appreciation for the continued support of Freemasons Victoria for our Sibling Support Program, the IOE training room was renamed the *Keith Thornton Room* at a special morning tea. Keith has been the driver of the Freemasons' support of IOE since the beginning, over nine years ago! Family Camp was recognised at the Victorian Disability awards *excellence in promoting health and housing* category, being named as the highly commended finalist at the event. For the second year in a row, we ran three Family Camps in order to meet the demand of our most loved and valuable program.

Another incredibly busy year and we thank our families, volunteers, staff and the community for their continued patience, resilience, and dedication. We've met many challenges but had a lot of fun along the way.

- By Kimberley Hannett, Team Leader



The Interchange Outer East Children and Family Services Team work tirelessly to create opportunities for children and families to thrive. Through recreational and flexible care support options, and with support from volunteers, children are encouraged to participate actively, to make new friends, to build their confidence and to be themselves. Families are celebrated and each family member is supported through a range of Family Support Services programs.

Children and Family Services

19,572 hours

Contribution of
recreation volunteers

\$685,000

Financial equivalent of
volunteer contribution

Volunteering

The volunteer program has seen a lot of changes in the last financial year. Jess van Arendonk returned from maternity leave, then Marcelo Calderon went on long service leave. Jesse Baker stepped in to help out while Marcelo was on leave and has been given a permanent position as full time volunteer coordinator. The volunteer team moved downstairs to the main building and became a part of the Children and Family Services Team (just like the old days). You can now find all three volunteer coordinators in the office area behind reception.

Meaghan's Story

I started volunteering with Interchange Outer East when I was in year nine at Mater Christi College. I didn't have any previous interest, exposure or experience with disability. I had some older friends who had been volunteering for a while and often spoke of the fun they got up to on camps. Fun with my friends was the part of volunteering that appealed mostly to me. Little did I know that it would be so much more than that.

Volunteering brought me out of the shell of my idealistic and sheltered fifteen year old world. It taught me so much about myself, about other people and about life. I met incredible individuals who taught and inspired me and made friends who are still some of my closest today.

Volunteering guided me to finding my passion for working with people and lead me to studying nursing and paramedics once I finished school. The skills and exposure I had already gained gave me a big head start during my first year of Nursing. Volunteering also led me to a much loved part-time job in disability whilst I completed my tertiary studies.

Volunteering was one of the best decisions I have ever made. I have gained more out of it than I could ever give back. I will forever be grateful to the friend that convinced me to give it a go and for all of the experiences and opportunities that have come of it. The experiences I have had, and the people I have met, have truly shaped my life and the person I am today.

- By Meaghan Finlayson, Recreation Volunteer



There have been a lot of changes around IOE due to the introduction of the NDIS and the volunteer program has definitely been affected by these changes. With more intake of families comes a greater need for services, which means that the demand for volunteers has almost doubled. Not only has this been noticed on recreation activities, but also on adult day programs during the week. Volunteer coordinators have also noticed that, due to busy lifestyles for young people, including study, sports and part time work, volunteers have less time to give. We still have many eager young people wanting to get involved, but like the trends throughout Australia as reflected in the national volunteer statistics, volunteers can't commit to long hours and wish to donate lots of smaller amounts of time. National volunteer statistics:

- More people are volunteering but for less time than in the past.
- Growth in volunteering is uneven. Rates of volunteering have grown in sport, religion and education but have declined in community services and emergency management.
- More volunteers want roles that are flexible,

or require shorter hours or a shorter term commitment.

- People are increasingly time poor and volunteering competes with greater work and caring responsibilities.
- People are more mobile than in the past so volunteers are less likely to stay for many years in a single role.

Volunteer coordinators are still recruiting from local schools, but are also looking at ways to expand the program and meet the current demand of recreation programs. Information sessions have recently started for parents of volunteers and anyone interested in getting involved in the program. These sessions aim to alleviate any anxieties people may have and provide a clear understanding of what is involved when volunteering at IOE. New training has also been developed for staff supporting volunteers to ensure that every volunteer's experience with IOE is extraordinary and will motivate them to keep coming back for more.

- By IOE Volunteer Coordinators



Agency Development

How Interchange Outer East should develop over the next few years has been the subject of much conjecture. The past few years has created a lot of *advice* about the right path:

- Think like a business
- Focus on systems and processes
- Drive efficiencies

Whilst paying some attention to these aspects, the focus for the development of IOE is for families to experience good support that increases the opportunities to their child or young person with a disability and their family as a whole. IOE wants families and individuals to feel that they are understood, accepted and respected by the service.

Think Big; Feel Small

The level and extent that Interchange Outer East grows has also been a point of conjecture. Demand for the service requires IOE to grow, and yet much of its success has been the intimate feel of the organisation. IOE is aiming to keep that small feel yet develop the reach of the agency to enable more people to access the service. This may be achieved by moving to a more modular approach with smaller geographic areas or specific service modules.

Family Support

Developing a suite of family support options has been a focus of IOE for many years. Over the next few years the aim is to further widen and increase the levels of support available to carers and siblings. Finance of this area will continue to be challenging, however the benefits that these services deliver requires that solutions need to be uncovered.

Be creative; Drive Innovation

The temptation in the current climate is to be conservative, consolidate and focus on the core functions of the agency. For IOE that is a recipe for stagnation and the inducement of a lethargy across the service. New ideas, methods and the trial and testing of services keep the service offerings fresh and relevant to the changing nature of families needs. IOE aims to continue to develop new service offerings and creative solutions to problems expressed by families.

Keep Driving Forward

There are many distractions faced by IOE. Increasing regulation, rules, processes, procedures, systems, forms and associated white noise, that all work consistently and repressively to deadlock the progress IOE can make to improving support to families. It is imperative that IOE keeps moving forward and deals effectively with these distractions whilst ensuring that we are present and focused on the main picture:

IOE supports families.

- By Fred Brumhead, Chief Executive Officer



Jen's Story

I started working with IOE as a support worker in September 2016 and loved it straight away. I was able to learn from other support workers and coordinators, which helped so much as I eased into my new role. I was very soon assigned ongoing shifts with various families, most of which I am still working with now. Journeying alongside the families has allowed me to see them reach new milestones and grow. It has also been essential for building the relationship, familiarity and trust with the families. One of my favourite things about working with families on a weekly basis is being involved in their everyday lives and often feeling like part of the family. One of my passions is kids and seeing them have fun and learn. I love getting to act like a big kid myself and join in with whatever activity they may be doing. Over this past year I have learnt new skills and been taught so much by the young people I work with. I feel that this job challenges me to continually develop in patience to listen and understand, and creativity for play and fun.

Having ongoing relationships and involvement with families is something I really value. This has been crucial for the people I work with to become comfortable with me and develop that trust and friendship. I have seen incredible changes and growth in one particular little girl named Semina, who I had the privilege of performing alongside in her drama performance this year. When I look back to where we were a year and a half ago, I smile at how far she has come and how much our relationship has blossomed. There are times when my job requires a lot of persistence and dedication, but it always pays off in the most heartwarming ways.

I find so much joy and satisfaction in my job. Not only because I have an amazing time with the young people I work with, but also knowing how much I am trusted, valued and appreciated by their families. It is a true blessing for me.

- By Jen Bullas, Support Worker





Gina Ioannou
Parent

What has been the biggest challenge this year?

Rolling over to NDIS.

What is your fondest IOE memory for the year?

Being part of the Mums Social Group. I have loved every outing!

If IOE could make one thing possible, what would you choose?

For them to have their own housing for participants to take part in independent living programs. There is a gap in the market.

'IOE is the only organisation that understands my son's disability. That is a result of the commitment the whole organisation shows.'



Bahha Saab
Participant, 22 years

What has been the biggest challenge this year?

Wanting to go on holidays.

What is your fondest IOE memory for the year?

Going to the USA this year!

If IOE could make one thing possible, what would you choose?

To go on two big holidays next year.

'Jayne helps me a lot with camps and holidays. She pays bills from the NDIS, helped me with a job at Coles, helped with my study, as well as dog walking and counseling. She is an awesome coordinator for me.'



Jess Van Arendonk
Volunteer Coordinator

What has been the biggest challenge this year?

Balancing my family life with my working life.

What is your fondest IOE memory for the year?

The best days are actually the hardest days, where everyone sits down and works together to solve a difficult situation.

If IOE could make one thing possible, what would you choose?

If IOE offered paid maternity leave that would be awesome!

'I feel grateful that I work at IOE and have been given many opportunities for growth over my years here. The flexibility and supportive environment make it all worth it.'



Lekshmi Suresh Kumar
Support Worker

What has been the biggest challenge this year?

For IOE, it has been transitioning to the NDIS.

What is your fondest IOE memory for the year?

Celebrating my birthday (with pancakes!) with one of the families that I work with.

If IOE could make one thing possible, what would you choose?

Workshops for new workers on various topics run by experienced support workers.

'IOE is an understanding and accommodating employer. One suggestion is to debrief about good and not-so-good things that happen at work in a timely manner to someone more experienced.'



Michelle Trustum
Board Member

What has been the biggest challenge this year?

The continued NDIS integration.

What is your fondest IOE memory for the year?

Seeing the joy on my daughter's face at the possibilities of volunteering.

If IOE could make one thing possible, what would you choose?

Change the government's mind on the importance of families and give funds so organisations such as IOE can continue to make a difference for all!

'All IOE staff do such an amazing job. The last 12 months has been particularly challenging, but you all continue to make a huge difference. It's such an important service.'



Natalie Gammino
Sibling

What has been the biggest challenge this year?

I don't know maybe the money. Siblings don't get the NDIS plans that others get so it's harder to get funding.

What is your fondest IOE memory for the year?

Being able to go on activities and camps and making lifelong friends that just get what it's like to be a carer.

If IOE could make one thing possible, what would you choose?

A siblings overseas camp or interstate camp would be amazing!

'I love IOE! It's less like a business and more like a family.'

Interchange Outer East Incorporated REG No. A 0009 955P

Statement of Comprehensive Income for the year ended 30 June 2018	Notes	2018 \$	2017 \$
Revenue and other income	4	14,102,079	11,395,509
Other income	4	\$65,847	100,235
TOTAL INCOME	4	14,167,926	11,495,744
Occupancy expense		(111,740)	(99,312)
Employee benefits expense		(11,139,989)	(8,833,303)
Occupancy expenses		(303,334)	(288,105)
Client expenses		(1,270,285)	(1,551,361)
Other expenses		(623,494)	(434,548)
TOTAL EXPENSES		(13,448,842)	(11,206,629)
Profit before income tax expense		719,084	289,115
Other comprehensive income/(expense)		-	-
Total comprehensive income/(expense) for the year		719,084	289,115

Statement of Cash Flows for the year ended 30 June 2018	Notes	2018 \$	2017 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		7,232,593	3,510,849
Payments to suppliers and employees		(13,740,664)	(12,035,526)
Receipts from grants		6,627,342	9,282,119
Interest received		65,847	55,118
Net cash provided by operating activities	16(b)	185,118	812,560
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		20,608	32,954
Payment for property, plant and equipment		(203,210)	(129,560)
Payments for other financial assets		(744,412)	-
Net cash provided by/(used in) investing activities		(927,014)	(96,606)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		3,155,631	2,439,677
Net increase in cash held		(741,896)	715,954
Cash at end of financial year	16(a)	2,413,735	3,155,631

To obtain a copy of the full financial report for the year ended 30 June 2018, 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 2018	Notes	2018 \$	2017 \$
CURRENT ASSETS			
Cash and cash equivalents	6	2,413,735	3,155,631
Receivables	7	1,311,477	459,969
Other financial assets	8	1,061,508	317,096
Other assets	11	38,924	27,724
TOTAL CURRENT ASSETS		4,825,644	3,960,420
NON CURRENT ASSETS			
Property, plant and equipment	10	992	4,392
Intangible assets	9	563,211	488,949
TOTAL NON CURRENT ASSETS		564,203	493,341
TOTAL ASSETS		5,389,847	4,453,761
CURRENT LIABILITIES			
Payables	12	692,769	671,201
Provisions	13	1,144,162	959,490
Other liabilities	14	1,176,263	1,147,108
TOTAL CURRENT LIABILITIES		3,013,194	2,777,799
NON CURRENT LIABILITIES			
Provisions	13	104,105	122,498
TOTAL NON CURRENT LIABILITIES		104,105	122,498
TOTAL LIABILITIES		3,117,299	2,900,297
NET ASSETS		2,272,548	1,553,464
MEMBERS FUNDS			
Accumulated surplus	15	2,272,548	1,553,464
TOTAL MEMBERS FUNDS		2,272,548	1,553,464

Statement of Changes in Members Funds for the year ended 30 June 2018	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2016	1,264,349	1,264,349
Profit for the year	289,115	289,115
Total comprehensive income for the year	289,115	289,115
Balance at 30 June 2017	1,553,464	1,553,464
Balance at 1 July 2017	1,553,464	1,553,464
Profit for the year	719,084	719,084
Total comprehensive income for the year	719,084	719,084
Balance at 30 June 2018	2,272,548	2,272,548

2017/18

IOE had a strong financial result with a gross profit of 5.1% compared with the previous year which came in at 2.5%. Both income and expenditure levels increased. Income grew 28.8% largely due to the increase in service demand generated by the NDIS. Expenditure grew by 20% mostly driven by increased staff costs associated with the increase in service levels. Overheads were at 17.6% of income. IOE has a strong cash position which will support the agencies financial management as we move into funding in arrears under the NDIS rather than in advance under the previous grant scenario. At year's end NDIS funding accounted for 42.6% of income. In future years that percentage level will increase to 80% of total income. Members funds at year's end are at \$2,272,548 an increase of \$719,084 over the year.

Get Involved

There are many ways to be involved at IOE 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, and attending events to sharing our posts on social media. How you contribute is up to you - but it all makes a 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.
- 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/

Families


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 visit our website. Families can express an interest in IOE services 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, sector information, opportunities for children, families, 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! Follow us on Facebook, Twitter, Instagram and YouTube.

A young girl with dark hair and glasses is shown in profile, blowing a stream of bubbles. She is wearing a light-colored, possibly white, shirt. The background is a soft-focus green, suggesting an outdoor setting. The bubbles are in various stages of being blown, some small and some larger.

Freemasons Victoria
Lions Australia
St Kilda Mums
Goodstart Early Learning, Ferntree Gully
Goodstart Early Learning, Narre Warren
Mountain District Radio 3MDR - Ren and Phil
Jessica DeNorville
Dining Room Mission, Croydon
Rotary Club of Balwyn
Box Hill Miniature Railway
lifeAssist
Ellen Cook
Belgrave Primary School
Coles Ferntree Gully
Coles Bayswater
Around the Bend Cafe
Ruth Costenaro and Family
Everton Primary School
Whorouly Primary School
Cire Services
Ventura Bus
Whorouly Football Netball Club
Snow Road Nursery, Whorouly
Jade Quality Kiwi Fruit Farm
Interchange Incorporated
Different Journeys
Araluen

Achieve 2B
Insportz Knox
KPS Awesome Paws Rescue
Healesville Indigenous Community Association
Bluey and Alice Bunny Refuge
Luther College
Emma's Babyswim
Fairhills High School
Beyond the Book Therapy Services
Nike
The Misfit Project
Victorian Disability Awards
Club Kilsyth
Chrisalis Foundation
Clota Cottage Neighbourhood House
St Kevin's Community Space
EACH
Golden Dragon Palace, Templestowe
Alicia Wandek
Shek Moi Kho
Maria Nemec
Rosebank Receptions, North Ringwood
Joe Horak, Moudra Media
Natalie Duke
Metro Access Officers - Knox, Maroondah, Yarra
Ranges, Manningham

Acknowledgments

Each year, there are many businesses, organisations and individuals within our community who go above and beyond to support the agency in a variety of ways. We are grateful that there are so many throughout the community who share our vision and see the importance of providing meaningful opportunities for children and adults with a disability, and their families.



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