



# Interchange Outer East

OVERVIEW  
2017 - 2018

[www.ioe.org.au](http://www.ioe.org.au)

 **INTERCHANGE**  
OUTER EAST

## Our Vision

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

## 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.

**OPPORTUNITY**

**FAMILY**

**FUN**

**COMMUNITY**

**RESPECT**

**Creating Opportunities and Choice**

## Our Purpose

IOE provides a range of opportunities, services and supports to children, young people with disabilities and their families. These supports:

- Enable children and young people to develop confidence, learn skills, and have fun;
- Assist children and young people to be engaged and included in their community;
- Enhance the wellbeing of families.

In providing these opportunities, services and supports:

- IOE upholds the human rights of all people associated with the agency;
- IOE identifies families as the key constituent of the service and is focused on supporting families with children and young people living at home;
- IOE is committed to provide a safe environment for all participants and upholds the principles of child protection and reducing the risks associated with abuse and unnecessary restrictions of vulnerable people;
- IOE is committed to the importance of volunteering and the central role of volunteers in the agency in regards to service provision and future development;
- IOE aims to develop links and to work collaboratively with community agencies and other services to develop opportunities that benefit families of children and adults with disabilities.

## Our History

IOE was developed by families, members of the local community and interested professionals in 1983. The organisation has always been, and continues to be, community managed and as a result the operations reflect the needs of that community. The principles upon which IOE was founded were:

- Families of children with disabilities deserve support;
- Families know best what they want and need;
- Respite care services prevent family breakdown and premature placement of children in out of home care;
- The best support is local;
- People in the community want to help; and
- Find local solutions for the community.

## Our Community

IOE is proud to work closely with all areas of the community to create further opportunities for the people we support, their families and the community. Our Adult Services programs have built collaborative relationships with many community organisations where groups and individuals volunteer in a range of industries to gain experience, confidence and independence while furthering their work skills.

We are proud to have relationships with many organisations such as St Kilda Mums, Lions Australia, Freemasons Victoria, Achieve 2B, CFA, Healesville Indigenous Community Services Association, Goodstart Early Learning and more - including several local animal shelters. If you are a member of a community or organisation who would be interested in working collaboratively, please get in touch.



## Facts and Figures

- **320** active volunteers
- **615** registered families
- **302** staff
- **320,000+** hours of support annually
- **45,000+** volunteer support hours
- **Seven** sites

## Governance

Interchange Outer East is an incorporated association registered under the Associations Incorporation Reform Act 2012 Victoria. As an association IOE has a membership base from which a Board of Management is elected to govern the agency. The Board of IOE is charged with ensuring:

- The agency works towards its vision, aims and objectives.
- The agency has a clear strategic direction.
- The values of the organisation are upheld.

## Financials

Interchange Outer East has delivered sound financial performances over its 35 years. From a tiny budget of \$45,000 in 1984 the agency has consistently grown to an annual budget of over \$11 million in 2017.

Over the past 5 years IOE income has grown by an average of 8% and the agency currently has equity of \$1.2million which provides for a sound financial basis for the agency to move forward into the changing landscape of disability services.

In 2017, IOE had a steady financial year with a gross profit of 2.5%. That compares with a profit of 3% in the previous year.

Expenditure has indicated a reduction in overhead expenses by 4% over the past year which has been a key focus of the agency.

For the first year income from the National Disability Insurance Scheme (NDIS) has entered the accounts with NDIS accounting for 3% of income in the past financial year. This will grow to close to 85% in the next couple of years as transition gathers pace.

Members funds are at \$1,553,464 at the end of the financial year an increase of \$289,115 over the past year.

Where the money comes from	
Service sales to other agencies.	16%
Direct funding from State and Federal Governments.	73%
Money received from trusts, small grants, donations and fundraising.	2%
Money received from service fees.	6%
NDIS	3%

Where the money is spent	
Adults	51%
Children and Family Services	28%
Administration	11%
Development	3%
Executive	7%

## The Future

Interchange Outer East is committed to continue to provide excellent services and supports to families of children with a disability into the future. With significant changes being developed in the disability field IOE is focused on meeting the demands of the NDIS whilst retaining the commitment and focus on families, volunteers and building a better community. As such IOE will be a provider of NDIS services and yet will work to retain a range of other services and supports for families that may fall outside the scope of NDIS.

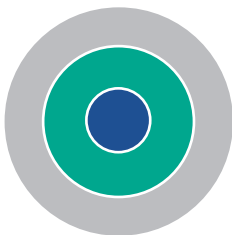
## Growth Framework

To ensure the continued viability and success of the agency and to continue to be able to support families throughout the roll-out of the NDIS and beyond, it is essential that we respond effectively to demand, changing market systems and increased competition.



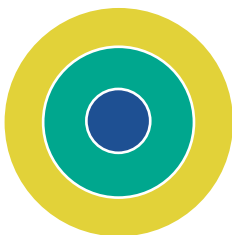
### Core

- Casual staff and volunteer recruitment
- Community profile and brand awareness
- Internal and external communication - website development
- Provide continued opportunities for family support services
- Identify key service aspects that have clear unique value propositions



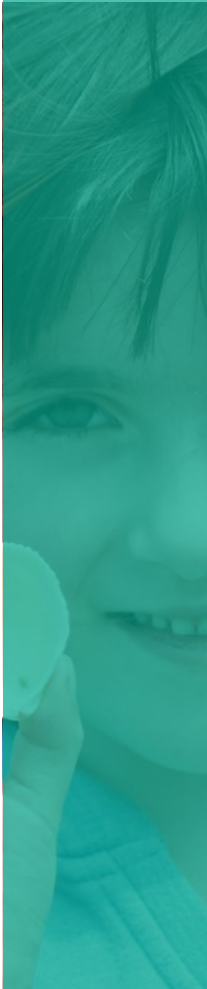
### Emerging

- Service gap options (adults extended hours, after school program, etc.)
- Analysis and possible expansion of the hub model
- Create new service models to meet current and emerging trends (ASD program, etc.)
- Increase the intake of young families into the service
- Develop independent revenue streams that increase capacity to be self determining
- Engage families on the waiting list



### Exploratory

- Investigate options to expand into other areas or industries
- Investigate options to expand intensive learning, holiday and recreation options for adults
- Investigate and test other possible options that advance the agency's mission and provide better outcomes for families



# Strategic Priorities

## 1. People and Culture

To maintain and strengthen the Interchange Outer East culture and our relationships with all people involved in the service, therefore maximising our strength and differentiation in the market, by:

- Focusing on families;
- Continuing to make people our priority in all areas of the service;
- Listening, engaging and responding to the changing needs and wants of all people involved in the service;
- Maintaining the notion that all people are welcome here, regardless of their gender, race, religion, sexual orientation, culture or ability;
- Developing a training program for staff in building relationships with families;
- Engaging more effectively with families, building trust and loyalty; and
- Encouraging all people to become proud champions of the agency and recognise that it is our culture and our people that set us apart.

## 2. Programs and Services

To provide a broad range of programs and services that respond directly to the changing needs of individuals and families, as well as the changing market by:

- Maintaining the focus on providing a good service first and foremost;
- Innovating group based services;
- Facilitating the development of new and expanded service options;
- Continuing to be flexible, innovative and responsive in our approach to service provision;
- Increasing the range of service options that specifically aim to meet the needs of young families;
- Continuing to focus on the wellbeing of all family members through our family support services.
- Creating new service models and programs that meet current and emerging trends and marketplace gaps; and
- Further developing and implementing opportunities for families to develop IOE services and access information in relation to the introduction of the NDIS.

*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.*

## Sustainability 3.

To be a reliable, efficient and user friendly service ensuring that we remain viable and are able to offer sustained support to families long after the roll out of the NDIS by:

- Enabling the agency to respond effectively and take advantage of changing market systems, processes and demand by improving self management and business management systems;
- Reviewing costing frameworks for all services in relation to the NDIS;
- Developing and implementing an agency wide approach to recording and measuring outcomes from services;
- Reviewing business and technology systems to determine the needs of the agency and fulfilling them efficiently;
- Ensuring working capital enables the agency to invest and innovate;
- Ensuring back office functions are adequate and effective to meet the requirements of the NDIS; and
- Maintaining focus on being a simple, efficient, hassle free service for families by simplifying processes and systems (intake, service requests, etc.).

## Workforce Engagement 4.

To support and empower all volunteers, casual and permanent staff, ensuring that they have the skills, enthusiasm and opportunities to support the mission of the agency and enjoy coming to work each day by:

- Empowering staff from the front line and throughout to have confidence to make the decisions they need to perform their role;
- Investing in staff and volunteers to develop skills and leadership capacity;
- Recruiting and engaging 40 volunteers aged between 14 and 18 years;
- Developing a succession path for teenage volunteers to paid employment from the age of 16;
- Developing and implementing training to improve relationships between staff and volunteers and to increase levels of accountability and self-responsibility; and
- Maintaining our culture to involve all staff and volunteers in all aspects of the service and providing opportunities to have fun.

*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.*

# Our Programs and Services

## Children's Services

IOE's programs and services for children provide a range of experiences and opportunities for children up to 18 years of age. Our programs and services are designed to give each child the opportunity to grow, achieve their goals and have fun. We are committed to the individual needs of each child and to coordinating the most suitable support and programs for the children and their families. All programs for children aim to build relationships, develop confidence and independence, provide new experiences and a short term break for families...all with a focus on having fun! Programs for children include:

- **Children's Recreation** - Three separate age-based programs
- **School Holiday Program**
- **1:1 and small group flexible support**
- **Sport for Fun** - Non competitive weekly sport skills program
- **Kindermusik with IOE** - Movement and music program for all children
- **High Functioning Autism Program** - Weekly social development program
- **Funk it up Friday** - Monthly inclusive disco for all ages
- **Youth Hangout** - Fortnightly youth group for anyone aged 12-25
- **After School Program** - For children attending certain special development schools
- **Reactions/Reactions JNR** - Weekly inclusive performance group for anyone aged 5-18+ yrs

## Family Support Services

Interchange Outer East offers a variety of programs and support groups to the parents, carers and siblings of a person with disability. From evening workshops to day and night time outings, to camps and weekends away, there is something for everyone and everyone is welcome. IOE Family Support programs are available to all families of a child or young person with disability. Families do not need to be registered with IOE to be involved. Family Support programs include:

- **Sibling Support** - Age-based day activities and camps for siblings
- **Mums Social Group** - Day/evening outings plus one weekend away per year
- **Dads Social Group** - Day/evening outings plus one weekend away per year
- **Grandparent Carers** - Social and educational opportunities
- **Carer Support Groups** - Location-based social and educational opportunities
- **Family Camp** - Annual supported camps for the whole family
- **Host Program** - Respite for families and new experiences for children
- **Training and Workshops**

*Detailed program and service information can be found in our Summary of Services booklet or on our website - [www.ioe.org.au](http://www.ioe.org.au)*



## Adult Services

Adult Services programs are flexible, fun, rewarding and intentional. We work with families to tailor supports for individuals and groups that pursue interests and goals, develop skills and give people a space to belong and meet new people. Programs for adults include:

- **Recreation programs and holidays** - Weekend and evening options
- **Overseas and interstate holidays**
- **Intentional learning options** - Small group program focusing on a specific area
- **Post school program** - For school leavers aged 18-23 years
- **Day service options**
- **Extended hours service**
- **1:1 and small group flexible support**
- **Sport for Fun for Adults** - non competitive weekly sport skills program
- **Youth Hangout** - Fortnightly youth group for anyone aged 12-25
- **Funk it up Friday** - Monthly inclusive disco for all ages

## Volunteer Services

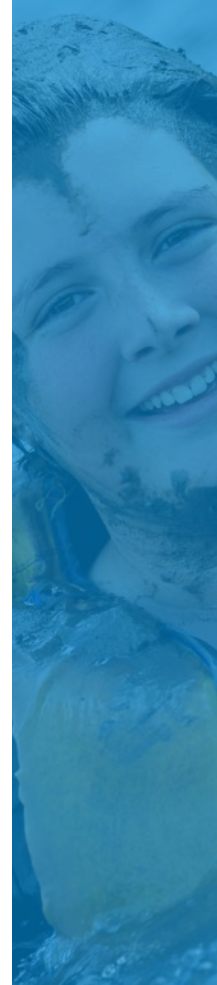
IOE offers a range of volunteering options for people of all ages, experience and interests. Unique in the region and sector, young people from the age of 14 are welcome and encouraged to sign up to volunteer. Volunteers play a crucial role in the running of many IOE programs and throughout the agency as a whole. IOE highly values its volunteers and actively recognises their contribution through special volunteer only events including volunteer camps. Volunteering is fun, rewarding and makes a difference in the lives of local families. Volunteering options include:

- **Recreation Volunteer** - Support children on a range of day outings and camps
- **Host Volunteer** - Welcome a child into your home on a regular basis
- **Adult Service Volunteer** - Support adults on day programs or recreational activities
- **Administration Volunteer** - Support the running and development of the agency

## Specialised Services

Aside from traditional disability support and recreation services that assist individuals and families to live the life that they choose, there are a number of additional services offered by Interchange Outer East that can mean a smoother NDIS transition and better outcomes. Specialised services include:

- **Plan Management** - Refers to the financial management of an NDIS plan
- **Support Coordination** - Assistance to implement an NDIS plan
- **Behaviour Support** - Behaviour support plan assessment, implementation and review
- **Communication Development** - Individualised and group based programs
- **Training and Development** - Training, networking and personal development for all



## Our Management Team



**Fred Brumhead**  
CEO



**Belinda James**  
General Manager



**Kimberley Hannett**  
Children & Family Services



**Ellen Clacy**  
Adult Services



**Julie Settle**  
Administration & Finance

## Our 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 Beres

Marianne Choong

Ruth Power

## Our Locations

### Main Office

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

### Yarraburn Office

1 Park Rd  
Yarra Junction VIC  
**PH:** 5967 2433

### Link Bayswater

31 Macaulay Place  
Bayswater VIC  
**PH:** 9720 7622

### Enterprises Work Training

5 Sylvia St  
Ferntree Gully  
**PH:** 9753 5369

### Community FTG

1/115 Station St  
Ferntree Gully  
**PH:** 9753 5369

### Network Lilydale

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

## 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. Volunteering once a month, on weekends or school holidays, donating just \$5 out of your pay each fortnight, registering for services and events, 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 our website 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/](http://www.ioe.org.au/get-involved/donate/)

### Family

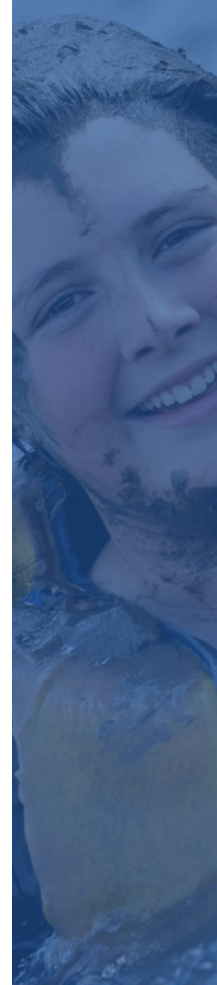
Families who have a child with a disability living in the outer eastern region of Melbourne interested in accessing IOE services or learning more about us are invited to call, email or check our website. Families can commence the registration process using the electronic forms on our website: [www.ioe.org.au/get-involved/applying-for-ioe-services/](http://www.ioe.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 IOE. 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!





**Web:** [www.ioe.org.au](http://www.ioe.org.au)   **Ph:** (03) 9758 5522   **Email:** [ioe@ioe.org.au](mailto:ioe@ioe.org.au)

**Address:** 5-7 Yose St, Ferntree Gully VIC 3156

**Facebook:** [www.facebook.com/InterchangeOE](http://www.facebook.com/InterchangeOE)

**[www.ioe.org.au](http://www.ioe.org.au)**