



Annual Report | 2018 - 2019

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.
- Valuing diversity by promoting cultural safety, participation & empowerment, welcoming LGBTIQ+ people and their families and promoting inclusion of people of all abilities.

CREATING OPPORTUNITIES AND CHOICE



Natasha's Story

Natasha is 20 years old and has spent this year attending the Interchange Outer East adult day program in Lilydale, as well as our new Prep4Work program. Utilising NDIS School Leavers Employment Supports (SLES) funding, the Prep4Work program provides opportunities for school leavers to prepare for employment and other roles where they can actively contribute to their community.

Natasha has been involved in a wide range of educational and work opportunities this year and has enjoyed learning more about the workplace and expectations for employees. She has enjoyed being part of a workplace, meeting the staff and going through the motions of working life such as signing in and out, and taking breaks! Natasha said that going to work is better than going to school because she enjoys trying different things and having a job to do. This year she has worked at St Kilda Mums in Clayton as well as Yarra Valley ECOSS, a community organisation committed to ecological and social sustainability.

Aside from practical work training, Natasha has also completed a basic first aid course; a skill that she even had the opportunity to put into practice when a staff member cut her finger. Natasha was able to administer basic first aid to apply pressure and bandage the injury before the staff member was able to see a doctor and receive stitches. What a proud moment under the pressure of a real life first aid situation!

Prep4Work and adult day programs are also about gaining vital life skills and independence. Natasha spoke with Linda Hull, Network Lilydale coordinator and said that this year she has learnt about speaking up for herself as well as her rights and responsibilities; important skills for any young woman to have as she becomes more independent.

As she moves forward in the two year Prep4Work program, Natasha is looking forward to doing some work experience in a gardening business, working in a cafe and doing a barista course. She also plans on learning to use public transport independently so that she can make her own way to and from her IOE programs.

“

I have made lots of new friends this year. I have started to feel more grown up and have made good changes in my life.

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.



TEAM LEADERS

Kimberley Rawkins
Knox Hub

Julie Settle
Human Resources

Ellen Clacy
Maroondah Hub

Ross Gurney
Internal Services

Emma Dobrigh
Yarra Ranges Hub

Karina Fry
Recreation Services



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The Board of Management is committed to ensuring that Interchange Outer East can 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.

Chairperson's Report

Welcome to the Interchange Outer East (IOE) Annual Report 2018-19. In the past financial year the agency has fully transitioned to the National Disability Insurance Scheme (NDIS). Whilst there are still many uncertainties and challenges ahead, the strategic approach undertaken by IOE has been effective in enabling the agency to respond and adapt to this transition.

The key pillars of the board's approach to supporting the agency's strategy have been:

- Supporting the workforce development initiatives of IOE;
- A focus on the understanding of the contribution margin provided by services under the NDIS pricing regime;
- Cost control and fiscal oversight;
- Continued review and discussion about the agency's approach and effectiveness within the NDIS environment; and
- Engaging key staff members to present and report on their work successes, challenges and future directions.

Of the uncertainties and challenges that lay ahead, the board is active in raising potential issues that may be faced by IOE into the future. As the scheme matures, bringing in new competition, and as individuals become more adept at managing their NDIS packages, IOE will need to ensure that it understands the emerging trends and is able to respond to them effectively. The board has a key role in this task, enabling IOE to continue to look forward and be proactive in its strategy and future development.

Board of Management

CHAIRPERSON

Glenn Myatt

VICE CHAIRPERSON

Tina Valentine

GENERAL MEMBERS

Susanne Grosser

Melinda Spencer

Michelle Trustum

Sue Chapman

TREASURER

Bruce Lanyon

SECRETARY

Michelle Trustum

Michael Davern

Ruth Power

Eloise Fraser



This year has seen us continue to monitor our NDIS transition journey whilst ensuring we grow and improve our services, monitor these with our strategic direction and most importantly, are in line with our values. Our board strives to ensure that lived experiences assist us in making decisions for the future.



Interchange Outer East currently has 295 registered recreation volunteers and placement students, 21 undergoing the registration process and a further 37 ongoing enquiries from potential new volunteers. Over the year, an average of around 65 volunteers gave their time each month and our volunteers provided over 20,000 hours of support to young people living with disability and their families.

Volunteering, Recruitment and Pathways

Like most areas of Interchange Outer East this financial year, a lot of changes have taken place within the volunteer program. Coordination of volunteers has split into two separate but complementary systems; volunteer coordination and pathways to employment. Jesse Baker has moved over to the newly created Recreation Services Team which, as well as coordinating all recreation programs for children and adults, now coordinates recreation volunteers from initial enquiries and sign ups to allocations of activities on activities and camps.

It is important that volunteers and placement students are able to see a tangible pathway from developing their skills through volunteering to gaining meaningful employment either in the disability, health and/or community sectors. To support this focus, Marcelo Calderon has taken up the newly created role of Pathways to Employment Coordinator within the Human Resources Team. This new role concentrates on placement students, junior support workers and other related projects.

The introduction of a new volunteer management system has made a significant difference to the way volunteers are signed up initially and managed throughout their time with IOE. After completing the initial sign up procedure online and undergoing an induction, the system allows volunteers to assign themselves to activities and camps via an online platform, meaning that volunteers have more control of how and when they wish to be involved. In another positive, the calculation of hours and generation of related reports are now simple tasks and provide extremely accurate data.

This year we started giving volunteer appreciation goodie bags for volunteers who give their time over summer and winter school holiday programs. Summer bags contained sunscreen, hats, communication aides and a wet/dry bag. Over winter volunteers were given IOE beanies and reusable coffee cups to keep our valued *vollies* warm on those chilly winter nights at camp. Early indications show that this year's changes have had a positive impact. The volunteer program continues to empower young people to have an active role within their local communities.

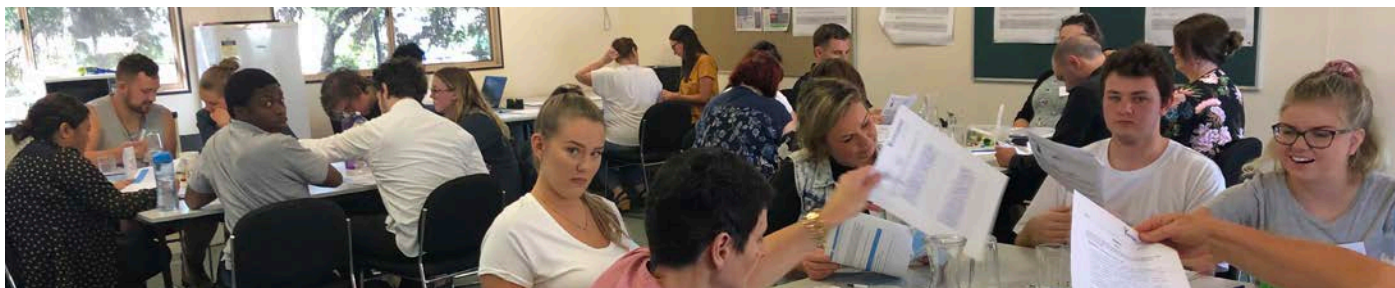
In September 2018, support worker connections coordinators introduced an online application form for all casual recruitment. The implementation of the form was well received by applicants and allowed for streamlining of the application process. Applicants can upload documents directly to the form and pre-employment requirements are clearly laid out for applicants including our peak shift times. The information session times are also detailed on the form enabling applicants to register for their preferred session at the time. The online form has resulted in a more streamlined recruitment process as applications are now easier to review and assess while reducing unnecessary printing.


During the same recruitment intake, a group interview format was also introduced. This process has reduced the interview timetable from up to two weeks to two days, shortening the time commitment for staff and the time taken to activate new recruits. The group interviews provide applicants the opportunity to perform in different situations such as group activities & discussion as well as a short 1:1 interview. It was found that with three coordinators offering input and conferring on decisions, applicants could be better assessed across the multiple formats. The online application and group interview process have been reviewed and improved after the initial introduction to ensure that the process can continually grow to benefit both new applicants and the organisation.

In October 2018 it was decided to trial requiring all applicants to have their mandatory training and Working with Children's Check completed, or booked for completion, before allowing them to advance to interview. It was hoped this would reduce the time before new recruits could start work after receiving an offer of employment. Upon evaluation, this stipulation resulted in reduced attendance at information sessions by half and did not have the desired effect of reducing activation time but saw a reduction of approximately half in support workers activated. Thus, it was decided to not to continue with this requirement.



There were four recruitment rounds over the financial year. We have continued to have strong attendance at information sessions and interviewed approximately 30 people each round. The online application and subsequent streamlined vetting process has resulted in a high standard of applicants interviewed with offers regularly to at least three quarters of interviewees.





At Interchange Outer East, Samar is Samar;
he is a person, not a client.

June's Story

We started our journey with Interchange Outer East as an unregistered family on Family Camp. Later in the year we were lucky enough to become registered and Kimberley and Cathy were so kind to my son, Samar, and I through this process. Everyone I have come across at IOE has helped build my confidence and get me back on my feet. IOE has been like a new family that you want to keep forever. They have helped me and my son get back our identity and we are so grateful!

One thing that has always bothered me is when people don't address my son with his name but focus more on his disability. At IOE, Samar is Samar; he is a person, not a client. This did not go unnoticed and I have such respect for IOE because of it. Samar now has a *family* that he knows; Paulo, Amy, Adam, Jesse, Ashleigh ... he remembers their names and he is so comfortable with them.


Our first IOE experience was Family Camp at Coonawarra and I am so glad we came as it changed everything for Samar and myself. I am a very outdoorsy person so I thought it would be perfect for us; and I was right! I kept asking myself how all

the people I was meeting could be so nice and so patient. They answered all my questions and always had time to spend with us. Family Camp was the first time since Samar was born that I have been able to take time for myself. I went on a bush walk and sat under the beautiful blue sky and thought about how lucky I was to be there. It was such a good chance to get to know myself again and meet other people who go through the same challenges that Samar and I go through. After we got back from a night walk with Fred, the CEO at Interchange Outer East, Ashleigh held Samar and walked up and down the hallway with him for half an hour until he was asleep. I haven't had support like this anywhere else on earth!

It was this first experience with Interchange Outer East that inspired me to change my career goal and study disability. I wanted to work with people like Ashleigh, Marcelo, Kimberley, Paulo and Cathy! I am now studying Certificate IV in Disability and with assistance from staff at IOE, I have started work as a support worker! My words are not enough. I am so grateful to all the support that Samar and I have received from IOE this year!



Samar loves attending after school program on Tuesdays. He points to the road towards IOE saying, 'Interchange, Interchange!' With Samar at after school program, it means I can attend my course on Tuesdays without worrying about his care and we both come back home tired but happy!

A photograph of a man and a woman smiling in front of a Coles supermarket. The man is on the left, wearing a white shirt, and the woman is on the right, also in a white shirt. Behind them is a large 'coles Rowville' sign. To the right, there are posters on the wall, including one that says 'WIN A SHARE OF 5,000 RETURN FLIGHTS in Australia' and another with a wheelchair icon. The image has a blue tint.

Bahha and I have been working together for about two years and during this time I have seen his progress and development. He has become an adult, moved out of home and started to be more independent. Bahha just wants to be like any other adult; he wants to go to work and make some money.

Joe and Bahha's Story

I first suggested that Bahha could apply to volunteer at Coles to get some experience which could later lead to work. We spent a lot of time looking for a supermarket that would let us volunteer. It was a challenge to find a store and to convince them that we could do it. We didn't give up and eventually started our first shift at Coles Rowville. Bahha liked it at the start and was really good at it; filling up and tidying shelves and crushing boxes out the back. We kept asking management when Bahha could apply for a paid position; small amounts, but at least something that will give him some sort of reward. Unfortunately after almost six months we found out that the employment process was much more complicated and that they were not going to hire Bahha or support us as we were told at the start. Bahha eventually gave up and I didn't blame him.

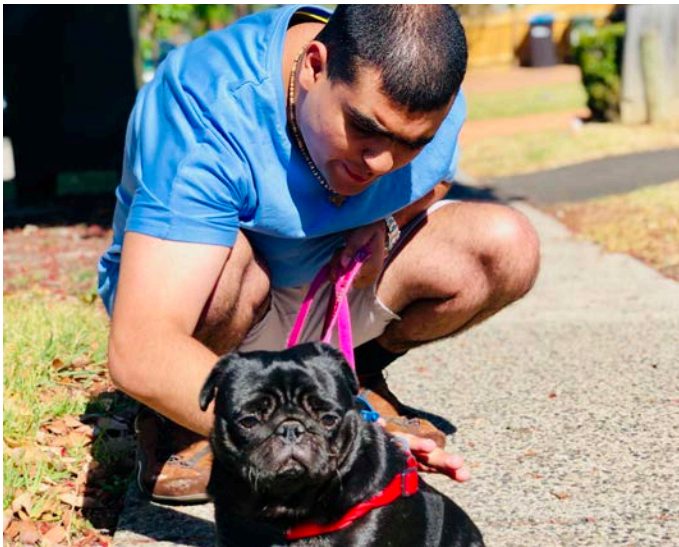
We had to look for other activities to do to fill our time with more than just shopping and library trips - which Bahha loves! He also loves dogs ... so much! We applied for a volunteer dog walking program through Bridges Community and walked two dogs every week for an elderly lady who was

no longer able to walk them by herself. This was an amazing step for Bahha and allowed him to help someone else regularly. At the same time, we were still trying to find paid work for Bahha and I suggested Waverley Industries. Bahha liked that idea and I organised an induction and we started volunteering once a week. Bahha liked Waverley Industries and was attending every week. He was very good at making boxes, transferring items and other tasks. He was fast and efficient. Unfortunately his attention span was short and he got distracted easily.

About four months later, I went away for five weeks and when I returned Bahha wasn't interested in continuing with the dog walking or Waverley Industries. He got lazy (his words!) and lost the motivation. I tried for a few weeks to convince him to come back to his routine. Unfortunately Waverley Industries said that they could not take him back due to their concern for his safety and that perhaps we should try later when he is better able to concentrate for longer periods. This was frustrating because we were back to square one; going shopping and to the library every shift.

I still wanted to work on some structure and find a solution for Bahha to make some money as a reward for work and to keep him motivated while doing something that he enjoys. Unfortunately we were out of options and ideas! Then I had the idea of Bahha starting a dog walking service and charging a small fee for his time. He really liked the idea of finally making some money. First, we approached some people that already knew Bahha and within a couple of weeks Bahha walked two dogs in one day and made his first \$15. He loved it!

We bought a money box where he could add his earnings every week and hopefully it will all add up so he can save up and buy something he likes. I think this is an important step for Bahha to learn the value of work and money. Prior to this he had been given pocket money every day with no understanding of where it comes from or how it works. The plan now is to wait and see if Bahha keeps doing the dog walking. If he chooses to continue, I will support him to start his own small dog walking business and we will drop off flyers in the area offering to walk dogs for a small cost.



If he walks five or six dogs in a day, at around \$5-\$10 per walk, he could earn good money that could go into his savings. It would also be a good opportunity for him to learn about the expenses that might come with having your own dog walking business and put some time aside to contact the clients and run the business.

I think this will teach him some fantastic life skills while supporting him to do something he really enjoys, with the added bonus of making some money rather than working for free. It also gives Bahha something to have ownership over and to be proud of.

Bahha has amazing potential but has a tendency to give up when things gets hard. It can be challenging at times but I like to see him succeeding and achieving his goals, because when Bahha succeeds so do I! It means I have done my job; that I have supported him and helped him to get where he wants to be. And that's what being a support worker is all about! I couldn't do any of this without the support of his amazing coordination team that has supported me through the difficult times and kept guiding and supporting Bahha in a positive direction.



Bahha has amazing potential. It can be challenging at times, but I like to see him succeeding and achieving his goals, because when Bahha succeeds so do I - it means I have done my job!

Cody's Story

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Volunteering with Interchange Outer East has been the most incredible and fulfilling experience I have ever taken on. I am so grateful for the opportunities that I have had to be involved in such a short time!

Volunteering has been a life changing experience and I would recommend it to anyone willing to make a difference or anyone willing to try something new.

I started volunteering with Interchange Outer East at the start of this year and definitely have not regretted it! From the moment I arrived for my first activity I felt accepted, included and part of a family. Before commencing my first activity, initially I felt overwhelmed and nervous. However, within the first ten minutes of meeting the beautiful person I was matched with, I felt excited for all of the new experiences I was going to be involved in and thrilled at thinking about all the new people I was going to meet.

Recreation activities at IOE are full of enjoyable and new experiences that worthwhile for everyone. Ranging from going to the movies, to shows, carnivals, sporting events and so much more ... it is just as fun for a volunteer to get involved as it is for the participants.

Personally, I love going on camps just as much as day activities. Camps with IOE offer so many learning opportunities whether you want to pursue a job in the disability field or not. Volunteering also offers heaps of incredible memories and you see the most genuine and lively smiles by everyone. Volunteering has taught me to be more accepting and to step out of my comfort zone. It has also inspired me to be a better person in my own day-to-day life by exposing me to other communities and other ways of life.



Being a recreation volunteer is one of the best experiences i have had in Australia so far! I love travelling and children. Being part of IOE's recreation volunteer program has given me opportunities to do what I love. I think most of the places in Victoria that I went with IOE were the first time for me; first snow trip, first time trampolining, first day at the zoo, first giant swing and first circus!

From all of my firsts, I have three unforgettable memories (It's hard for me to choose, all of them were memorable!). Number one; my first camp with nine children and only two volunteers. We went to Mt. Buller to enjoy the snow! I loved my first camp experience and that is why I kept volunteering.

Second, the trip to Wheelies Rest Camp! I learnt a lot of things in this camp and had the best support workers who assisted me to learn so much, especially how to engage with children with challenging behaviours. Thirdly, Family Camp! I enjoyed Family Camp so much!

One of the things that I love about IOE is I always feel welcome here even though I am a foreigner in this country. I am from Indonesia. I have a different culture and different language and this can sometimes be challenging. However, from these differences I learnt that we are all different and the differences make this life colourful and beautiful! Similarly, I learnt how the children we support are different and there is nothing wrong with being different. If we were all the same, life would be very boring!

I am definitely going to miss volunteering with IOE when I go back home to Indonesia. Thank you IOE!



Dessy's Story



Every time I go on day activity or camp, I am always so excited because I know that I will have new experiences and new stories.



Thinking outside the box...

I use seven agencies for supports and IOE is the only agency that always provides correct invoices.

Thank you IOE volunteers. You are like GOLD!

The family make me feel so appreciated. Such a beautiful family who really do care about us support workers. I am so thankful for them and so lucky to be able to support them.

House Intensive is the highlight of my son's week. He is quick to remind us the night before he has House Intensive that he needs to pack his bag ready to go. He has developed so many skills that have helped him in his every day life, becoming more independent, self sufficient and making our lives so much easier too. He has learnt life skills such as making his own bed from scratch, independence with personal hygiene, food preparation and cooking, travel training and house cleaning. He has become a clean freak at home and he loves to help with the food shopping, meal preparation and cleaning the table afterwards. He has grown so much more independent and is very proud of himself. As he reminds us, he is a 'man' now.

I'm so very proud of my son!

IOE has been true to its word...

when it comes to looking after staff; what a fantastic place to work! I'm so lucky I found myself in this industry and working for IOE.

I am seeing great improvements in my daughter's communication!

I am clever and smart. I can do it!

Thank you for an outstanding carers weekend - you are the best! As we return home to our families, we have an extra skip in our step and an extra ounce of energy to tackle the week ahead. Many memories of wonderful new experiences!

Thank you for including me!

The plan management team are prompt in paying invoices and pleasant to deal with.



I have grown up with a younger brother, but now in my twenties I have two younger sisters. This is what hosting feels like to me. I have had the great privilege of not just being able to host one beautiful child but two. I have been a host volunteer with IOE for approximately one year now. I host 12 year old Leah and 10 year old Taniesha. Two very different young ladies; different ages, different communication methods and support needs but who share a beautiful friendship.

I met Leah and Taniesha through the IOE recreation program several years ago. They were two gorgeous girls I instantly felt a connection with. I volunteered on recreation programs with IOE at the time but was keen to look into hosting. What drew me to hosting was the idea that you can build a stronger connection with the individual and bring them into your family. It is also more flexible and allowed me to see the girls more frequently.

I have taken the girls out for days individually and together. I have also had Leah over for overnights at my house. Leah and Taniesha get on so well together. Leah is known as 'Miss Leah' when she is with us and Taniesha has built such a strong friendship with her. She is very patient and protective of Leah; she loves playing music for her, sings to her and is always right next to her. Leah also values her lovely friend. Pay attention to where Leah is looking when Taniesha is around – it is always right at her!

Not only have I been able to build on the relationships I have with the girls but I think the thing that makes me even happier is seeing the friendship they have together.



Ashleigh's Story



Hosting is such a rewarding experience. I have had so much fun with both girls and can't wait for our next adventure together. Hosting means strengthening and growing your family - now I have two beautiful little sisters.



CEO's Report

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Perhaps the most gratifying aspect of the past year has been the commitment and effort of staff to assist the agency to complete the transition to the NDIS.

It has been a busy and somewhat chaotic year, and yet in the midst of that busy chaos, Interchange Outer East has continued to grow and develop; supporting more families with more services than ever before. In addition to continuing to strive to provide good services, IOE has developed five key areas to focus on over the next few years; connections with families, other services and the community; workforce development and support; meeting demand for the service; developing innovative services; and managing costs and price of the services.

Significant achievements in these key areas over the past year have been:

- Establishment of Knox, Maroondah and Yarra Ranges service hubs;
- The establishment of the Boronia office for adult programs and service provision;
- New office space in Lilydale as a part of the Yarra Ranges Hub;
- Focus on improving communication with families;
- Restructure of IOE's recreation services resulting in the newly formed Recreation Services Team incorporating programs for both adults and children;
- Partnerships with Different Journeys, The Misfit Project and The ICAN Network to deliver the first Joint ASD Family Camp;
- Family swim nights for families with young people with ASD in partnership with Different Journeys and Belgravia Leisure;
- Employment of additional family service provision coordinators, NDIS support coordinators and NDIS plan managers;
- Increase of staffing numbers by 21%. Most of these are support workers providing direct support to individuals and families;
- Significant improvements and development of payroll systems;
- Establishment of a pathways to employment coordinator position;
- Introduction of a new volunteer management system;

- 46 new families registered with IOE;
- Further development of the intensive skill development model including the lease of three private residential homes to conduct independent living intensive programs;
- First Boys2Men program successfully delivered;
- Girls2Women program developed;
- Development of SLES (School Leavers Employment Service) program entitled Prep4Work;
- Expansion and development of Sport 4 Fun programs, now operating in three locations throughout Knox, Maroondah and Yarra Ranges;
- Aqua aerobics, pilates and basketball programs for carers; and
- Redevelopment of costing analysis to identify contribution margin of each service.

The challenge of the coming year will be to maintain and stretch the agency as the NDIS matures and is fully rolled out across the country.

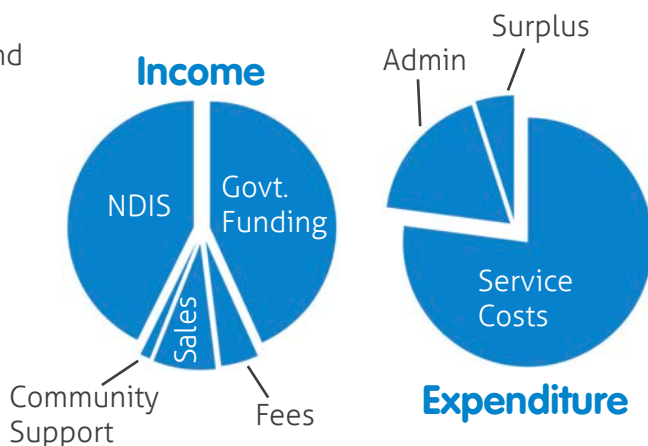
IOE aims to continue its focus on improving our services with a particular focus on creating strong partnerships with families and supporting the workforce with training and more opportunities for connection to each other and to the agency as a whole. The NDIS will continue to grow and provide challenges, opportunities for growth and strange decisions. However the focus of IOE must be on providing good services and seeking opportunities, both within the NDIS and outside, for further growth and development to meet the needs of families accessing the service.

The past year has been consistently challenging and with a growth rate of over 20% the workload has not only focused on new systems and processes but also a significant increase in volume. I'd like to thank all staff members for their work.

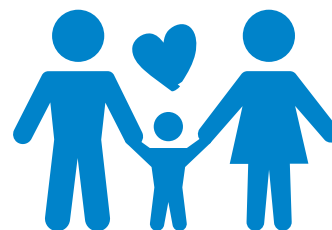
Quick Stats

SIX New services developed and trialled

↑
SUPPORT HOURS
Up 20%
464,387hrs



46 new families registered



5.2% increase in the number of families receiving support

An additional 132 families expressing interest in being registered

Interchange Outer East Incorporated REG No. A 0009 955P

Statement of Comprehensive Income for the year ended 30 June 2019	Notes	2019 \$	2018 \$
Revenue and other income	4	17,890,430	14,159,744
Other income	4	95,328	65,847
TOTAL INCOME		17,985,758	14,225,591
Depreciation and amortisation expense	5	(136,060)	(111,740)
Employee benefits expense		(14,949,521)	(11,197,654)
Occupancy expenses		(322,249)	(303,334)
Client expenses		(1,076,424)	(1,270,285)
Other expenses		(819,341)	(623,494)
TOTAL EXPENSES		(17,303,595)	(13,506,507)
Profit before income tax expense		682,163	719,084
Other comprehensive income/(expense)		-	-
Total comprehensive income/(expense) for the year		682,163	2719,084

Statement of Cash Flows for the year ended 30 June 2019	Notes	2019 \$	2018 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		17,539,932	7,232,593
Payments to suppliers and employees		(17,672,166)	(13,740,664)
Receipts from grants		1,692,628	6,627,342
Interest received		66,060	65,847
Repayment of DHHS funding		(737,191)	-
Net cash provided by operating activities	15(b)	889,263	185,118
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		43,259	20,608
Payment for property, plant and equipment		(200,908)	(203,210)
Movement in cash on deposit		(287,205)	(744,412)
Net cash provided by/(used in) investing activities		(129,556)	(927,014)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		2,413,735	3,155,631
Net increase in cash held		1,018,819	(741,896)
Cash at end of financial year	15(a)	3,432,554	2,413,735

To obtain a copy of the full financial report for the year ended 30 June 2019, 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 2019	Notes	2019 \$	2018 \$
CURRENT ASSETS			
Cash and cash equivalents	6	3,432,554	2,413,735
Receivables	7	979,872	1,311,477
Other financial assets	8	774,303	1,061,508
Other assets	10	609,446	38,924
TOTAL CURRENT ASSETS		5,796,175	4,825,644
NON CURRENT ASSETS			
Intangible assets		-	992
Property, plant and equipment	9	612,765	563,211
TOTAL NON CURRENT ASSETS		612,765	564,203
TOTAL ASSETS		6,408,940	4,453,761
CURRENT LIABILITIES			
Payables	11	1,630,652	692,769
Provisions	12	1,385,831	1,144,162
Other liabilities	13	338,729	1,176,263
TOTAL CURRENT LIABILITIES		3,355,212	3,013,194
NON CURRENT LIABILITIES			
Provisions	12	99,017	104,105
TOTAL NON CURRENT LIABILITIES		99,017	104,105
TOTAL LIABILITIES		3,454,229	3,117,299
NET ASSETS		2,954,711	2,272,458
MEMBERS FUNDS			
Accumulated surplus	14	2,954,711	2,272,548
TOTAL MEMBERS FUNDS		2,954,711	2,272,548

Statement of Changes in Members Funds for the year ended 30 June 2019	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2017	1,553,464	1,553,464
Profit for the year	719,084	719,084
Balance at 1 July 2018	2,272,548	2,272,548
Profit for the year	682,163	682,163
Total comprehensive income for the year	682,163	682,163
Balance at 30 June 2019	2,954,711	2,954,711

IOE had a sound financial result with a gross profit of 3.9% compared with the previous year which came in at 5%. In line with the increasing levels of service, both income and expenditure levels increased. Income grew 26.5% due to the increase in service demand generated by the NDIS. Expenditure grew by 27% driven by increased staff costs associated with the increase in service levels. Overheads were at 14.9% of income. With the completion of the NDIS transition, NDIS funding accounted for 81.1% of income by the end of the year. This is forecast to increase over the 2019-2020 financial year. Members funds at year's end are at \$2,954,711; an increase of \$682,163 over the previous year.



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 disability and their families.

Freemasons Victoria
Lions Australia
St Kilda Mums
Finrea
St John the Divine Anglican Church, Croydon
Rotary Club of Balwyn
Box Hill Miniature Railway
Different Journeys
Yarra Valley Trails, Christmas Hills
Folly Farm, Olinda
Rayners Orchard, Woori Yallock
Aquila Acres, Wandin North
The Nets (Maroondah Council)
Yarra Centre
Boronia Central Primary School
Inflatable World Knox
Sense Rugby
Bowls Victoria
Hockey Victoria
Cricket Victoria
ECOSS, Warburton
Friends of the Helmeted Honeyeaters
Alowyn Gardens, Yarra Valley
Achieve 2B
Insportz Knox
CIRES Services
Ringwood Secondary College
Tracy O'Neill (Austin Health)
Belgrave Heights Christian School
Mountain District Learning Centre
Freda's Cafe, Lilydale
Shell Essences
Heat Cosmetics
Monash University

Monash University Paediatric Promotion, Interest
and Training Society (MUPPITS)
Melbourne University
Melbourne University Psychology Association
Swinburne University
Box Hill TAFE
Employeease
Knox City Council
Nick Wakeling MP
The MISFIT Project
Atlassian and Jack Hosemans
Healesville Indigenous Community Assc. (OONAH)
Bluey and Alice Bunny Refuge, Cockatoo
The Misfit Project
Club Kilsyth
Chrisalis Foundation
Clota Cottage Neighbourhood House
St Kevin's Community Space
IT WIFI
Koha Community Cafe, Yarra Junction
Arrabri Community House
Collingwood Knights F.C
Vibe Dance Studios
Irene Fletcher and Family
Kim Payne
3MDR-Mountain District Radio
The Rings, Ringwood
AVEO Edrington Park Retirement Village
Knox Community Garden
North Melbourne Community House
Coles (Mountain Gate, Boronia & Bayswater)
Metro Access Officers - Knox, Maroondah, Yarra
Ranges, Manningham

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.

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Lilydale Office

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