



ANNUAL REPORT 2019-20

 **INTERCHANGE**
OUTER EAST

FAMILY FOCUS • HUMAN RIGHTS • COMMUNITY • TRUST • FUN
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, present and emerging.

What We Do

We develop and deliver services to children and young people with disabilities and their families.

Why We Do It

- To enhance family wellbeing
- To build inclusive communities
- To engage and support children & young people with disabilities

We support families.

Family wellbeing has always been and will always be at the core of everything we do. This means building strong relationships between families and our team, underpinned by listening and trust.

We engage and empower children and young people with disabilities.

We operate within a human rights framework that respects the dignity of all individuals. For us and our community, this is about children and young people having opportunities to deepen relationships, have fun, develop skills, enhance health and wellbeing, and build independence.

We build inclusive communities.

We value our Interchange community and encourage everyone to make a contribution. This builds inclusive, cohesive and equitable communities. Our community includes a range of people, such as families, children and young people, our team of staff and volunteers, partners and other community members.

Responding to COVID-19



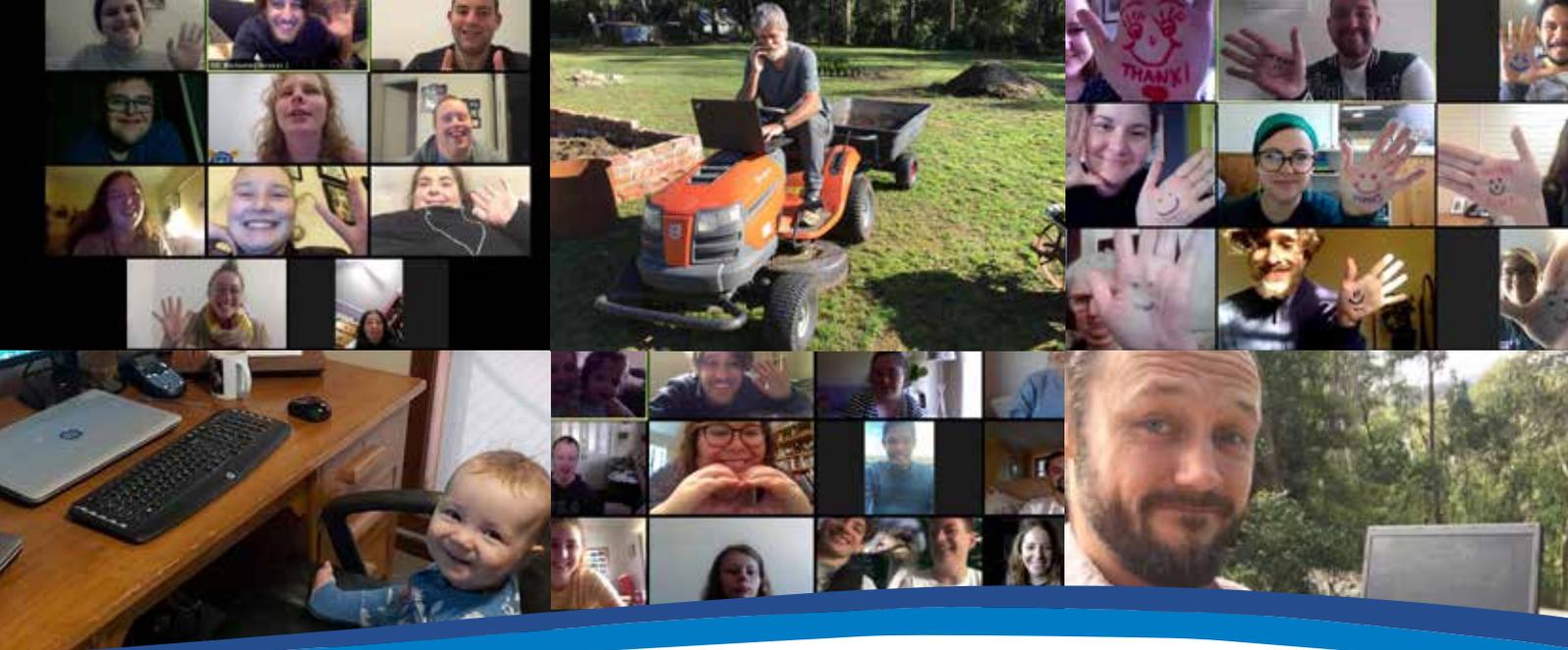
We asked our staff members to share their thoughts and experiences around COVID-19, working from home and developing new approaches to deliver engaging services and support families. We will share some of their responses throughout this annual report.

“The pandemic has been like a nightmare with surprising silver linings that shine through just in time to keep you sane. COVID-19 has given me a deeper understanding of how much being connected to nature impacts me. As well as a deeper understanding of how resilient the families we support are. At a time where they would have had every excuse to be angry and frustrated with the world, they have chosen to be kind and appreciative. The experience reminds me of Leonard Cohen’s beautiful lyrics ‘There is a crack in everything, that’s how the light gets in.’”

COVID-19 has made the past year unique. Our support workers in full personal protective equipment now look like extras on some medical drama as someone is rushed into surgery. We have not run a camp, a face-to-face recreation program or any group based service since March, our vehicles lie dormant and offices empty as most office based staff are working from home. Throughout the world, people have been sick and millions have lost loved ones as a result of the spread of the virus. As the pandemic was looming we made a commitment that we want to get everybody at IOE through the challenges that were coming. It was perhaps naive and yet it was important to *draw a line in the sand* and aim high. We wanted staff to be working and supported emotionally and financially. We wanted families to be able to access the assistance they needed and we wanted the agency to remain viable and ready to resume once restrictions were lifted.

Government policy assisted with the development of the Job Keepers program which has enabled IOE to support our employees whilst maintaining the agency’s financial position. This means that we are well set up to support our staff through the next six months of disruption. For that we have been extremely grateful. Families have continued to access support and have dealt with our new *COVID normal*. Having their homes turned into a clinical setting, reduced numbers of workers to support them and the inevitable disruption to support that comes with support workers being vigilant about not working when they feel unwell, getting tested and isolating until results are returned.

COVID-19 has taught lessons that will change how we work into the future. The *work from home* rule has demonstrated that agencies don’t always need a workplace for people to attend. Whilst the importance of social connection and the sense of place will never be lost, the opportunity for increased flexibility of the workforce to support lifestyle choices and caring responsibilities has been proven.



The use of online platforms such as Teams, Zoom, etc. for meetings and catch ups has been revolutionary. The capacity to connect with each other, run workshops and information sessions has enabled the workforce to remain connected and effective through the pandemic. Meetings are more efficient and the capacity to enable regular connections with families, support workers and volunteers without the need to find venues and dragging people out and about makes for a more inclusive way to connect with people.

There is hope on the horizon that policy makers are beginning to wake up to the harm employment policies and funding models have had on the aged care and disability sectors. The casualisation and forced mobility of the front line staff has been a major aspect of the spread of the virus and has been raised as a key issue by the State Government in their daily press conferences. The opportunity for improved working arrangements for front line staff with secure employment and better pay and conditions needs to happen. Perhaps one of the major outcomes of this pandemic is an appreciation of things that we took for granted. The importance of these everyday pleasures have a new appreciation when they are not available to be enjoyed. Finally, COVID-19 teaches us to be grateful. For our health, for the health care workers and for each other. At IOE we have much to be grateful for:

- Our support workers, the *masked & shielded* faces of IOE, who work in uncomfortable and challenging PPE to assist families as best they can.
- Our receptionists, those who *women the parapets* and coordinate and organise our response via phone and in person.
- The teams of workers, spread out, at home, juggling remote learning, having toddlers climbing over them, caring for family members and still get things done.
- Our leaders who organise, support, listen and encourage their teams to keep moving forward and ensure that IOE can still do what it does.



“

Before Darren came, I didn't have many people supporting me and I was having trouble making and keeping friends.

After I met Darren, I now have a lot of friends and I know I have an amazing person supporting me.

With Darren's help and kindness, I think I will be making friends as easy as clicking my fingers!

Words can't explain how thankful me and my family are!

Josh and Darren

Having a support worker means so much to me. I know that on Wednesdays and Fridays, I can wake up in the morning feeling so much excitement because Darren, a supportive, respectful basketball king is coming to my house to hang out with me! I am most grateful for him because I can tell him anything and he will listen and engage with me.

Having Darren come to our house has changed my life; he has made every situation easier when he was around. He gives me tips and tricks to help my every day life and my siblings and parents love him too (*but he is all mine!*) He is the kindest most down-to-earth person you will ever meet. I feel like me and him share so many interests and we just *click!* He gets me and I get him!

During isolation, me and my family were all cramped up together and fighting a lot. I felt isolated because I thought I didn't belong with anyone, but at least I was doing great at school. After isolation, I feel like myself again and I feel like I belong! I'm still doing great at school and my family are getting along better because of Darren's help and support during this tough time.

He gave me tips and helpful advice about making friends and bonding with people without lashing out. Darren has helped me get through the toughest times. His support and selflessness have made things so much easier for me and my family. It will have a great impact for me in the long run and I am so grateful for the time he spends with me.

I want support workers that are the exact same as Darren (*a clone!*) because he is one in a million! Darren if you're reading this please don't ever change, you have changed my life.

- By Josh, 11



Development and Special Projects

Over the past 12 months, the Specialist Services Team have been working together to create new programs and resources for members of the IOE community. Over this time we have developed:

Mentoring Program

The Mentoring Program is a brand new creation at IOE. The program involves person-centred 1:1 support that creates a space for development of goals identified by participants and their families. The program utilises person-centred development plans that support our mentors. These plans outline approaches to support micro-goals for progression and reflection. In this approach to support, we have been able to break down the broadness of NDIS goals and utilise interests and aspirations to achieve these higher order NDIS goals. The mentors have been busy at work building rapport and establishing their mentoring relationships and in this time we have noticed outcomes for many of our mentees. Many participants have been developing new relationships for the first time in years due to social anxiety. For others, they have been building capacity in areas that they have identified as being important to them.

Online Social Groups

During the first lockdown response to the arrival of COVID-19 in Australia, Specialist Services created online social groups; peer group services delivered online around a central topic. With weekly sessions for four weeks, these groups were able to maintain consistent relationships during the lockdown. We hosted multiple groups, ranging from a Home and Away superfan group, Dungeons and Dragons, sensory play, karaoke and general hang out sessions. One major highlight is the AAC (augmentative and alternative communication) user connection group. A group of six participants came together to hang out and this led to the creation of an awesome short story; one that shows the personalities of all the group members. What was anticipated as a short term support has now become a permanent group as part of our recreation services. The online social groups also led to the development of some online Dungeons and Dragons games. In this setting, we have been able to engage young people from the community to come together for some tabletop RPG fun. These groups have been highly engaging and provide interest-based social opportunities for the group members.

Although group-based services ceased face-to-face delivery due to COVID-19, the GIRLS2WOMEN program were embracing a new COVID normal through online catch ups in order to continue social connections throughout government restrictions. However, due to the nature of the program, it was decided it is best delivered face-to-face and will continue when it is safe to do so.

We have also developed some great partnerships over the last year. We have been working in partnership to bring VALID's Keys to Success program to our community as well partnerships to create new opportunities, such as the Outer Eastern Dungeons and Dragons League. The team has also been working on training resources for IOE as an agency and developing materials to up skill the general IOE community.



*Over the next 12 months,
we will be looking
into new projects and
partnerships to create
new, intentional programs
supporting participants,
building capacity and
engaging families in the
outer eastern suburbs of
Melbourne*





Eco Action at IOE

The IOE Eco Action Group is a new program for people of all ages dedicated to learning about sustainability and what we can do for the environment in our community. Inspired by Swedish activist Greta Thunberg and the international 'Fridays for Future' movement, the group was formed in September 2019 in time to attend Melbourne's leg of the Global Climate Strike. On 20 September the group made their own banners and marched with 100,000 other peaceful protesters in Melbourne's CBD to demand further action on climate change.

Following this, the group met up once a month to engage in environmentally friendly activities in the local community while having fun and making friends at the same time. The group attended a tree planting day at the Belgrave Platypus festival, went to a screening at the Environmental Film Festival Australia, visited the Ethical Twilight Market in Tecoma, attended a community climate action meeting and made sustainable Christmas presents on the deck at Yose Street in December. The group grew bigger in early 2020, participating in a 'Human Sign' action with Friends of the Earth and helping out at a local Clean Up Australia Day site.

The success of the Eco Action Group has also inspired IOE to become more sustainable behind the scenes in our broader practice as an organisation. An Eco Action Working Group of office staff met monthly at Yose street in late 2019 to discuss initiatives designed to lower IOE's carbon footprint and integrate sustainable practice and climate action into IOE's strategic direction. Weekly Eco Action Groups were also formed with participants at the Boronia and Lilydale day sites to promote further environmental alternatives and pursue volunteering opportunities within the day programs.

Green Goals 2019/20

ROT

In November all of the IOE day sites and offices had compost bins installed by Eco Action Group, thanks to Knox City Council. In December IOE had two small greenhouses installed at the Yose St site, donated by members of Freemasons Victoria and maintained by volunteer John Poke.

REUSE

In November the Eco Action Group encouraged all staff at IOE to reduce their use of single-use items (such as plastic bags, take-away coffee cups, plastic cutlery and take away containers)

REFUSE

When reusable items (such as keep cups or tupperware) are unable to be reused for whatever reason by different vendors, an option is to refuse this service and seek alternatives elsewhere.

RECYCLE

In September soft plastic bins were installed at all IOE sites and have been used with great success. However, greater care needs to be used when cleaning soft plastics and to ensure all items deposited are able to be *Red-cycled*. In October IOE made the move to the 'Who Gives a Crap' brand of toilet paper, which uses 100% recycled materials and donates profits to those in need overseas. Electrical recycling, stationary recycling and other forms of material collection could also be set up at IOE. Likewise, a review of our stationary could lead to better sustainable practice. Bread tops and bottle caps could also be collected, as there are micro-enterprises in Victoria using these materials to create recycled wheelchairs and envision hands.

REDUCE

Adapting to a COVID-19 friendly workplace has meant that many of our processes behind the scenes have gone paperless. These strategies should continue when we return to the office and can be adapted to other IOE processes and procedures. Once back in the office, we need to be diligent about only using FSC certified recycled paper when we do need to print anything.

REVIEW

A review of our current ordering and camp storage system can reduce the amount of perishable items we are throwing away. This could be expanded to a green audit of the IOE ordering system more broadly. IOE should aim to be a carbon neutral business by 2030, in line with the 2018 Intergovernmental Panel on Climate Change (IPCC) report findings and the 2015 Paris agreement. To become a carbon neutral organisation in Australia we would need to calculate the total greenhouse emissions created by IOE, review and reduce our carbon producing activities where possible, then balance our emissions with practices of carbon sequestration.

RISE Conference

While it seems like a lifetime ago, as do most things that happened BC (before COVID-19), IOE held the RISE Conference on 15 October 2019 at 1330 Conference Centre in Scoresby. A fantastic range of engaging speakers embodied the theme RISE - Resilience, Inspiration, Self Care, Education. The audience of over 200 of our staff, volunteers, families and community members enjoyed the opportunity to come together for a day of inspiring and educational presentations. Moira Kelly's story gripped the audience, with many claiming they could have listened to her speak all day. Hearing from I CAN Network founder, Chris Varney and his mother, Lisa, as well as an impressive Lana Wheatfill, as well as Mel Spencer and Kellie Houghton, gave some unique insight into some of the challenges and lessons of growing up with autism and providing support and advocacy as a parent. Unfortunately technical difficulties cut short an entertaining and touching video-feed performance by Melbourne based autistic comedian Jacqui Pillar, much to the disappointment of the audience who was thoroughly enjoying the show!

Dr. Melinda Smith spoke about living with Cerebral Palsy and embracing technology to participate in the community and achieve the best possible journey for life. To finish off the day, Anthea Naylor held a video self modeling (VSM) workshop which was very well received and has led many conference goers to pursue VSM as a way to teach and learn new skills and daily tasks. Feedback from the day was overwhelmingly positive and also provided some avenues for improvements for future events; mainly around technical and time difficulties that unfortunately disrupted a couple of presentations. Thank you to everyone who attended RISE Conference 2019, we look forward to seeing you at more Interchange Outer East events in the future. This project was supported by a Knox City Council Community Development Fund Grant.



Mixed Emotions Live Music Program

The purpose of this program is to provide a safe and inclusive platform for participants to express and develop their musicality, improve confidence, engage and maintain friendship through participant's love of music and musical expression. Skills are developed and improved around inclusiveness, open expression of thoughts and feelings, confidence building through active participation, understanding of defined roles and being part of a team to produce music that can then be performed in a live scenario.

The group dynamic is varied in the Mixed Emotions band and friendships have been developed and nurtured within the group environment. The Mixed Emotions program has been modified to a Zoom platform during this pandemic, for continuity and relationship building, along with still having a platform for musical expression. Moving forward the group aims to see further development in musical skills, cohesiveness and stage performance.

In the short term we aim to improve community access to live performances whereas medium and long term goals are to expand the program to be more inclusive as well as expansion into an IOE choir that will be inclusive of all IOE participants, staff and families to promote community and identity through musical expression. I am very lucky to have great participants and support from IOE staff and support workers, especially Matt Howard and Ellery Weston who have also been a driving force in the development and success of the Mixed Emotion program.



James loves being a part of Mixed Emotions as he loves the interaction with others as well as the entertainment side. James is deaf but with his hearing aids he can hear some of the sounds and when the band performs live, James has been a great crowd warmer and loves getting everyone up dancing and he enjoys playing the bongos! Ellery and Trevor are great encouraging and inclusive leaders.





My daughter has shown more confidence, excitement and interest while attending the House Intensive program. This program should be seen as a stepping stone towards encouraging and teaching independence for adults with disabilities. One could also see it as the start of the transition stage, for independence outside of the home.

“

House Intensive Program

IOE House Intensive programs support participants in tailored small groups to learn and experience all that is involved in living outside of the family home. Outcomes include:

- A better life and increased opportunities based on hopes, dreams and choice;
- Increased confidence and self esteem;
- Development of social & interpersonal skills;
- Domestic tasks, household maintenance and self care; and
- Having fun while learning!

The Past 12 Months

9 House Intensives running weekly

4 at the Berrabri House in Scoresby – renewed lease for a further 12 months

4 at the Wallaby Run House in Chirnside Park – renewed lease for a further 12 months

1 at Beth's Respite House in Lilydale; our newest Intensive for a group of participants in the Yarra Valley

1 Rural Intensive that runs for one week per month in Myrtleford

9 staff (including 4 new staff in the past 12 months)

36 participants each week (including 14 new participants in the past 12 months)

COVID-19 Response in the Houses

Group services ceased for COVID-19 so we have been running the house intensives on a 1:1 basis, alternating weekly so that we can provide service to as many of our families as possible. Some families chose to self isolate and therefore have opted out of receiving support during restrictions. Those participants not attending House Intensive programs in person have received ongoing support and contact by their house mates and staff via zoom, Facetime, letters, phone calls, activities and home tasks online. Both our Berrabri and Wallaby Run rentals are also being used regularly over weekends by participants needing respite; a break from home while their usual activities and programs aren't running due to COVID-19.

The Next Steps

We are excited and looking forward to being able to offer *next steps* for some of our House Intensive participants in 2021 who are ready for a greater level of independence.

Stay tuned!

DID YOU KNOW?

The Interchange Outer East Facebook page is followed by 4,371 people. This is an increase of 560 people over the financial year.

Jason and Shelly's Story

While I know this year has been tough for everyone with the challenges and continued changes the pandemic has given us, I've really enjoyed and appreciated the opportunity COVID-19 has allowed me to be able to support participants 1:1. This virus has forced us all to adjust to the new ways of life and some have definitely been a silver lining.

I've been able to be involved with supporting Jason throughout the pandemic and it's been incredibly rewarding to see Jason achieve so many personal goals. This time has also allowed Jason and I to get to know each other on a more personal level. We have gotten to know each other's families, friends, informal support networks, music interests, likes, dislikes, etc. Jason and I have the same sense of humour so there have been lots of laughs along the way!

Seeing Jason in his own home setting, as opposed to supporting him at the IOE group services site, really opened up my eyes to Jason's world. This man inspires me in so many ways and reminds me why I love working for IOE.

- By Shelly Stevens, IOE Support Worker



“ It's been great that I've been able to learn how to use my mobile phone and to use 'tap 'n go' with my own debit card.

Jason's 1:1 support achievements:

- Set up his own debit Mastercard at the bank.
- Arranged to get a new Proof of Age card with his updated address on it at Australia Post.
- Learned to use his vision impaired mobile phone (KISA).
- Continued to have his weekly haircut & shave at his barberette.
- Shopped for family birthday presents and bought his 1st nephew a present. Jason is a proud uncle for the first time and his nephew's middle name is Jason.
- Walks around a variety of parks to keep up his exercise after sitting and chatting over morning tea.
- Attended appointments with his support coordinator to try to find supported accommodation for Jason to move into.
- Returned to his volunteer work experience at Coles – Mountain Gate.



Pathways for Carers Project

Pathways for Carers has been operating for a number of years in the outer eastern Melbourne metro area and is a self-sustainable model. Pathways is a group based walk in nature followed by a morning or afternoon tea where a guest speaker presents to the group on a topic that would be informative and of great interest to them. The walks facilitate connections with others, provide therapeutic benefits by engaging in some *time out* walking in nature, promote physical health and provide information and awareness about other services. It has been a great success for everyone involved; carers, local government and other partners. Interchange Outer East were successful in receiving a grant through the Department of Health and Human Services (DHHS) to develop and roll out a similar program across Victoria over the next three years.

A project coordinator has recently been employed at IOE to facilitate this project. The advent of COVID-19 has provided some time and opportunity to focus on the development of the marketing strategy along with the development of a new website and resource and information kits for the new walks. Another key component of the project is the development of a best practice document that will inform and guide new partners in the establishment of their walks. Once these tools are finalised, we will be approaching local government representatives across Victoria with a proposal to start Pathways walks in their local areas.

Pathways for Carers is an innovative approach to carer support that is built on a partnership approach. It is led by carers and community members and supported by organisational partners offering resources and networks to underpin the program's success.

Michele's Story

Michele has volunteered to support the Dining Room Mission adult group program since the start of 2019. She has played an important volunteer role with helping support individuals in the group work towards their NDIS goals. With the extra hands, eyes and ears that Michele provides each week, it allows for everyone to achieve their quota of the desserts that are required for the Dining Room Mission; providing meals for the homeless and disadvantaged individuals and families at St John the Divine Anglican Church in Croydon.

Michele goes above and beyond in her volunteering role with IOE. She is always courteous, respectful and loves to help others get the most out of their working day. Michele was nominated for the Ferntree Gully Electorate Victoria Day Awards 2020 for the amazing volunteer work she does with IOE.

I first heard about IOE through a work mate whose brother is an IOE participant. I have always worked in retail ... nothing wrong with that, except it's not me!

Late in 2018 someone said to me, '*Life is too short, find something that makes you happy!*' I've heard it a million times before but for some reason it really resonated this time. So I gave up my job on Christmas Eve 2018, two years before the pension. I was looking at courses to do because I haven't been out of work since I was 15. Shelling out \$7,000 for a disability course for a now unemployed person was not really feasible given I was due for the aged pension in 18 months. Then someone mentioned volunteering as a way to possibly join the work force. I went to IOE and met Jesse (IOE Volunteer Coordinator) and that was it!

I felt so nervous and unsure that first day but Matt Howard put me at ease then the participants started to arrive. The first one to greet me was David; standing very close with a loud voice! Matt tried to come to my rescue but it wasn't necessary - I felt I was at home! The people that surrounded me were honest, genuine souls that have so much to give. You can see so much potential in each and every one of them and when they let me in, I felt so privileged. I stopped praying many years ago but I can honestly say I went home after every shift and said *thank you*.

To anybody thinking of volunteering ... do it! To people looking for an organisation, give IOE a go; the staff are committed and professional, their belief in empowering the participants to be the best they can be is real. And the individuals they support, well what a beautiful experience!

I have changed (probably not to everyone's liking); I am no longer scared of being who I am, rather than what people expect me to be.

- By Michele, IOE Volunteer

Sweta's Story

I started volunteering at the very start of the year and I have loved every single part of it. There are so many opportunities and every activity is filled with amazing and unforgettable experiences. I have learned so much in the past few months and I truly love being a volunteer at interchange. It's such a great opportunity to not only help those in need but it is also so much fun! I can't wait for the program to start back up and I look forward to more volunteering!



DID YOU KNOW?

We signed up 153 new volunteers over the financial year. Our volunteers provide support on recreation programs for children, as well as skill development programs for adults with disability.

“

Thank goodness for the mighty power of coffee for getting me through this mess!

- Jarrod, IOE participant on COVID-19

90 New Staff

74 casual support workers

9 office staff (7 f/t, 1 p/t, 1 casual)

5 trainees

2 junior support workers

54

new families fully registered. Plus 33 for support coordination and 59 for plan management.

Approximately

1,000

children and young adults with disability supported.

“While working from home can feel quite isolating, I am far more productive. The sense of community, however, is still as strong as ever!”



Approximately

422,908 support hours delivered over the financial year.

This is an increase of **5.7%** from the previous year.



130 expressions of interest received from families wishing to access services.

4,095

hours of support delivered to carers across mums, dads, grandparent carers and carer support programs

CEO's Report

The past year has been significantly different to any in our lifetimes. Global pandemic, lockdowns and restrictions to manage public health have impacted all in our community. IOE's capacity and ability to adapt and change to rapidly changing circumstances has enabled us to respond quickly and ensure that the services we provide are as safe as we can make them. To date, we have been able to maintain one-to-one support to families, one-to-one intensives and creatively develop online platforms for recreation and group based activities. Despite major disruptions, there have been significant achievements to note this financial year:

- IOE was the recipient of a Statewide Carers grant to develop the Pathways for Carers program across Victoria.
- RISE Conference (*Resilience - Inclusion - Self Care - Education*) was successfully held with 220 participants.
- The development of the new IOE Strategic Plan that will establish the direction of the agency over the next three years.
- A project to understand risk and how IOE approaches risk across the agency. Given IOE provides 1200 hours of active supports and programs to people with disabilities and their families each day, in a myriad of locations, with over 400 staff members, having a consistent approach and attitude to risk is important.
- The further development of new programs including Mentoring Program, Girls2Women and House Intensive.

The coming year will bring whatever it will. We don't know yet when things will or may return to normal. In the short term IOE will focus on maintaining our services, supporting staff, planning for a return of group based services and finalising the NDIS Quality and Safeguards Audit. Longer term will involve achieving the goals of the strategic plan; creating a great team of skilled and supported workers, increase access to services and programs for families, and ensuring our services are responsive to family needs.

I would like to make special note of the commitment and dedication to families that our support workers and coordinators have displayed over the past few months. Working under significant difficulty, their willingness to adapt, manage change and continue to pick up shifts and support families through the pandemic has been brilliant.

- Fred Brumhead, CEO



Financial Report

Interchange Outer East Incorporated

REG No. A 0009 955P 2019/20



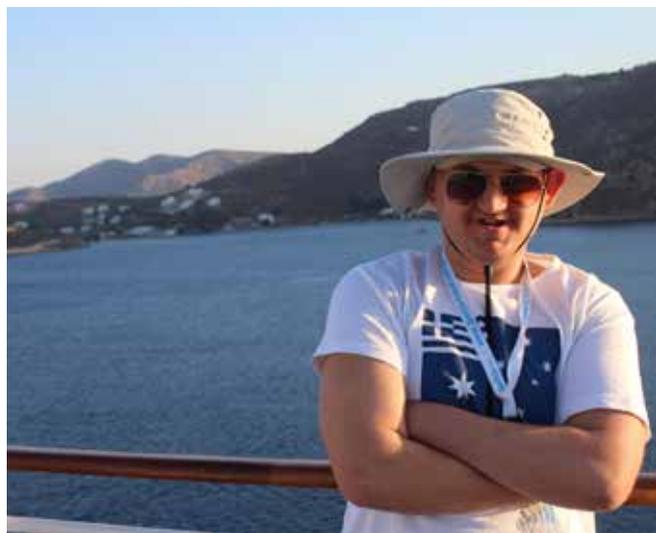
Statement of Comprehensive Income for the year ended 30 June 2020	Notes	2020 \$	2019 \$
Other revenue	3	22,151,453	17,890,430
Other income	3	2,258,030	95,328
TOTAL INCOME		24,409,483	17,985,758
Depreciation and amortisation expense	4	(385,654)	(136,060)
Employee benefits expense		(18,983,666)	(14,949,521)
Occupancy expenses		(161,894)	(322,249)
Finance costs	4	(33,493)	-
Client expenses		(1,078,241)	(1,076,424)
Other expenses		(682,839)	(819,314)
TOTAL EXPENSES		(21,325,787)	(17,303,595)
Profit before income tax expense		3,083,696	682,163
Other comprehensive income/(expense)		-	-
Total comprehensive income/(expense) for the year		3,083,696	682,163

Statement of Cash Flows for the year ended 30 June 2020	Notes	2020 \$	2019 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		23,875,960	17,539,932
Payments to suppliers and employees		(23,472,992)	(17,672,166)
Receipts from grants and government subsidies		2,344,933	1,692,628
Interest received		94,445	66,060
Finance costs		(33,493)	-
Repayment of DHHS funding		(173,754)	(737,191)
Net cash provided by operating activities	15(b)	2,635,099	889,263
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		22,546	43,259
Payment for property, plant and equipment		(243,230)	(200,908)
Movement in cash on deposit		672,975	(287,205)
Net cash provided by/(used in) investing activities		452,291	129,556
CASH FLOW FROM FINANCING ACTIVITIES			
Principal portion of lease payments		(209,375)	-
Net cash used in financing activities		(209,375)	-
RECONCILIATION OF CASH			
Cash at beginning of the financial year		3,432,554	2,413,735
Net increase in cash held		2,878,015	1,018,819
Cash at end of financial year	15(a)	6,310,569	3,432,554



FY 2019/20

In a year that included significant restrictions to normal operations from March 2020, IOE's financial result for the 2019-2020 financial year has been strong. In large this is due to IOE qualifying for the Commonwealth Government Job Keeper program which contributed to wage subsidies from mid-March to the end of the financial year. Gross profit came in at 11% of Income compared with 4% the previous year. IOE is continuing to grow. Income grew by 23.1% (without Job Keeper) through the expansion of NDIS services. Expenditure grew by 23.2% due mostly to increasing staff costs. Overheads were at 16% of income. Members funds at years end were \$6,038,407.



DID YOU KNOW?

During COVID-19 restrictions up to 30 June 2020, IOE delivered 67 online recreational activities for adults and children.

Statement of Financial Position for the year ended 30 June 2020	Notes	2020 \$	2019 \$
CURRENT ASSETS			
Cash and cash equivalents	5	6,310,569	3,432,554
Receivables	6	1,851,025	979,872
Other financial assets	7	101,388	774,303
Other assets	8	120,229	609,446
TOTAL CURRENT ASSETS		8,383,211	5,796,175
NON CURRENT ASSETS			
Property, plant and equipment	9	677,194	612,765
Lease assets	10	675,318	-
Other assets	8	14,882	-
TOTAL NON CURRENT ASSETS		1,367,394	612,765
TOTAL ASSETS		9,750,605	6,408,940
CURRENT LIABILITIES			
Payables	11	849,642	1,630,652
Lease liabilities	10	150,924	-
Provisions	12	1,789,593	1,385,831
Other liabilities	13	263,092	338,729
TOTAL CURRENT LIABILITIES		3,053,251	3,355,212
NON CURRENT LIABILITIES			
Lease Liabilities	10	537,102	-
Provisions	12	121,845	99,017
TOTAL NON CURRENT LIABILITIES		658,947	99,017
TOTAL LIABILITIES		3,712,198	3,454,229
NET ASSETS		6,038,407	2,954,711
MEMBERS FUNDS			
Accumulated surplus	14	6,038,407	2,954,711
TOTAL MEMBERS FUNDS		6,038,407	2,954,711

Statement of Changes in Members Funds for the year ended 30 June 2020	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2018	2,272,548	2,272,548
Profit for the year	682,163	682,163
Balance at 1 July 2019	2,954,711	2,954,711
Profit for the year	3,083,696	3,083,696
Total comprehensive income for the year	3,083,696	3,083,696
Balance at 30 June 2020	6,038,407	6,038,407

To obtain a copy of the full financial report for the year ended 30 June 2020, please contact Interchange Outer East. An explanation of the notes is provided in the full financial report.

Chairperson's Report

At the time of writing we are in the midst of a significant lockdown due to the COVID-19 pandemic, continuing what has been an extraordinary eight months (and counting) for us all. With the repeated closure of businesses and schools, movements in the community restricted and no access to community or group-based services, it has been a particularly difficult period for families within the Interchange Outer East (IOE) community. It has been observed that the strength of an organisation's culture is only truly known in times of crisis. So it has been with no small degree of pride that the Board of Management has seen IOE team members at all levels respond to the situation with dedication, flexibility and creativity to continue to deliver a number of direct services. These have included maintaining social connections for young people with disabilities through a variety of online programs, and 1:1 support to families and individuals in their homes through our team of support workers. At the same time IOE has rapidly adjusted its operating procedures to comply with changing health and other regulatory requirements.

Given the magnitude of the situation, it is easy to overlook what has been achieved by the agency in other areas. In regard to the NDIS, IOE completed its first year as a fully transitioned NDIS provider. It has been the focus of the Board through this transition period to balance IOE's ability to meet the increased demand for services with operational efficiency. The aim being to ensure a financially sustainable operating model that will allow IOE to successfully meet future challenges and to invest in building capabilities that will enable it to better meet the needs of its community. In relation to governance, the Board, together with the senior management team, has completed a strategic plan which will guide IOE over the next three years.

The key pillars of the IOE Strategic Plan 2020-2023 are:

- A focus on building and developing a skilled and diverse team of employees and volunteers;
- Services that are responsive to families, inclusive and of the highest quality; and
- Improved access to IOE services through scaling services, partnerships and new programs.

Other Board initiatives this financial year include:

Development of an accessible client feedback system through email signatures, Facebook & IOE website;
A project to investigate and improve the security and effectiveness of IOE data & information systems;
An evaluation project designed to enhance and develop the governance of IOE;
Completing the NDIS Quality and Safeguards Framework training; and
Monitoring and guiding the agency's response to COVID-19.

The pandemic has been a major disruption for all. With appropriate diligence and care we hope to be able to restore all services in the near future. We hope that all members of the IOE community stay safe and well. My thanks to my Board colleagues and staff members for their work throughout the year.

- Glenn Myatt, Chairperson

Go Nuggets!

Fred's dream of creating an all inclusive basketball team called the Golden Nuggets has finally come to life; with custom basketball singlets to boot! The team plays at Mullum Mullum Stadium in Donvale on Thursday nights. The team is diverse and inclusive of IOE families, friends and staff and all abilities, age, gender and skill. There is a very wide spectrum of basketball skills. Some players have played before, others never. Win or lose (of course Fred always wants to win!) the team always has a run (or walk!), has fun, laughs and competes to the best of their ability. Once COVID-19 restrictions are lifted we will hopefully be back on the court playing again, with the tentative return date penciled in for 28 January 2021.





Acknowledgements

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
National Disability Insurance Scheme
St Kilda Mums
Finrea Computer Services
St John the Divine Anglican Church, Croydon
Rotary Club of Balwyn
Box Hill Miniature Railway
Department of Health and Human Services
Different Journeys
Yarra Centre
Achieve 2B
Ian Abbey
Insportz Knox
Knox City Council
Erin Perry
Morgan Stanley
Rotary Club of Ferntree Gully
100 Women
Commonwealth Bank, Mountain Gate

Nick Wakeling MP
Maroondah Council
The Pups
REMEL 185
Ferntree Gully Stihl
Platform 134
The Misfit Project
Yarra Ranges Council
The Dubsky Lang Foundation
Club Kilsyth
Chrisalis Foundation
Bk 2 Basics, Narre Warren
Clota Cottage Neighbourhood House
St Kevin's Community Space
IT WIFI
Vibe Dance Studios
Coles (Mountain Gate, Boronia & Bayswater)
Topgun Carpet Cleaning Services
Metro Access Officers - Knox, Maroondah, Yarra Ranges
Interchange Incorporated/Interchange Network

DID YOU KNOW?

Interchange Outer East is now in five locations, having established full service offices in Ferntree Gully, Boronia, Croydon, Lilydale and Yarra Junction to better meet the needs of the community.

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 on weekends or school holidays, donating \$5 out of your pay, attending events or sharing our posts on social media. How you contribute is up to you - but it all makes a difference!

Volunteers

IOE volunteers provide 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 variety of recreational and social programs.
- **Host volunteer** is matched to a child with a disability and shares their home with that child, e.g. 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 IOE 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 the agency. 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 and 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.

Contact Us • IOE Main Office

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Email: ioe@ioe.org.au

Web: www.ioe.org.au

Creating Opportunities and Choice

