

Annual Report 2024-2025

Creating Opportunities and Choice





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Acknowledgement of Country

We would like to acknowledge the Traditional Owners of the land, the Wurundjeri People and other Kulin Nations, and other nations who have looked after this land for a long time. We think it is important to say thank you and show respect to them.

We really like the land because it's where we can play, learn, and have fun. We like the trees, the animals, and the fresh air. The land is like a big playground where we can run and explore. As we grow, we will take care of our special places.

Thank you to all Wurundjeri People for sharing your land with us. We promise to be good friends to the land and to each other.



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Creating Opportunities and Choice

CHAIRPERSON'S REPORT



It's a real privilege to share this year's report for the financial year ending 30 June 2025. For Interchange Outer East, this past year has been one of steadying ourselves amidst a lot of change and uncertainty in the disability support space.

At our core, we remain deeply committed to creating opportunities and offering real choice for people with disabilities and their families. That commitment has guided us through challenges like ongoing NDIS reforms, cost-of-living pressures, reduced supports for children, plan reductions, and increasing regulatory demands.

Rather than focusing on what's out of our control, we've leaned into what we can do - and that's continuing to build and adapt services that truly support families. I'm proud to say that IOE has managed to walk that tightrope: maintaining financial stability while still growing and evolving our services.

As Chair, it has been wonderful to realise the value for families in the services we as a Board have committed to. Some highlights include:

- Our Volunteer Program has delivered an incredible 29,000 hours of support to our recreation and family support programs.
- The HACC program stepped up to provide four times the funded hours for children without NDIS Core Support.
- Family Support Programs continued to expand, including new options like the dad and kid's camp.

- We successfully tendered for High Intensity OSHC programs at Croydon SDS and Eastern Ranges, opening up more support for families.
- The Siblings Program continues to thrive, thanks to the continued generous financial support from the Freemasons Monash-Gully Group.
- Our Pro Bono hours in Allied Health, Behaviour Support, and Support Coordination have grown - helping families who otherwise wouldn't have access.
- The deliberate decision to maintain our Support Coordination service, despite ongoing NDIS price cuts, because we know how valuable it is to families, IOE and the wider community.

Looking ahead, we'll keep working to strengthen our financial position while always seeking new ways to support families. An exciting development has been our decision to diversify our investments through the purchase of a fully accessible holiday house on the Mornington Peninsula. Our hope is that this holiday house creates new opportunities for families to enjoy quality time in a welcoming, accessible space.

On behalf of the Board, I want to extend heartfelt thanks to our management team, staff, volunteers, partners, and stakeholders. Your dedication and support make everything we do possible.

*Michelle Trustum,
Chairperson*

PROGRAMS & SERVICES 2024-25



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 and build inclusive communities, by engaging and supporting children and 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 Outer East 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.

Where has the time gone, another year gone? We are now approaching two years into our strategic plan. The disability sector continues to face significant challenges in maintaining viable services while navigating the ongoing demands of compliance, registration, and advocacy.

Despite these pressures, we remain focused on our core priorities:

VALUE VOLUNTEERS



QUALITY SERVICE



FAMILY FOCUS



GREAT TEAM



This report highlights the progress we are making towards achieving these priorities. Some key achievements include our successful tenders. We are now operating a new afterschool service at Croydon SDS. For many families, afterschool care is the difference between sustaining employment or being forced into unemployment. We also secured rooms at both the Wantirna and Bayswater Knox Early Learning Hubs to provide allied health services. This development enables us to connect with and support carers in the early stages of their journey. By empowering parents and siblings with information, reducing isolation, and fostering relationships, we are filling a vital gap that NDIA does not prioritise but is critical for families.

We were also honoured to receive two awards, firstly the OCTEC National Community Awards who recognise progressive and supportive organisations, assisting to create pathways to employment for people with disability. We also received recognition through the EV Inclusive Volunteering Awards. Our volunteers continue to be an invaluable asset, not only

by providing practical support on programs but also by creating opportunities and building meaningful connections with participants. Their openness, empathy, and acceptance contribute to a stronger, more inclusive community.

External audits confirm that we deliver quality services, with full compliance against all sector standards. However, we believe quality extends beyond ticking boxes and having policies in place. To strengthen our commitment to creating great teams and delivering quality services, we introduced periodic staff "happiness surveys." These provide valuable feedback to guide improvements. While we considered any score above 7 to be positive, our average rating of 7.7 indicates that staff are generally happy, while also showing there is room for growth. Equally important is our emphasis on valuing feedback pathways, we have viewed feedback, especially complaints, as a gift. When addressed properly, it allows us to build honest, transparent relationships with participants and families, and to make meaningful improvements in our services.

Collaboration has also been a highlight. Karina Fry, our Recreation Team Leader, initiated a forum with several agencies providing group-based recreational services. This area is significantly undervalued by NDIA, as reflected in limited funding for children's core supports. Yet, group-based recreational programs are essential: they allow families to rest and recharge while children with disabilities gain opportunities to connect, develop skills, and have fun. By collaborating with other providers, we aim to strengthen the accessibility and impact of these vital programs for families.

Our strategy continues to guide us. We remain committed to developing and maintaining services that:

- Enhance family wellbeing
- Build inclusive communities
- Engage and support children and young people with disabilities

May 2025/2026 see bigger and better outcomes.

*Belinda James,
General Manager*



OUT OF SCHOOL HOURS CARE



Since its commencement in February, the Croydon SDS OSHC@IOE program has achieved significant milestones in its first half-year of operation. Enrolments have grown to approximately 40 students, reflecting the strong demand for

high-quality, accessible care. The program has provided families with the opportunity to return to work or increase their hours, as their children can now remain onsite after school rather than travelling long distances by bus. A key strength of the program has been the ability to offer new students a 1:1 support ratio upon commencement. This personalised approach enables educators to build strong, trusting relationships and gain a deep understanding of each student's individual needs. Combined with our comprehensive family induction process, this ratio supports smooth transitions into the program and fosters a sense of security and belonging for students from their very first day.

The OSHC@IOE team has also developed a strong and collaborative partnership with the Croydon SDS school community. Fortnightly meetings with the school team have allowed for ongoing communication around student support needs, coordinated approaches to individualised care, and shared initiatives such as sustainability projects, including OSHC students taking ownership of designated garden beds. The program has actively worked with the school's interpreter to engage and support Burmese-speaking families, ensuring equitable access and understanding of the enrolment process. Our school holiday programs have been designed in consultation with students, incorporating their specific interests, while our recent family feedback survey highlighted a strong preference for more incursions, feedback which will be reflected in the upcoming September program. This collaborative, inclusive, and student-focused approach has laid a strong foundation for continued growth and innovation in the months ahead.

We look forward to further developing our program by welcoming more students, expanding our activities, and creating additional opportunities to collaborate with families, the school, and the wider community to enhance outcomes for all students.

Eddie is a twenty-year-old woman living in Healesville who has lived with an acquired brain injury since birth. When Eddie was referred to us through the Misfit Theatre, her situation was critical. She had limited funds in her support coordination and her core funds had almost been entirely depleted. She required 1:1 support for personal support care needs. She had no method of transport or mobility assistance, except for a very tired and ill-fitting ankle foot orthosis and a walking stick. Eddie's barriers to access daily activities and essential needs were exacerbated by her remote location. Living in the outskirts of Healesville, local terrain was difficult, even with the support of family and friends. Eddie was showering only a couple of times a week, had lost her funding to access her community and peer groups and felt extremely isolated and alone.

I set to work immediately, trying to locate her team of supports and collecting information. There was none. Not a single report to start from. Her previous co-ordinator was nowhere to be found. There was no occupational therapy, no physiotherapy, no supports at all. We were starting from scratch with a few dollars of funding available.

I began to reach out to OT's in our area. From the small handful of practitioners available, only one had capacity and quoted \$400 for transport for one session. With only limited funds available, we were looking for a better solution. Many OT's would not look at the referral due to the limitation of funds.

I contacted the NDIA and LAC several times in the first few weeks to request an urgent review due to the high falls risk and extreme isolation. The escalation was removed as the NDIA would not implement a review without the evidence needed. With not enough left in her budget for personal care, I alerted Alliance Health and further tightened her spending. Eddie was in a desperate situation.

With news of a new allied health recruitment within Interchange, I made a few calls to Elyse and Sally to discuss Eddie's situation. We needed support urgently, and we had

only a fraction of the funding needed to produce the reports required. The team grouped together with the assistance of Bel Minet and formulated a plan which could offer the support through new training opportunities with our new workers. Incorporating home visits, travel and report writing, they prioritised the functional capacity assessment for Eddie, surpassing all our expectations in both time and proficiency.

The review was completed and life flooded back to Eddie. In just a few months, the team has completed all necessary reports. This included a wheelchair fitting and quote alongside a thorough assistive technology report. A new referral to an orthotic clinic with a letter of support and new carbon ankle foot orthosis. A full team of support workers for community access and personal care seven days a week, and a full year of performance, theatre, and camps.

Eddie took this opportunity to step further forward, offering her depth of experience as a mentoring opportunity for others within the theatre group.

Eddie is flourishing with the support from her teams at Interchange Outer East.

*Belinda Rogers,
Support Coordinator*



GRACE SUMMERS



Meet Grace Summers! Grace is a Junior Support Worker at IOE, and we asked her a few questions so she could share a bit about herself with our community.

Biggest Challenge

One of the hardest parts of the role has been building confidence in my own decisions. As a new JSW, you often feel younger or less experienced than other staff. But you're not chosen because you know everything, you're chosen because you're responsible, capable of making good decisions, and open to learning and growing at every step.

There are so many moments where you need to make quick, important decisions. While there are usually people around to help, it's also about building your confidence to assess risks and trust yourself to make the right call.

The most helpful mindset for me has been keeping an open mind, being willing to take on feedback, and actioning it straight away. You're always learning new and better ways to do things.

Personal Highlight

The biggest highlight isn't the cool things you get to do, or even the incredible team you work with (although that's a close second). It's seeing the smiles on participants' faces when they accomplish something or get to try something new.

That's why I do what I do.

Biggest Learnings in the Last 12 Months

The biggest thing I've learned is that everyone is different and that's something to celebrate. It's not something to fear or feel nervous about if you don't fit a mould. Working with people who have different backgrounds, interests, and opinions opens your eyes to new perspectives and ideas you wouldn't have thought of on your own.

Being able to actively collaborate with diverse participants and staff has been one of the most valuable experiences. You're constantly learning and growing, no matter what role you're in.

Where Do You Want the JSW Opportunity to Take You?

After JSW-ing, I want to study at university while continuing to work as a Senior Support Worker. My goal is to become a paediatric or disability Occupational Therapist.

Working in this field, and getting to observe OTs in action during shifts, has deepened my passion for the career and my drive to help others.

What Makes You Happy at Work?

What makes me happiest is when everyone can participate in the activities. There's nothing better than seeing the joy on participants' faces when they accomplish something they didn't think they could. Watching people work together and encourage each other is the best feeling.

In Your JSW Role, What's Your Personal Measure of Success?

For me, the best measure of success is feedback. I always try to seek out constructive feedback and ask for examples so I can keep growing. If I feel like I'm not learning anything, then I know I'm not really progressing or succeeding in my role. Growth is everything.

Advice for New JSWs

If I could go back, I'd tell myself - just try your best. There's no point in constantly worrying that you're doing something wrong, not if you're genuinely giving it your all. Everyone makes mistakes, but it's how you learn from them and take action to change that really matters.



VOLUNTEERS

BUDDY PROGRAM

We're excited to see a fantastic increase in youth volunteering across our program! It's inspiring to watch young people not only giving their time but also growing their skills and confidence. Several of our volunteers are even taking steps toward becoming Junior Support Workers (JSWs) or pursuing careers as support workers, an incredible testament to their dedication and growth.

KIERA LAURIE

Back in January 2024, I made the best decision of my life - volunteering with IOE. What started with a Facebook post my dad shared with me quickly turned into something so much bigger than I could've imagined. I thought I was just giving volunteering a go... but I had no idea how much it would change my life.



Since then, Interchange has become a place I genuinely look forward to being at. I'm always counting down the days until my next activities and looking forward to the school holidays so I can go on a super fun camp. I've had the chance to join in on many of the amazing activities Interchange offers - from camps and day activities to family

camp and being a part of the most amazing permanent group. Each experience has left me with unforgettable memories and a massive smile on my face.

The vibe within the program has been nothing short of amazing. There's a real sense of community, with both volunteers and buddies bringing their friends along to get involved.

It's grown into more than just a program, it's a vibrant community driven by enthusiasm, growth, and a shared commitment to making a difference and having fun!

Volunteering hasn't just been about having fun - it's helped shape who I am. Before Interchange, I was pretty reserved when it came to meeting new people. Now, I find I'm much more confident, open, and comfortable in new situations. I've learned so much - not just about supporting people with disabilities, but about myself too. It's even helped guide me toward what I might want to do in the future as a career.

I've got so many amazing memories from being at Interchange, but some standouts would have to be the Roar and Snore camp at Melbourne Zoo (being at the zoo after it had closed was unreal), playing vullie games on camps, and the incredible bonds I've formed with my permanent group. But to be completely honest, every single moment at Interchange has been special and added something meaningful to my life.

I'm beyond excited to continue volunteering at Interchange. I hope to keep growing, learning, and spending time with some of the most incredible people I've ever met.

Interchange has become such an important part of my life, and I can't wait for everything that's still to come.

PATHWAYS TO EMPLOYMENT

Junior Support Workers

As the current cohort of junior support workers prepares to finalise their supervised on-the-job learning, we celebrate the ongoing success and value of the IOE Junior Support Worker Program, and the meaningful opportunities it provides for early career workers. Over the past few years, we have made several enhancements to the program structure to improve learning and development outcomes, aligning with the needs of our programs and families, as well as the strengths and professional goals of the workers. Through this, our aim has been to develop confident, capable, and highly skilled young support workers and recreation leaders who are well-prepared to work across a variety of support settings at IOE and beyond.

We are excited to welcome a new group of junior support workers to our team soon and remain committed to evolving the program to meet the needs of our workers, services, and families. We are also pleased to have welcomed a new school-aged trainee to our OSHC @ IOE program, as well as celebrating the graduation of an OSHC trainee at the end of 2024. We will continue to offer valuable opportunities to experienced, skilled, and dedicated volunteers as they take the next step on their pathway to employment.



WINTER BALL

It was a magical night!

On Saturday 31 August, guests at our Annual Ball were treated to the incredible sounds of Mixed Emotions. Band members Aaron Sprigg, Mark Sawyer, Rhiannon Smith, Anthony Lombardo, Paul Hocking, Jack Gibson, Ellery Weston (SW) and Scott Alexander (SW) delivered an unforgettable set that had everyone up on their feet.

The celebrations continued with a high-energy DJ set from Trevor, IOE Family Coordinator, keeping the dance floor alive with more music, singing and laughter. Guests also enjoyed our formal photo booth and plenty of other memorable moments throughout the evening.

The Winter Ball proved to be a super popular event for our 18+ participants and yet another success story for IOE.





SIBLINGS



IOE's Sibling Support Program has got up to some serious fun over the last 12 months, we've enjoyed camps to Phillip Island and along the Mornington Peninsula, we've visited Healesville Sanctuary, exhibitions in the city, horse riding along the beach, trampoline parks, water parks, video game arcades, adventure rooms, ice cream parlors, laser tag, ice skating, roller skating and so much more...plus, we've visited every playground and beach in between. Activities that may not be possible for siblings who have a brother or sister with a disability to do with their families for so many reasons, and activities that would certainly not be possible without the generous support IOE receives from the Freemasons.

I think that the siblings program is a wonderful place to help siblings have good times together knowing that you have other people in the same situation as yourself.

– Alfred, sibling, 13 years

If you ever get the chance to look through photos and videos of our siblings program, you will notice that it all just looks like a whole lot of fun. That's not just a fluke, or an easy way out, fun is a cornerstone of IOE, of who we are and what we do, and there is good reason for that.

We are intentional about the activities we plan and way we weave fun and play into our days. Fun and play are essential parts of supporting siblings as they provide much-needed emotional balance, stress relief, and a sense of normalcy. We know that children who have a sibling with disability often face unique challenges, such as increased responsibility, feelings of being overlooked, emotional confusion and the understanding of their long term role in caring for their sibling. Through play, they can express emotions, build confidence, and explore their own identity outside of their sibling role. Fun activities offer a break from the pressures they may experience at home, allowing them to simply be children.

IOE are grateful to our friends from the Freemasons Monash Gully district and to the Freemasons Foundation for their ongoing support of IOE's Sibling Support Program.

FAMILY SUPPORT

Family camps are a much-loved IOE tradition, and we are proud to host a variety of family camp experiences throughout the year. Most are open to all families from our community, and some are targeted at certain community groups such as our Myanmar/Burmese and Autism Family Camps.

IOE recognises that the physical accessibility of venues places additional barriers in the way of families who have a child with a physical disability attending a family camp. We have been keen to find a venue to host a family camp where some of these physical barriers were reduced. Unfortunately, finding the perfect venue is an impossible task, but Camp Manyung, on the Monington Peninsula comes pretty close!

The beautiful winter sun set the scene for a weekend full of play, adventure and special family time. Camp Manyung have put effort into setting up their adventure activities with some adaptations to make them accessible for all. Thrill seekers enjoyed using a universal harness and hoist system to access the giant swing and flying fox and a tree rolling course with ramp access where campers transferred from their wheelchairs into the "cloud chair" and rolled through the treetops, ending with a leap of faith off the edge! Manyung staff took time and care to make sure children were comfortable, confident and well positioned before their turn. For many, these adjustments to adventure activities made the difference between sitting and watching; or getting up there and trying something new. Squeals of joy, and cheers of encouragement were heard throughout the camp.

Of course, physical accessibility is not all about the activities either, all of Manyung's facilities are accessible via ramp and most rooms have roll in showers. We hired assistive technology items as required, such as portable hoists, shower chairs and hi low beds, making the rooms as comfortable as possible for families.

The art and craft area was buzzing all weekend with families making and decorating lanterns in preparation for the first ever IOE Lantern Parade on Saturday night. Other highlights included

family bingo night, adults vs kids sports matches and toasting marshmallows around the campfire in the evenings. Having families come together, share experiences, resources and words of encouragement was a highlight for many, and is what family camp is all about.

Whilst it was exciting being at a campsite where so much thought and care has gone into making sure activities and the campsite itself was accessible; we recognise that there is a huge gap in this area and IOE will continue to advocate for the need for physical accessibility of other campsites and venues we utilise.

“ We loved meeting with families on a similar journey to us. To share experiences and to learn from others further ahead of us. It can be really isolating and we loved seeing people like “us”!

– Suzie, Mother



WHO'S AT THE TABLE: IOE'S CHILD SAFETY COMMITTEE

The IOE Child Safety committee guides organisational practices to ensure that the safety and wellbeing of children and vulnerable people remain central to all IOE activities. It may not always be front and centre, but its influence is felt in every program, hub and family connection. The Committee helps ensure that children and young people are safe, supported and empowered. Child safety remains a shared responsibility at IOE.

Who We Are

The committee is made up of staff from across IOE, from Child Safety Officers, to OSHC, from recreation camps to support coordination, alongside allied health, counselling, hubs, volunteer coordinators, pathways to employment, host volunteers, and key leadership roles. Together we hold different perspectives, but the same goal; to create a child safe IOE where every young person feels heard, respected and protected.

What We Focused On

This year, the committee has grown with more members around the table and more people raising issues from their own areas for input. That increase in voices has helped us refine our purpose and create space for honest, constructive conversation.

Much of our work has been about creating a safe space and dedicated time for these discussions to happen, so that people feel comfortable raising issues and contributing to constructive conversations. This is not only valuable in the committee itself, it helps to foster a culture across IOE where people feel confident to raise concerns and have them addressed respectfully. This

reflects one of the key learnings from the Royal Commission; that safety grows when organisations make it easy to speak up and act on concerns.

Our conversations have covered areas such as making environments more accessible safe and fun, educating staff on the role of child safety officers, supporting children in online spaces, and considering privacy and safeguards in shared and overnight settings.

Children at the Core

What is unique about IOE is that children are at the very core of our organisation. We are family focused, and children shine not only in our NDIS programs and supports, but also through our volunteer program, sibling and family support, and the many events that bring our community together. Our responsibility extends beyond the participants we support directly. It includes every child who interacts with IOE in any way, as well as other vulnerable people who may be part of our community. The committee helps to hold that responsibility steady and keep safety, rights and voices at the centre of our work.

Looking Ahead

Looking ahead, we will continue to build on these foundations, strengthening children's voices in decision making, supporting staff and volunteers with practical tools, and making environments safe and inviting for all children and vulnerable people. We will also extend our focus to the online world, with the new social medias laws coming into effect in December 2025. We will be helping young people navigate digital spaces safely. With children and vunurable peoples' voices as our compass, we will keep listening, learning and leading change across every part of IOE.





Expanding Allied Health Services through Community Partnerships

In May 2025, Interchange Outer East was successful in a 'Provision of Allied Health Services within the early year's hubs' tender through Knox City Council. We are now able to deliver allied health services at the Children and Family Centres in Bayswater and Wantirna South, which were first established in 2019. These centres have become key hubs for families in the region, already offering a range of early years services including childcare, supported & community playgroups, kindergarten, maternal and child health.

This new partnership enables IOE to provide onsite counselling, physiotherapy, and occupational therapy for children aged 4–18 years. Services are accessible via private payment, the Medicare Chronic Disease Management (CDM) plan, or NDIS funding. Delivering services within council facilities results in services being more affordable and accessible for families.

Knox Mayor, Cr Lisa Cooper, notes:

The inclusion of allied health services for children means the community can access even more specialist support for children and families in one location. This provides convenience for local families, easy referral pathways, and the opportunity for Council staff at the centres to build relationships with other onsite professionals to support the best outcomes for children and their families in Knox. ”

This initiative is closely aligned with IOE's mission:

- To enhance family wellbeing by offering timely, affordable support in a trusted community setting
- To engage and empower children and young people with disabilities through inclusive, localised therapy services
- And to build inclusive communities through strategic partnerships that create meaningful, accessible pathways for families

Through this partnership, IOE gained access to dedicated office spaces at both sites. The lease is set to remain in place until May 2028, supporting IOE's long-term vision of fostering family-centred, inclusive, and community-based services.

RECREATION - HOME AND COMMUNITY CARE

“

The HACC Program has been a wonderful learning experience for Jordan. At the beginning, a couple of years ago now, Jordan would cry, ALOT, when I dropped him off for the HACC Program. He was not ready to be separated from me, but I was in need of some time to rest and take time out for me, and not knowing anyone didn't help. However, the IOE team members were very empathetic and caring towards Jordan and me. They supported Jordan by helping him feel safe and to have fun at each outing. They reassured me that he would be in good hands.

The HACC Program has and continues to be, a great way for Jordan to learn how to be more independent and not always attached to me. For him to be exposed to new experiences that he otherwise may not have had. It has been a real joy watching Jordan grow in confidence and trust as he builds relationships with IOE team members. A couple of things have stood out for me. First, Jordan's first overnight camp at the Melbourne Zoo. Jordan was nervous about staying overnight elsewhere without me but he was willing to give it a go and had an amazing time. This led him to try out at another mini-camp and it was wonderful to see him have so much fun. Second, Jordan's confidence in walking up to IOE staff members and interacting with them.

The HACC Program is invaluable in allowing special needs kids to participate in experiences with support and in a safe manner. I did not know about this program and I am grateful to have known about it via IOE. My son's NDIS plan didn't include funding for such an experience so I am so very thankful that Jordan was accepted into this program. The support provided to parents, knowing that they can leave their child with a reliable and trustworthy team of people to have fun for a few hours/weekend is incredibly valuable. Jordan looks forward to every opportunity he gets to participate in the HACC Program. Thank you for contributing to (and having such a positive impact in) Jordan's personal growth and development.

*Davina,
Jordans' Mum*





I like the hope and possibility that tomorrow brings. Tomorrow we can hope that we can do our favourite things and that we and our loved ones can:

- be resilient to change and challenges
- be physically well and engage in healthy activities
- develop and maintain relationships and feel connected
- find engaging and positive activity / occupation
- be able to actively participate and contribute to a thriving community.

I like the idea that as a community we can work to address challenges and find solutions for those that find the path to achieve these aspirations more of a minefield of mountains and canyons, rather than that of a simple undulating path.

Interchange Outer East recognises that for many involved in our community their path needs smoothing in any way we can. That is why we exist. All of the services we provide aim to remove or create pathways for people to improve wellbeing, support their daily life, and aid them to do their favourite things.

This is not easy or straightforward. Often there are barriers in what can be done (regulations, finance...etc.) but we do work hard to do what needs to be done to help.

A few of my favourite things...

I do like kittens and brown paper packages tied up with string... but there are particular Interchange things that are my favourite things.

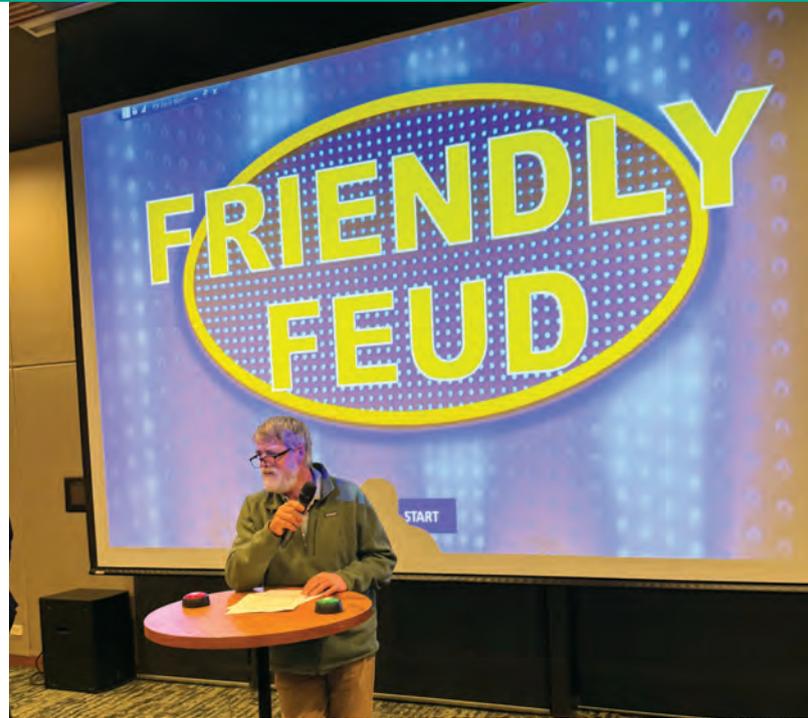
- Volunteers fill my soul with joy and I hope that our volunteers in return find their time with Interchange fills theirs
- Family Camps are just life confirming chaos... that works
- The stories that people collect about good things as a result of what we have done
- Sibling programs are full of the best little humans you can imagine
- People finding their raison d'être – volunteers, support workers, those that run it through to those that organise the machine. Finding purpose in what you do
- Social sport...
- Watching children and families grow over the years

There is a lot of good things that happen, and lots of good things that can happen tomorrow. Too often we get bogged down by challenges and whatever changes are being wrought by government agencies.

**“ As a wise person said,
Everything is figureoutable!**

For Interchange our purpose is strong and we will figure out how to work towards achieving positive outcomes for all our community.

*Fred Brumhead,
Chief Executive Officer*



Statement of Comprehensive Income for year end 30 June 2025	Notes	2025 \$	2024 \$
Revenue	3	27,515,475	26,492,034
Other income	3	114,139	184,330
TOTAL INCOME		27,628,614	26,676,364
Depreciation and amortisation expense	4	(364,416)	(356,583)
Employee benefits expense	4	(24,418,488)	(27,465,018)
Occupancy expenses		(236,532)	(216,720)
Finance costs	4	(53,274)	(62,919)
Client expenses		(657,238)	(879,270)
Other expenses		(1,482,233)	(1,979,090)
TOTAL EXPENSES		(27,272,181)	(30,959,600)
Gain\Deficit from operations		416,433	(4,283,236)
Unrealised gain / (loss) and investment related income on financial assets - recognised at fair value through profit and loss		465,686	431,157
Total comprehensive income/(expense) for the year		882,119	(3,852,079)

Statement of Cash Flows for year end 30 June 2025	Notes	2025 \$	2024 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers and non-government grants		1,572,913	690,401
Receipts from government		26,157,081	25,794,618
Payments to suppliers and employees		(30,0541,710)	(27,082,296)
Interest received		83,978	150,728
Finance costs		(53,274)	(62,919)
Net cash provided by operating activities	15(b)	(2,781,012)	(509,468)
CASH FLOW FROM INVESTING ACTIVITIES			
Investments made in term deposits		4,822,960	(4,822,960)
Payment for property, plant and equipment		(41,935)	(19,673)
Franking credit refund		30,161	33,602
Net cash provided by/(used in) investing activities		4,811,186	(4,809,031)
CASH FLOW FROM FINANCING ACTIVITIES			
Principal portion of lease payments		(194,091)	(190,985)
Net cash used in financing activities		(194,091)	(190,985)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		1,199,819	6,709,303
Net increase in cash held		1,836,083	(5,509,484)
Cash at end of financial year	15(a)	3,035,902	1,199,819

Financial Overview

Statement of Financial Position for year end 30 June 2025	Notes	2025 \$	2024 \$
CURRENT ASSETS			
Cash and cash equivalents	5	3,035,902	1,199,819
Receivables	6	923,676	619,580
Other financial assets	7	101,624	4,924,584
Other assets	8	698,436	977,846
TOTAL CURRENT ASSETS		4,759,638	7,721,829
NON CURRENT ASSETS			
Other financial assets	7	6,000,930	5,540,024
Property, plant and equipment	9	298,223	351,923
Lease assets	10	643,338	1,001,884
Other assets	8	205,395	248,847
TOTAL NON CURRENT ASSETS		7,142,678	7,142,678
TOTAL ASSETS		11,907,524	14,864,507
CURRENT LIABILITIES			
Payables	11	1,539,068	1,776,061
Lease liabilities	10	203,898	234,550
Provisions	12	3,220,948	6,742,250
Other liabilities	13	1,076,640	766,241
TOTAL CURRENT LIABILITIES		6,040,554	9,519,102
NON CURRENT LIABILITIES			
Lease liabilities	10	588,344	986,798
Provisions	12	383,100	364,466
Other liabilities	13	7,311	75,621
TOTAL NON CURRENT LIABILITIES		978,755	1,339,309
TOTAL LIABILITIES		7,019,309	10,858,411
NET ASSETS		4,888,215	4,006,096
MEMBERS FUNDS			
Accumulated surplus	14	4,888,215	4,006,096
TOTAL MEMBERS FUNDS		4,888,215	4,006,096

Statement of Changes in Members Funds for year end 30 June 2025	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2023	7,858,175	7,858,175
Deficit for the year	(3,852,079)	(3,852,079)
Balance at 30 June 2024	4,006,096	4,006,096
Surplus for the year	882,119	882,119
Total comprehensive income for the year	882,119	882,119
Balance at 30 June 2025	4,888,215	4,888,215

2024-2025 financial outcome achieved the aim of consolidation. After a tumultuous previous year with the SCHADS alignment, wage audit, NDIS reforms and subsequent restructure, IOE was able to achieve a surplus of 2.9%.

Revenue growth was 3.6% with the successful tender for High Intensity Out of School Hours Care through the Education Department being a major component of that growth. The Balance Sheet was strengthened with the surplus and members funds are at \$4.8M.

The budget for 2025-26 aims to further consolidate IOE's financial position for the coming years.

VOLUNTEER AWARDS



On Tuesday April 28, 2025 EV Strengthening Communities hosted the 2nd Annual Inclusive Volunteering Awards. IOE was there to accept their award in recognition of our amazing volunteer program.



GET INVOLVED

There are many ways for you to join our community.

Community Partnership

There are various mutually beneficial ways the community and local businesses can become involved. If you would like to discuss the possibilities, please get in touch or visit our 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.

Members

Anyone in the community is invited to become an IOE member, 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.

Amplify 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 ways that you can show your support!

Volunteers

IOE volunteers provide valuable experiences and opportunities for others as well as themselves. Volunteering is both fun and rewarding.

Families

Families who have a child with a disability living in Melbourne's outer east are invited to call, email or visit our website for information on joining our programs.

THANK YOU

Each year, there are many businesses, organisations and individuals who support the agency in a variety of ways. We are grateful to have their support in providing meaningful opportunities for children and adults with disability and their families.

MAJOR SPONSORS

Freemasons Foundation
Victoria

Monash Gully District
Freemasons

Worshipful Master and
Brethren of the Canterbury
Lodge

Rotary Club of Balwyn

Box Hill Miniature Steam
Railway

Lions Club of Park Orchards

Gift a Break

Department of Families,
Fairness & Housing

Uniting – Carer Gateway

SUPPORTERS

Buds N Roses

Knox City Council

Yarra Ranges Council

Victoria Police

Maroondah City Council

St John Ambulance

Butchers Club, Ferntree Gully

Good 360

FRIENDS AND PARTNERS

Different Journeys

Sandra Buchanan - Art
Therapist

David Mang

Monbulk Community
Care Op Shop

Officeworks Ferntree Gully

Bunnings Scoresby

Australian Sports Museum

Club Kilsyth/Club Ringwood

Museum of Play and Art

Puffing Billy Railway

Gumbuya World

Croydon Hills Primary School

Our Village

Collingwood Knights

Arrabri Community House

Mountain District Learning
Centre

Viva La Dance

BK 2 Basics

Rowville Rehearsals & Hire

Knox Club

Maroondah Nets

Lilydale Tafe - Travis
Burroughs and Janet
Gardiner

Debbie Cowan - Hackett from
In a Whisper Equine Therapy

Cire – First Impression
Clothing

Forever Friends Farm

Yarra Junction Fitness –
Yarra Junction Centre

Discovery Church –
Op Shop Staff

Lilydale Community House

The Rings Basketball

Vibe Dance

Knox Leisure Aquatics and
wellbeing - Ruby and Maggie

Ferntree Gully Stihl

Bayswater Bowls Club

EV Strengthening
Communities

OELLEN Outer Eastern
Local Learning Network

3MDR Community Radio

Box Hill TAFE

Holmesglen Institute

Swinburne TAFE

All Health Training

Cire Training

Shared Space Inc

