



Interchange Outer East

YOUR LOCAL NDIS SERVICE PROVIDER

SUMMARY OF SERVICES 2022-2025

www.ioe.org.au



What We Do

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

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 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.

Why We Do It

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

About Us

For over 35 years Interchange Outer East (IOE) has been a leading disability service provider, proudly committed to the wellbeing of families. We provide our services within Melbourne's outer eastern region; City of Knox, City of Maroondah and Shire of Yarra Ranges. Although we are open to providing services in other areas, service priority is given to people residing within these regions, as they are the areas in which our support staff predominately live. With family and fun at the core of everything we do, we are flexible in our approach, respond to your needs, and deliver support programs which:

- Develop confidence, life skills, and provide new experiences;
- Enable each child and young person with a disability to be engaged and included in their community; and
- Recognise that the wellbeing of every family member matters.

IOE is also backed by a strong culture that values people as being its most valuable asset. We pride ourselves on having a pragmatic approach to rules and regulations with a maxim to make things work and a strong desire to do the best we can. IOE is a registered NDIS service provider, offering flexible support, recreation and development programs as well as plan management, service coordination, training and development and behaviour support services.

Our Management Team



Fred Brumhead
Chief Executive Officer



Belinda James
General Manager



Kate McLindin
Manager - Finance



Lauren Timmerman
Support Services



Melissa Ellis
Support Coordination



Bel Minett
Behaviour Support



Marcelo Calderon
Human Resources



Ross Gurney
Internal Services



Karina Fry
Recreation Services



Sarah Wilson
Specialist Services



Kimberley Rawkins
Knox Hub



Ellen Clacy
Maroondah Hub



Emma Dobrigh
Yarra Ranges Hub

Working within the Human Rights framework is intrinsic to our organisation. We adhere to child safety standards and follow the Childwise principles across all services. We have a dedicated child safety officer and accredited staff who have completed Childwise training, as well as policies and procedures relating to child protection and safety.

Get in Touch

If you are interesting in accessing IOE services please submit your expression of interest via the online form the *Get Involved* section on our website. Be sure to follow our official Facebook page for ongoing news, updates, training, events, program news and disability sector information.

Web: www.ioe.org.au **Ph:** (03) 9758 5522 **Email:** ioe@ioe.org.au

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

Facebook: www.facebook.com/InterchangeOE

NDIS Services

Interchange Outer East offers a range of complementary services that assist families and individuals to get the most out of their NDIS plan and to get better outcomes.

Financial management, support coordination, behaviour support and training and development are offered to families as part of IOE's full range of services and supports. However, under the NDIS framework, it is important that families remember to ask for these services in their plan. In many cases, these services are offered in addition to the traditional supports outlined in a person's plan and will not compromise the level of supports available.

IOE specialised NDIS services are available to all families and are not restricted to those families registered with the agency.

NDIS Plan Management

Plan management refers to the financial management of your NDIS plan. Experienced and knowledgeable staff will ensure the efficient and effective management of your plan including:

- Making payments to providers,
- Expense claims processing,
- Developing monthly statements for participants, and
- Claiming for payment from NDIA.

Plan management is an add on to your plan. It does not replace any supports you are entitled to but is funded in addition to these supports. It is important to remember that to have plan management included in your plan, you must specify this at your planning meeting with your NDIS planner. Plan management has many advantages:

- You can purchase supports from non-NDIS registered providers
- You don't have to access the NDIS portal
- You have someone with knowledge and experience to help you make the most of the funds in your plan
- You don't have to worry about the administrative burden of record keeping and reporting



School Holiday Program

NDIS Support Coordination

Support coordination is a service that assists you to implement your NDIS plan. Interchange Outer East can provide full assistance to ensure that you receive the best available services and supports assisting you to reach your goals. Support coordination can include:

- Initial assistance with linking participants with the right providers to meet their needs,
- Assistance to source providers,
- Managing agency service agreements,
- Coordination of a range of supports, both funded and mainstream,
- Cost supports and budgets,
- Resolving points of crisis,
- Developing participant resilience in their own network and community, and
- Assistance with plan reviews.

If included in your NDIS plan, support coordination is an add on to your plan and is funded in addition to the supports included in your plan.

Behaviour Support

Specialist IOE staff can work with you and other relevant services, support people and medical practitioners to create and implement a suitable individualised behaviour support plan that reflects the needs of the individual. The behaviour support plan will ensure that the person you care for is supported based on a positive behaviour framework, enhancing their capability to participate in the activities that they enjoy.

NDIS quality and safeguarding requires services to report on any restrictive practices used when supporting individuals. If the person you care for displays behaviours of concern and/or requires restrictive interventions by a service provided, it is a legal requirement that a behaviour support plan is created and includes assessment, plan development, staff training and review.

Central to every behaviour support plan is a comprehensive assessment of behaviours for the formulation of individualised strategies and responses. This service must be included in the participant's NDIS plan and is funded under Capacity Building; Improved Relationships.



Teenagers siblings camp

1:1 Flexible Support

Flexible 1:1 support is available across the three service hubs (Knox, Maroondah, Yarra Ranges) for adults and children. Through planning and working together, families and participants can tailor supports to meet their needs and work towards goals. Coordinators work with families and participants to plan the required supports in home and in the community. This could involve getting ready for the day, having fun with friends, learning new skills, keeping fit and healthy, being involved in a specific interest group, support to work, learn or participate in camps, holidays or any other social activity. We can assist with matching the right staff for your 1:1 support or you may want to consider support with one or two friends or other participants with similar interests and goals.

Services for Children

At IOE, children are celebrated and encouraged to be themselves. Interchange Outer East's children's programs and supports provide a range of experiences and opportunities for children up to 18 years of age. Our service offerings are designed to give each child the opportunity to grow, achieve their goals and have fun. We are committed to the individual needs of each child and to coordinating the most suitable support and programs for children and their families.

Social and Recreation Programs

Recreation programs provide respite for families while offering fun, social experiences for children with disabilities. All activities are fun, engaging and take advantage of the many attractions and events on offer in the community. Volunteers are an essential part of all recreation programs, supporting children to participate in activities, engage with others and most importantly to have as much fun as possible. Children's recreation programs are age based, as follows:

Children's Recreation: Introducing children aged 5 - 9 years to group based weekend camps, mini camps and day activities in a supportive environment that allows them to enjoy new experiences and make friends. Group numbers are kept very small so the children are not overwhelmed and feel at ease.

10 - 13 Recreation: For children aged 10 - 13 years. This weekend program offers camps and the type of community based day activities that most pre-teens would enjoy, with support from volunteers and IOE staff.

Youth Group: For 14 - 17 year olds. A weekend program of day outings and camps, Youth Group gives teenagers the chance to enjoy themselves socially at local community venues and events. Group numbers are small and most have a regular membership so it is easier to make friends and build good group dynamics. Teenagers can choose to be a member of one of these regular groups or opt to attend on a casual basis. Support is provided by IOE staff and volunteers.

School Holiday Program: Camps and day activities for school aged children during each school break. All camps and day activities are run by our staff, with assistance from volunteers. School holiday camps are held at accredited Victorian campsites and include fun and engaging activities both on and off site. Camps are generally 3 - 5 days long.

Other Programs for Children

IOE provides a range of other services for children that enhance social skills and begin to develop independence and personal interests. These programs are facilitated by Interchange Outer East staff with support from volunteers. Unless specified, participants do not need to be registered with IOE to attend these programs. However, we wish to advise that as these are community based activities, people participating and/or their support staff may not be registered with, or screened by, IOE. Some other programs for children include:

Sport for Fun: A fun, non-competitive weekly sport skills program for all children aged 8 - 18 years. Three locations and separated by age groups.

Reactions/Reactions JNR: A weekly singing and dancing performance group.

ProSocial Gaming: This 10 week program aims to provide a supportive environment for individuals to build on their social skills when engaging on gaming platforms.

Mentoring Program: Develops respectful relationships outside the family that have the capacity to support, nurture, extend opportunities and provide role models.

Dungeons and Dragons: Fortnightly or weekly tabletop gaming sessions for people aged 10+ years.

OSHC@IOE: An accredited before and after school care program for children attending Croydon Special Development School and Eastern Ranges School. Children are collected from Croydon SDS and attend the program based on site at Eastern Ranges School.

Note: Because of our innovative and responsive approach to service delivery, we offer a range of new and developing programs throughout the year. These are usually advertised on the IOE website, monthly e-newsletter and Facebook page.



10-13 Recreation explore the Warburton Redwood Forest



Live music with Adult Rec

Services for Adults

IOE provides a range of service options for young adults under the age of 35 who reside in the home. All our services create opportunities to build relationships and achieve individual goals in each person's community. Coordinators work with individuals and families to tailor services that will build confidence, capacity and independence while fostering community engagement and inclusion. Adult Services programs at IOE are flexible, fun, rewarding and meaningful. We aim to create a variety of opportunities for skills and social development, building independence, work training, community projects, personal interest, recreation and travel. At IOE we provide a range of programs and supports in groups and 1:1, focusing on building confidence, learning new skills, connecting with your community and making positive decisions about your future.

- Intensives and skill development programs
- Community, social & civic participation programs (utilises day program funding)
- Prep4Work program (utilises SLES funding)
- Social and recreational opportunities

Intensives and Skill Development

These programs are for young adults who wish to focus on a specific area of learning or development to prepare for adult life and be involved alongside others in their community.

House Intensive: Based at one of IOE's private residential rentals you will learn and practice skills in a real share house environment staying overnight on a weekly basis. Or you may have a small group of friends and wish to develop further independence in both your living arrangement and in the community across regular weekends.

Home Experience Program (HEP): The follow-on from House Intensive and based in Knoxfield at a private rental, participants live full time in a share house for a six month period. Support is provided by IOE staff.

Boys2Men and Girls2Women: These are six month (approx.) small group skill development programs focusing on the transition from teenager to adulthood. Facilitated by experienced staff who are excellent role models, with some support from external professionals, groups explore a range of different topics. Now also offering a five day camp program option. For people aged approx. 14-25 years.



Time to relax at camp

Small Group Services

IOE's small groups; previously known as *day service*, are based in Boronia, Ferntree Gully, Lilydale and Yarra Junction. Our small group model is designed to be more flexible, better catered to supporting participants to achieve their goals, and to offer more community-based supports for our participants than more traditional day services. In small groups, participants can take part in a range of activities such as volunteering, communication development, health and fitness, community projects, cooking and other further education opportunities.

Prep4Work

Utilising SLES funding, Prep4Work aims to support school leavers to prepare for work or volunteer roles in the future. Included is planning, group based learning, experiencing real work situations and individualised supports to gain more specific skills.

Social and Recreation Programs

The focus is on providing leisure, independence and social opportunities which are age appropriate and according to the interests of the group. Group membership is consistent across programs to encourage friendship with those who share similar interests. Participants have the chance to try new and exciting activities, explore new places, meet new people and develop and maintain friendships.

These programs also provide the opportunity for respite for families. Programs include Adult Recreation and After Work Social Club (AWSC). These programs charge fees where costs are incurred, e.g. concert tickets, accommodation, food, entry and transport. Supported overseas holiday and travel opportunities are also available.

Other Programs for Adults

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Sport for Fun: A fun, non-competitive weekly sport skills program for adults aged 18+.

Reactions: A weekly singing and dancing performance group.

Mentoring Program: Develops respectful relationships outside the family that have the capacity to support, nurture, extend opportunities and provide role models.

ProSocial Gaming: This 10 week program aims to provide a supportive environment for individuals to build on their social skills when engaging on gaming platforms.

Dungeons and Dragons: Fortnightly or weekly tabletop gaming sessions for people aged 10+ years.

Note: Because of our innovative and responsive approach to service delivery, we offer a range of new and developing programs throughout the year. These are usually advertised on the IOE website, monthly e-newsletter and Facebook page.

Family Support Services

Interchange Outer East offers a variety of programs and support groups to the parents, carers and siblings of a person with a disability, regardless of where they live or if they are registered with IOE. From evening workshops to day and night time outings, to camps and weekends away, there is something for everyone and everyone is welcome.

Family members of a person with a disability often experience similar issues of isolation, lack of social contact, lack of support, difficulties in navigating the disability services sector and accessing the information and resources available. IOE Family Support Services programs aim to strengthen families through social connection, information sharing, networking and fun, while emphasising the importance of the family unit in all stages of life.

With the exception of the Host Program, IOE family support programs are offered to any family who has a child with a disability.

Sibling Support Program

Thanks to Freemasons Victoria, the Sibling Support Program provides a range of camps and day activities for siblings of a child with a disability aged 5 to 18 years. Throughout the year the program is broken down into different age groups so the relationships can develop with other kids of a similar age. Two all-ages siblings camps are also offered each year to bring everyone together.

Carer Support Groups

These groups aim to provide support, information and resources in a relaxed and welcoming environment. Support groups also involve a variety of social and recreational activities, as well as workshops and guest speakers. Groups are currently located in Whitehorse, Maroondah, Knox, Yarra Ranges, Boroondara, Manningham and Monash. Activities are either free or require a minimal co-contribution.

Grandparent Carers Program

Many grandparent carers face issues of social isolation, physical and emotional exhaustion, difficulties navigating the sector and sourcing information and support to assist them in their caring role. The program offers social opportunities to meet with other grandparent carers, attend activities with the children in their care, information sharing and workshops.



Siblings camp for 5-12 year olds

Mums Social Group

Mothers, stepmothers, grandparent carers and other female carers of a child with a disability are invited to join other mums at a variety of day and night time activities such as lunches and dinners, river cruises, live shows, markets and local events. Activities run monthly with one weekend away per year. Mums benefit from having a social outlet, reducing feelings of isolation while encouraging friendships and time away from the stresses of daily life.

Dads Social Group

All dads and other male carers, who have a child with a disability are invited to join the Dads Social Group. This is a welcoming, fun space for dads to engage with each other and make friendships. Activities run monthly with one weekend away per year. We hope to create solidarity, have fun and offer the chance to unwind and be yourself. Newcomers are welcome at any time.

Host & Specialised Care Programs

The Host Program matches a child with a disability, aged to 18 years, with a volunteer host who shares their home and time with that child on a regular basis. The program provides opportunities for new experiences and social contact, involvement in a wider community and a break from home. Parents enjoy some respite with the reassurance that their child is being cared for in a loving and welcoming family or friendship situation.

Specialised Care is a purchased service with similar principles to the host program but offers support for children and adults with higher care needs who will require more support to stay with another person or family for a longer period.

Family Camp

The highlight of the Interchange Outer East calendar, Family Camps and days are a wonderful and unique opportunity for the whole family to relax and spend time together in a supportive environment with assistance from staff and volunteers. Generally two family camps are held per year, with one aimed at families who are new to Interchange Outer East. The Interchange Outer East Family Camp Program was named as a finalist in the 2017 Victorian Disability Awards under the category 'Excellence in Promoting Health, Housing and Wellbeing'.



Volunteers are the essence of Family Camp



Volunteering Opportunities

Our dedicated volunteers provide support to program participants by encouraging interaction and supporting active participation. Through its volunteering options, IOE offers people the chance to contribute to their community. Interchange Outer East has a firm belief in the value of people volunteering at a young age and our recreation programs welcome volunteers from the age of 14 years. Volunteers at IOE come from all walks of life; it does not matter if you are male or female, a teenager or a grandparent. Volunteers don't need to have prior knowledge of disability as staff and more experienced volunteers are always around for support. Interchange Outer East already has a group of wonderful, enthusiastic and committed volunteers - but with an ever-increasing number of activities and families joining the service, we always need more.

Recreation Volunteer

On our recreation based camps and activities, volunteers are matched with a child with a disability. Matches are carefully selected based on the needs of the child and the skills of the volunteer, as well as taking into account the interests of both the child and volunteer. In short, we try to match volunteers with children who have similar personalities and interests. This helps children and volunteers have as much fun as possible and while building a friendship. Our recreation volunteers:

- Assist children to participate in a range of activities and have fun
- Provide support and supervision to a child
- Enjoy fun filled camps and day activities (and a special volunteer camp!)
- Mentor a child who shares common interests
- Don't need to bring anything on camp except clothes, a smile, and a willingness to learn
- Don't pay for a thing
- Are highly valued and supported at Interchange Outer East

Host Volunteer

The Host Program matches a child with a disability, aged to 18 years, with a volunteer host who shares their home and time with that child on a regular basis. Arrangements around actual periods of care are flexible to fit in with the needs of family, child and host.

Initially the prospective host, the child and their family all meet, giving everyone the opportunity to get to know a little about each other. For the match process to continue, everyone must give their agreement. Hosts come from all cultural and religious backgrounds, lifestyle and relationship situations and can be any age over 18 years. The role the host plays can also be very different – extended family, friend, buddy – each host contributes in their unique way to the hosting program.

To enable them to provide the best possible care, hosts are provided with comprehensive information about their host child. IOE believes that parents are the best source of information regarding the care of their child and open communication is encouraged between parents and hosts. Our staff provide ongoing support throughout the match.

Adult Services Volunteer

Adult Services run a range of different programs for school leavers and young adults throughout the week. The programs generally run from 9am to 3pm, Monday to Friday during school terms and include activities such as health and fitness, communication programs, gardening, sport and recreation and many more. With agreement, program hours may be altered to enable participation in after hours event. Adult Services volunteers assist staff to engage participants in the program, encouraging them to develop their skills and get the most out of the activity. There may also be opportunities to volunteer on weekend recreational activities and camps.

Other Volunteering Options

IOE offers student placement and work experience opportunities across all areas of the organisation. We have projects, events, fundraisers and festivals that volunteers are able to work on for the duration of the project and many events throughout the year that provide a range of volunteering opportunities to suit most time and skill parameters.

Our administration department comprises a wide range of tasks and skill sets. If you are skilled and interested in volunteering in the following areas; marketing, media, accounts, IT, OH&S, recruitment, training, data entry or any general office duties, we can explore volunteering possibilities with you.



Volunteering as a host family



Volunteering is all about fun, friends and self development

Information for Families

Full copies of all policies found in this booklet can be found on our website, within family registration packs or from IOE staff by request.

Intake and Registration

The Intake Team at IOE will often be the first point of contact for families registering for services. Families can complete the online Expression of Interest in IOE Services form, located on our website, to commence the process. This form asks for information about each member of the family to allow the Intake Team to identify the family's needs and identify which IOE programs and services may be suitable. The team can also refer families and individuals to outside services that may better suit a particular need. Staff will then contact the family to continue the registration process when suitable vacancies become available. Note there is currently a significant wait for services across the agency.

Medication Policy

The administration of medication carries legal obligations for staff and families and places a high level of trust and responsibility on staff doing so. For the safety of everyone involved in the service, staff members and families need to be aware of the procedure around administering and recording both prescribed and over-the-counter medication.

IOE staff are trained in the safe and hygienic administration of medication and first aid as part of their mandatory employment requirements. Furthermore, families and staff are expected to work together to document all medications, prescribed uses for medications and how/when medications are administered. This information is to be recorded before any medication is administered and families are required to sign the medication sheets before activities and shifts where medication is required, ensuring clear communication between all parties.

Privacy and Confidentiality

IOE keeps all personal files locked in cabinets/cupboard and restricted computer based folders. IOE is obligated to meet the requirements of the Health Records Act and the Information Privacy Act in regards to the collection, storage, use and disposal of personal information. IOE takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.



Engaging support for your child

Complaints Policy

All people involved in IOE services (participants, families, volunteers and staff) have the right to have any grievances or complaints dealt with fairly, promptly and without prejudice. IOE actively supports a person's right to complain about any aspect of a service that we provide. All complaints about IOE will be dealt with confidentially and without retribution. The complaints policy and procedure gives families, participants, volunteers and staff access to a fair and equitable process for dealing with complaints and disputes.

On receiving a complaint, the staff member will, depending on the severity of the complaint, direct the complaint to the relevant manager or supervisor. A complaint form will be completed by the staff member or the person making the complaint and the complaint will be investigated. Complaint forms in easy English are also available if required.

Upon completion of the investigation the person making the complaint and their family/advocate will be informed of the outcome. IOE will seek feedback from the complainant that the complaint has been handled satisfactorily.

External Complaints

If individuals are unhappy or dissatisfied with how a complaint has been managed by IOE there are external mechanisms available to assist them. Complaints may be made to the following bodies:

- **Office of the Disability Services Commissioner**
Ph: 1800 677 342 | www.odsc.vic.gov.au
- **Office of the Health Services Commissioner**
Ph: 1800 136 066 | www.health.vic.gov.au/hsc
- **Victorian Ombudsman**
Ph: 1800 806 314 | www.ombudsman.vic.gov.au
- **Office of the Public Advocate**
Ph: 1300 309 337 | www.publicadvocate.vic.gov.au
- **NDIS Commission**
Ph: 1800 035 544 | www.ndiscommission.gov.au



Information for Families

Cancellation and Rescheduling Policy

To continue to provide quality services to families, It is important that our support workers know that they are valued, that their time is important and should not be disadvantaged. The IOE Cancellation and Rescheduling policy is based on the guidelines set out by NDIA. Short notice cancellation terms are as follows:

| Type of Support | Notice Period | Cancellation Terms |
|---|---|---|
| 1:1 support less than 8hrs continuous support | 48 hours | 100% support cost charged |
| 1:1 support more than 8hrs continuous support | 5 business days | 100% support cost charged |
| Recreation activity less than 8hrs | 48 hours | - 100% support cost charged - Cost of ticket for event if applicable |
| Recreation activity/camp more than 8hrs | 5 business days | 100% support cost charged 100% activity expenses Two hour planning fee |
| Customised holidays including overseas holidays | As outlined in the individual agreement | As outlined in individual agreement may include cost of support, deposits, activity expenses, transport, accommodation and any other cancellation fees. |
| Program of support, includes all IOE block programs of up to 12 weeks in length. Includes adult day programs, intensives, Sport for Fun, Reactions, courses, etc. | Two weeks | 100% support cost charged Associated activity costs Component of shared travel expenses |
| Non face-to-face supports, e.g. online supports with Zoom, over the phone, etc. | 48 hours | 100% support cost charged |
| Scheduled meetings with behaviour support practitioners and support coordinators | 2 business days | 100% cost charged |

Child Safety

Interchange Outer East is a child safe organisation upholding the right of children to be free from abuse. All people involved with IOE have the right to feel safe and supported during their involvement with the organisation. Interchange Outer East is aware that at times, individuals with a disability may be more vulnerable to physical, intellectual or communication challenges. Therefore, everyone involved within IOE has a responsibility to ensure the protection and safety of people with a disability is still upheld, regardless of their age.

IOE has appointed a child safety officer who is responsible to oversee the safety of children and vulnerable people throughout the agency. The child safety officer can be contacted via the main office on 9758 5522 or ioe@ioe.org.au during business hours. In an emergency, contact Victoria Police and the IOE after hours pager on 0439 883 667.

Advocacy

Interchange Outer East recognises and supports the right of participants and families to use an advocate when dealing with the agency. An advocate is a person who supports a participant or family to protect and promote their rights and interests. Participants and families may wish to access an advocate during:

- Eligibility, access and equity discussions and processes
- The complaints process, if they wish to make a complaint
- Processes in regards to negotiations about the terms and conditions of service

Advocacy Services

Office of the Public Advocate promotes the rights, interests and dignity of people with a disability living in Victoria. Volunteers provide guardianship and advocacy services by providing advice, education and information to the public and to health and human services.

Level 5, 436 Lonsdale Street,
Melbourne, VIC 3000
www.publicadvocate.vic.gov.au
1300 309 337

VALiD provides a range of advocacy and information strategies that connect together, supporting people with a disability on their journey towards empowerment, inclusion and a good life in the community.

235 Napier Street
Fitzroy, VIC 3065
www.valid.org.au
1800 655 570



Information for Families

Rights & Responsibility of Participants and Families

Rights

- To be respected for their individual worth, dignity and privacy;
- To be assessed for services without discrimination;
- To be informed about available services;
- To pursue any complaint about service provision without retribution and have that complaint investigated fully;
- To have an advocate of their choice represent their interests if requested;
- To be informed, and participate in decision making, about the services they receive;
- To consent to or refuse any service;
- To have their personal information kept in a confidential manner and to be able to access that information;
- To be involved in decision making about IOE and the services it provides; and
- To be nominated to be elected to the Board of Management.

Responsibilities

- To respect the individual worth, dignity and privacy of staff, volunteers and other IOE participants and families;
- To provide feedback about the service;
- To respect the diversity of religious and cultural beliefs amongst the IOE community; and
- To play a part in assisting staff and volunteers to provide individuals and families with quality experiences. This includes providing information about an individual's support needs, communicating with IOE staff about matters that may impact on the individual's experience of IOE programs and being punctual for program drop offs and pick ups.

Service Costs

There are several factors that contribute to determining the cost of a service, including:

- Type of service - daily living, capacity building, etc.
- Day of service - weekday, weekend or public holiday
- Time of service - day, evening or overnight
- Support ratio - individual support or group based

The combination of the above factors determines the overall cost of support. NDIA have set the prices that registered NDIS providers are required to use. The cost of all IOE programs is determined by the NDIS Price Guide and should be funded in your NDIS plan.

The complete NDIS Price Guide can be found at:
www.ndis.gov.au/providers/pricing-and-payment

Activity Expenses

Activity expenses are an out-of-pocket expense and cover the cost of things like accommodation, food, transport, equipment, resources, entry and ticket costs and any other expenses related to the program or activity. Activity expenses are invoiced directly to participants and/or families as applicable.

Our Supportive Community

There are many ways to be involved in Interchange Outer East 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, registering for services and events to sharing our posts on social media, how you contribute is up to you - but it all makes a huge difference!

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/

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, disability sector information, opportunities for children, families and carers and much more! We encourage our followers to get involved in the conversation, share our posts and support our campaigns. Engaging with us on social media is one of the easiest and most effective ways that you can show your support!



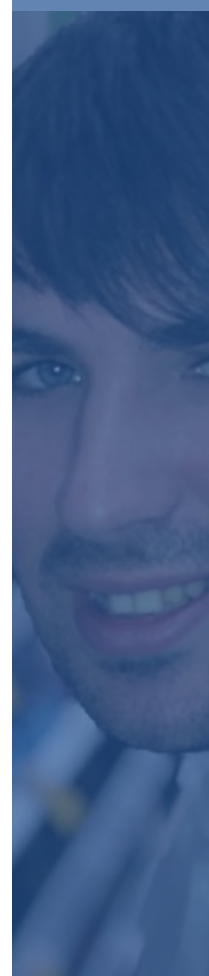
www.facebook.com/interchangeoe

www.twitter.com/interchangeoe



[@interchangeoe](https://www.instagram.com/interchangeoe)

Search Interchange Outer East





Creating Opportunities and Choice

Web: www.ioe.org.au **Ph:** (03) 9758 5522 **Email:** ioe@ioe.org.au

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

Facebook: www.facebook.com/InterchangeOE