

ANNUAL REPORT 2020-21

Creating Opportunities and Choice



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 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.

Strategic Plan 2020 - 2023

A key role of the Board of Management is to work with the chief executive officer to set the organisation's strategic direction. The board recognised early in 2020 that it was time to review these strategies for the next phase of the agency's development. Together the board began work on the Strategic Plan 2020-2023 project to create a formal yet easy to understand plan that would outline what IOE will aim to achieve over the next three years and beyond.

Our Enablers

Our enablers underpin our approach and success. They are at the forefront when implementing our strategic priorities.



LISTENING AND COLLABORATING

We work with the IOE community, not to or for them. For us, this is about transparency, seeking feedback and ideas, and creating an open, welcoming environment.

BEING FINANCIALLY SUSTAINABLE

We are a for-purpose organisation, not a for-profit one. We also recognise that we need to be financially viable to deliver quality services, and have the flexibility to innovate and invest, in support of our purpose.

ADAPTING AND INNOVATING

We don't stand still at IOE. Instead, we ask questions, we challenge assumptions, we try new things, we learn and we move forward. It's ultimately about always looking for better ways of working, both big and small.

Embracing and celebrating diversity

IOE is focused on ensuring that our community is welcoming, accessible and supportive of all people. In particular IOE undertakes to engage and work effectively with people who:

- Have Aboriginal or Torres Strait Islander background
- Are from a diverse cultural background
- Identify as sexually and/or gender diverse and gender nonconforming
- Are neurodiverse

Towards 2023. Directing focus and resources to achieve defined outcomes; great team, highest quality, increased access.

Our Priorities

GREAT TEAM



Our team includes our staff, volunteers and board; without them, nothing else is possible. That's why we support and treasure our team and culture to ensure we have the right approach, attitudes and capabilities to service our community.

HIGHEST QUALITY



We ensure our services are excellent and inclusive. This is about being responsive to families, children and young people, and communities.

INCREASED ACCESS



As an organisation who has experienced significant growth of late, the years ahead are about consolidating our previous growth and looking for other opportunities that will increase community access. We will resource and scale our services, partner with other organisations and develop new programs so that our community has better access to services and support.

Chairperson's Report

As the 2020-21 financial year ends, we face the next with our community once again in restrictions to manage the COVID-19 pandemic. Whilst it has been a challenging 18 months, there is optimism and the promise of a more normal community life in the near future.

The Interchange Outer East Board of Management is cognisant of the challenges that have been faced by the families and our employees to maintain support and connections over the past year. The constant opening and closing of services and the challenges of maintaining essential services has not been an easy task. Our thanks go to all staff for their determination and resilient nature to ensure families are supported. Across the last financial year, the board has undertaken several initiatives and reviews with the aim of improving the governance of the organisation.

Board Review

The board completed a review of its conduct, processes and approach to the work involved as a governance entity. This process is ongoing and one of continual improvement and development in line with the needs of the organisation.

Strategic Project Development

Following on from the launch of the Strategic Plan 2020 - 2023, the initiatives within the plan have been developed into 15 strategic projects. The board has reviewed each project scope and has contributed feedback and suggestions on each of the projects and their subsequent developments.

Investment Service

IOE has been able to develop strong cash reserves over the past 10 years. To ensure these reserves contribute to the financial health of the organisation, the board sought to appoint an investment service to manage these reserves and to provide an income that enables IOE to undertake supports not funded through the NDIS or other government grants. The board selected Equity Trustees to manage the organisation's cash assets.

CEO Review

The board undertook a review of the CEO's performance. It involved a 360 degree process with input from all parts of the organisation. The review aimed to gather a picture of performance that will enable the CEO and the organisation to continually improve and to establish clarity about the role of CEO into the future. There is the promise of less disruption as we move towards 2022. With a bit of luck we can see Interchange Outer East return to providing the full range of services to families. My thanks to my colleagues on the Board and to the staff and volunteers of IOE for their work over the past year.

Glenn Myatt, Chairperson



*Our thanks go to all staff
for their determination and
resilient nature to ensure
families are supported.*

Looking Forward

Sitting writing this at home; empty offices, buses gathering dust, staff employed for 18 months yet haven't met them in person - you can think that the picture looking forward is bleak. Yet the future beckons with a promise of hope; busy offices, camps going out, people chatting, people smiling, training sessions, meetings in the same room, and the volunteer camp finally getting out! It will be good to get back to where we were as a starting point. Yet we have continued to develop and improve the service. Standing still is not a skill we at IOE are good at. Asking what's next, what else can we do, and what's possible, has enabled us to maintain momentum and keep developing. Being able to return to running all services, the changes that have been made to existing services, the development of new services and the ideas that are still in exploration continue to drive the organisation forward.

It should be fun!

- Fred Brumhead, CEO

Stats, Facts and Figures



INDIVIDUALS
RECEIVING
SERVICES

737

Gross Profit = 14.6%



6,512
Volunteer Hours

ADULT RECREATION

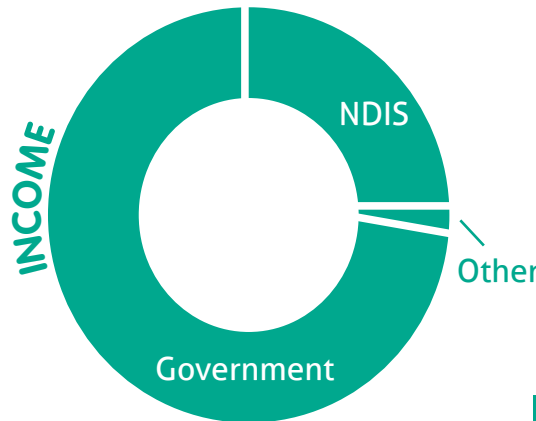
- 154 Participants attended
- 33 Day/evening activities
- 21 Camps/holidays
- 61 AWSC activities
- 48 Online activities
- 26 Permanent groups

CHILDREN'S RECREATION

- 184 Rec participants
- 137 SHP* participants
- 130 Day activities
- 11 Camps
- 46 SHP activities
- 19 SHP camps



*School Holiday Program



3 Family Camps
87 Families

354 Active Volunteers
90 New for the Financial Year

231 Incident Reports

New Full Registrations **29**



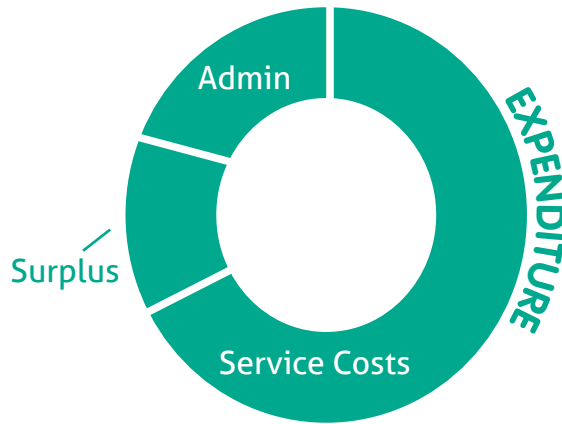
This money can be used to reinvest into IOE services and for contingency like ongoing COVID-19 challenges!

SUPPORT HOURS

354,431

23.6%

THANKS TO COVID!



GROUP AFTER HOURS

- 454 Face-to-face hours
- 745 Online activity hours

OTHER NDIS SERVICES

- 250 Support coordination
- 460 Plan management
- 49 Behaviour support plans

STAFF NUMBERS

- 549 Total employees
- 410 Casual employees
- 139 Permanent employees
- 144 New staff in 2020-21
- 125 New casual staff
- 19 New permanent staff
- 120 Deactivation/resignations



Carly's Story

Carly has been a part of IOE for many years. In early 2021, Carly's parents started discussions with her IOE support and family coordinators about taking an extended holiday to the top end while Carly remained in the comfort of her family home with support from IOE. This presented a fantastic opportunity for Carly to further develop her independence while her parents enjoyed a well deserved holiday. Initially Carly's coordinators met with her mum, Robin to plan how Carly would be supported while they would be away. Contact lists were developed and all of Carly's support team formed a WhatsApp group to ensure ongoing communication among the support team, coordinators and Carly's parents. Carly is very independent and was reluctant to accept any extra help while her folks were away so initially, one of Carly's support workers spent an extra hour each week ensuring her taxi bookings and appointments were managed.

Things were going really well until *Lockdown Number 5!* Carly thought her parents would come home and had trouble understanding why her day programs had been cancelled and she wasn't able to attend her regular gym sessions, creative writing, volunteering and the other things she loves doing. Routine is very important to Carly, so the whole team worked together to try and keep her schedule as normal as possible, within the new restrictions.

Throughout the whole trip, especially given the extra challenge that COVID-19 presented midway through, communication has been they key to success. From Carly's coordinators, program coordinators, IOE after hours duty staff and her team of amazing support workers, everyone pulled together to ensure that Carly was well supported and knew what is happening each day, what to expect and how to adapt to changing COVID-19 restrictions.



After missing out on our trip in 2020, were we really looking forward to this trip to QLD and NT. With a lot of pre-planning and the great work done by IOE we felt we had a really good plan to support Carly. From the start Carly's support team have been fantastic in supporting Carly and each other. Then came another lockdown and all have gone above and beyond expectations. Thanks to a great team!

- Robin, IOE Parent

I feel good to make chocolate cup cakes with a support worker while my parents are on holiday in Northern Territory and the Gulf of Carpentaria.

- Carly, IOE Participant

Scott's Story

Hi, my name is Scott.

I have been actively engaged with Interchange Outer East for a very long time, previously worked in reception and also accessed activities and services over the years. The past 12 months have been a rocky road for many, including myself. I have been working with a job provider and my IOE support coordinator to secure myself paid employment.

Recently, I applied for a position with Permalink as an administration assistant. Going into my interview was nerve-wracking but my circle of support gave me some great tips to build up my confidence. My support coordinator reminded me to *'Just be yourself!'*

They offered me the position on the spot and of course I said, *'Yes please!'*

In this role, I am able to learn how the world of social media works and how to help other participants by advertising mental health supports around COVID-19 and jobs for support workers. I work at Permalink two days per week for three hours with a support person who guides me and encourages me to explore ideas that others may be interested in. This role develops my administration skills, social skills in a workplace environment and my overall confidence. So far, I am really enjoying my new position!

It was a frustrating and anxious year trying to find the right job and I handed out many resumes in my attempts to secure employment. At times I felt discouraged and thought it may take a long time to even get an interview. However, I am glad I persevered and was able to stick it out! I am excited to see what else I can achieve in this role over the next few months.

- By Scott, with assistance from IOE support coordinator



They offered me the position on the spot and of course I said, 'YES!'

Diversity Matters

Interchange Outer East's LGBTQIA+ development program has, like the rest of Australia, had to adapt to meet the requirements of lockdowns and social distancing. Days like IDAHOBIT Day, Midsumma Carnival, Pride March, Wear it Purple Day and pride events at IOE and across Melbourne looked a little different this year. Instead of big morning teas and events we moved to online sessions and small outdoor lunches. On site teams, support workers and volunteers have banded together to play their part in bettering the wider IOE community. Despite these challenges, we have been able to work towards greater inclusion by making small but impactful changes in both our physical and online spaces;

- A section for personal pronouns has been added to our email signatures and individuals regularly add their pronouns beside their names at Zoom meetings.
- During the onboarding process, volunteers and staff are now asked about their pronouns and preferred name to ensure we are respectfully communicating with and about each other.
- Systems and policies are also constantly being reviewed to ensure they not only accessible but inclusive of everyone at IOE.
- Posters and flyers, training and resources are shared in public spaces and on social media

In the past 12 months alone, we have had over 40 staff members and volunteers attend in house LGBTQIA+ training by Minus18, over 780 people tune in for Drag Story Time streamed on our Facebook page and provided dozens of referrals, advice and resources to members of our community. Our adult recreation program also facilitated a group of young adults to attend both the Midsumma Carnival concert at the Sidney Myer Music Bowl and Pride March on Acland Street in St Kilda in 2021 with more events planned for 2022. Our visibility throughout the organization has provided lots of positive feedback from staff, volunteers and families alike.

I'm so pleased to be working for

It's great to see IOE showing support for LGBTQIA+ education and awareness posts on days of significance are

The messages and information IOE like to think that makes a difference





a company that is so open and accepting.

*support and inclusion for their families, staff and volunteers through
access. The flags on the email signatures mean a lot and the Facebook
a reminder that IOE care.*



*IOE has been sharing have made a difference in the way I think and I'd
gratitude for LGBTQIA+ people who I might come across in my life.*

Working with our Indigenous Community

The Yarra Ranges team at IOE are excited to grow the connections formed with the local indigenous community. The beautiful Wurundjeri land that we live on provides so much heritage and knowledge. We have been lucky enough to have made some great connections with the community through volunteering at Oonah Health and Community Service as well as taking part in their NDIS network meetings and local NDIS community group.

The second meeting was the month prior to the start of the COVID-19 pandemic. Unfortunately this has made it difficult to make further connections with the community but plans are in place to create more opportunities as soon as restrictions are lifted.

We have plans to work with Worawa College to support a cross over of volunteering opportunities with the aim to support future employment at IOE for students attending the school. We are also looking at working with some local indigenous artists to display their work in our offices as well as cultural training run by the local community to support our staff and volunteers to respectfully work with the community.

We are excited to see what the next 12 months brings. We look forward to developing more opportunities for connection with community inherently allowing more people to access services to support their daily lives within their local area.

Lyndelle's Story

I am Lyndelle (she/her) and I am a recreation volunteer at IOE. I started volunteering at the beginning of 2021 so I have only been able to attend a handful of activities. However, I am here to tell you that every single one of them was an absolute blast!

Some of the activities I volunteered on include a sports day, St Kilda Adventure Playground, Melbourne Aquarium, Come From Away musical, Midsumma Festival, Archie Roach, paddle boating and a pop culture city tour. It is far too difficult to choose just one favourite activity as I have favourite moments during them all. I really appreciate the volunteering system as it is very flexible and you can choose whatever activity resonates best with your own interests as well.

I have volunteered on the Adult Rec program as well as Kids Rec activities and the experience is always so incredibly enriching no matter how many times you meet the same participants. I learn so much from not only support workers and fellow volunteers, but also from the participants themselves as they teach me how to navigate disabilities and provide them with the support and care that they need. Although I have yet to volunteer on any camps, I really hope to in the future!



The opportunities through IOE are limitless. I am so honoured to be a part of this amazing community which has some of the friendliest people I have ever met. I only wish I got involved earlier!

“



Joel's Story

Although recent times have been challenging for group based programs such as the SLES Prep for Work program, it hasn't stopped participants like Joel building their skills and reaching their goals.

Since entering the Prep for Work program back in mid-2019, Joel's dream job has been to work with animals. Joel has a soft and patient nature that allows him to build trusted relationships with even the most fearful and previously neglected animals. This special gift has earned him the nickname *The Animal Whisperer*. Joel has spent the past two years volunteering at Forever Friends Animal Sanctuary in Gladysdale. Here, Joel feeds, cleans and cuddles horses, goats, pigs and all other manner of farm animals. Joel says that his favourites are the dogs who help around the farm. Volunteering has helped Joel build skills in communication, responsibility and task management. It has paved the way for his next adventure.



Joel has been working closely with IOE Prep for Work program worker, Christina, to continue his volunteer position at the sanctuary. On the days where the poor weather prevents them from attending, they have started a micro business selling homemade dog biscuits and handmade snuffle mats. During the testing phase of these products, they have been donating them to the local shelters to ensure the shelter animals have delicious treats and enrichment toys while they wait for their forever homes.

Apparently these dog biscuits are delicious for humans also (as Christina's husband accidentally discovered!). Joel has decided to call his business Good Boy Treats. We look forward to seeing his products for sale soon!

Projects and Program Development

Since the inception of the Specialist Services Team in March 2020, it has been a roller coaster of a year. The team's vision is to provide innovative services to people within the community who really need it, whilst collaborating with families and other organisations to create bespoke programs that are tailored to achieve real outcomes.

In October 2020 IOE received a Westpac Safer Children, Safer Communities Grant to scale out the already successful pilot program Porn Is Not the Norm (PINN), in collaboration with a consortium of members. PINN is an innovative, multi-strategy initiative that seeks to prevent pornography's harms to young people with autism. It aims to equip them and their carers and professionals to understand pornography's prevalence and impacts, and how they can safely navigate healthy and respectful relationships and sexuality in this context. It has been a slow start, but we are very excited to be a part of such an essential project.

With a Victorian Government Statewide Partnership Grant, the Specialist Services Team has been able to expand the already successful Pathways for Carers walks in the south east, into the rest of Victoria. Despite the disruptions the project has established seven new walks in both metro and regional Victoria, as well as developing a new website and building a social media presence.

Existing programs such as Boys2Men, Girls2Women, Mentoring Program, Prep for Work (SLES) and House Intensive have all continued to grow in the last 12 months. All of these programs are focused on assessing individual growth areas and then utilising group or 1:1 settings. The Home Experience Program (HEP) was also developed providing *the next steps to living independently* for three participants over six months who will live independently in a rental property from August 2021.

With a focus on capacity building, increased social skills and improved relationships, several new programs were established over the year. These include Pro Social Gaming Intensive and a Dungeons and Dragons Group. In partnership with GameAware, Pro Social Gaming allows young people to learn valuable social skills whilst collaboratively playing video games together. Families have reported seeing their young person being able to translate those skills into real life situations.

Autism Family Camps will go ahead next year; developed by and for people with autism from several partnering organisations, as well as a program for younger children who currently miss out on services due to limited funds. In conjunction with the IOE Behaviour Consultancy Team, Specialist Services are developing capacity building camps that will focus on building individual capacity in a fun and purposeful way. In conjunction with the IOE Support Services Team programs for carers are also in development, which will run simultaneously alongside supports for individuals. The team has also started to build a micro business model, which will be simultaneously tested in real life micro businesses.

All in all, the ideas are endless and the opportunities plentiful!

Pathways for Carers Project

The Pathways for Carers project has currently established walking groups in Alexandra, Wonthaggi, Rhyll, Sale, Mildura, Hawthorn and South Yarra. Project staff continue to attend the established walks and will until they are self sustainable. Various walks are set to launch during Carers Week in October 2021, including Frankston, Mernda and Ballarat. Walks in Diamond Creek and Kyneton are also in planning stages.

The team will continue to meet with potential lead carers, local government and local health organisations to get these up and running. Greater traction has been observed with health organisations being interested in facilitating walks. However, the aim is to demonstrate how Pathways can be aligned with council plans, strategic objectives and long-term vision.

In March, the editor from Alexandra Newspapers reached out via Facebook asking to report on the Murrindindi Shire Pathways walk. The article published in April had a potential circulation figure of 1,319 which was good exposure for the project. The Pathways for Carers website and social media platforms have experienced increased engagement in recent months. Regular calls-to-action are posted on Instagram, Facebook and LinkedIn encouraging website traffic, yielding a 50% increase over three months. The Pathways for Carers monthly newsletter was also launched in June. The aim of the newsletter is to provide regular updates on new walks, existing walks and any other items of interest such as lead carer profiles and media coverage.

Due to extended COVID-19 disruptions, project staff are currently considering a Zoom format for established Pathways groups that are unable to meet in person to avoid cancellation of events entirely. A film maker has also been engaged to produce a short film, as well as vox pops and grabs, which will provide an overarching view of the Pathways Project, its history, current roll out and plans for the future.



Hubs Update

Knox Hub

Knox Hub welcomed five new family coordinators to the team and also saw some movement within roles. The team has worked hard building relationships and supporting families, support workers and volunteers over the past year. This has been difficult at times as COVID-19 has limited in-person contact. The pandemic has thrown us challenge after challenge but the team has faced these with grace and determination. We have become creative in developing new ideas, adjusting programs and shifts to fit within restrictions and creating *COVID Teams* to ensure families and staff were safe while as many families as possible could receive the support they required. The team have been innovative when it comes to utilising our spaces within density quotas. Families and support workers have been patient, kind and understanding when the team were also trying to juggle working from home, home schooling, dogs barking in the background, internet dropping out and online meetings. I have always felt that in times of need, when life throws you challenges, that is when IOE's true community spirit and colours shine the brightest. We really are stronger when we all support one another.

- Kimberley Rawkins, Team Leader Knox Hub

Maroondah Hub

Maroondah Hub supports over 85 families over the year from the new site in Croydon. With the community continuously living with COVID-19 and lockdowns, the year has been somewhat challenging for all and like everyone in the IOE community many plans have needed to be put on hold. However, the year has also had many positives. The Maroondah Hub have consolidated a new, motivated and connected team. We are a small team of six and have had four new team members join in the last 10 months. We are getting used to a hybrid on site and at-home working system and using technology more to connect with each other, our families and the community. When we have been able to get together, the new space in Croydon is a great local meeting point and will serve the Maroondah families and staff well. We look forward to many more family dinners like the most recent one and utilising the Croydon space as a local service hub for IOE families and the wider community.

- Ellen Clacy, Team Leader Maroondah Hub

Yarra Ranges Hub

Yarra Ranges Hub has weathered the last 12 months with grace and got on with the job of supporting our participants and their families. There have been challenges, tears, uncertainty, resilience, Zoom meetings and plenty of laughs along the way. Shifts have been cancelled, reinstated, cancelled again. The team implemented online peer support meetings for our support workers who have worked endless hours. The hub has been part of a collaboration between Different Journeys and the Chirnsdale Country Club to bring together our autism community in lawn bowls night. The first night was a success with more than 50 participants. We have some new team members and we are excited for what the future is going to bring with the growth of the Yarra Ranges Hub inclusive of the Yarraburn Centre, the Lilydale main street hub and our Network day program.

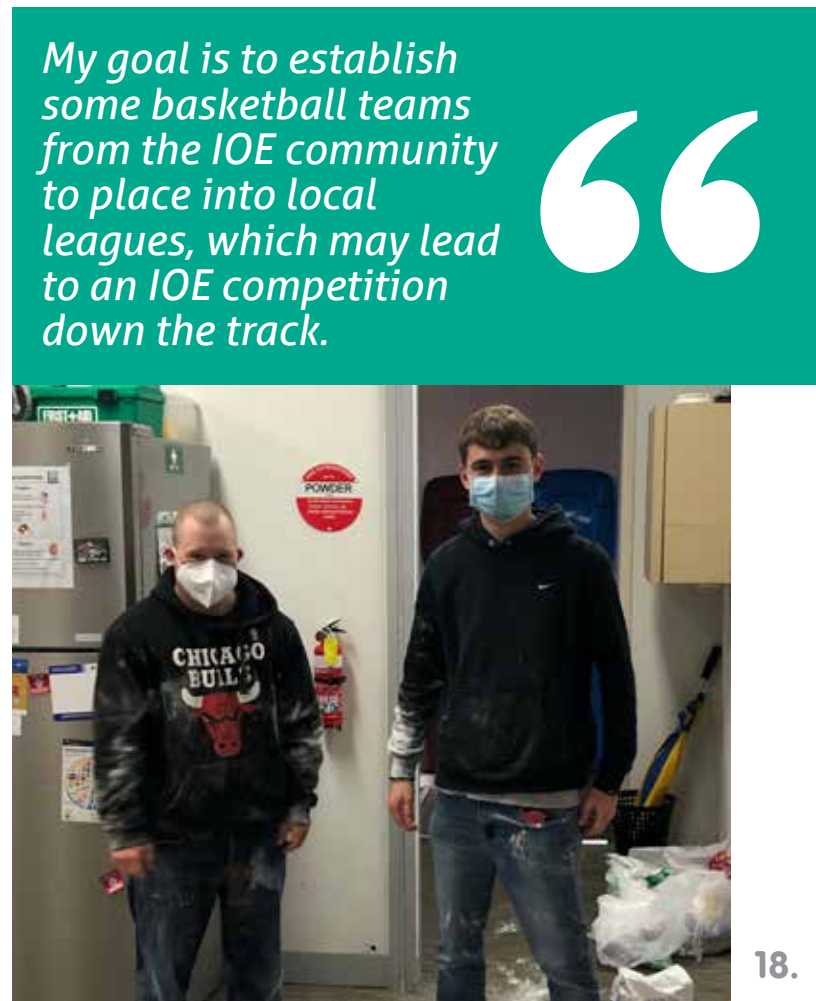
- Emma Dobrigh, Team Leader Yarra Ranges Hub

Thomas' Story

From participant to volunteer, to trainee to support worker

I am proud to be part of the Interchange Outer East family. I have been part of it since I was 9 years old; as a participant, volunteer, placement student, trainee support worker and support worker. When I first signed up as a volunteer in 2016, I initially felt overwhelmed. When I was matched and began my first activity, I felt really supported and had a great day. My match said that he wanted to spend time with me again. That's when I knew I made the right choice. For the next few years, I volunteered on activities and camps and met a whole range of amazing people. As a result of the opportunities IOE has given me, I decided to do my Certificate III in Individual Support (Disability) in 2019 as a placement student at the IOE adult day service. Since I built a good rapport with the participants and staff, I was recommended for IOE's first ever traineeship program and work towards my Certificate IV in Community Services.

When lockdown first hit, it was a huge learning curve as I had to learn to adapt to an unusual situation. I worked from home on my laptop doing Zoom, phone and Facebook calls with participants. I also did TAFE from home, which was a privilege as I was lucky to be paid to attend the course in something I'm passionate about. In February 2021, I resumed to in-person shifts and finished my course in April 2021, which was a tremendous achievement. As a result of me finishing my course, I was offered an casual employment contract and I was able to have my first 1:1 shift. My first shift was with Morgan. We designed some basketball singlets together and he named the team the IOE Bulls. We hope to form an IOE basketball team to play in a local competition. We also got our hands dirty and had some fun sorting out an old cupboard and got covered in flour!



My goal is to establish some basketball teams from the IOE community to place into local leagues, which may lead to an IOE competition down the track.



Sheree's Story

Discovering Interchange Outer East has changed my family's life. We absolutely love the Family Camps. All of the staff and volunteers are wonderful; they are extremely skilled at working with people with a disability and nothing is ever too much trouble. Fred is an absolute gem! Family Camps have allowed my family an opportunity to go away and enjoy our time together. Usually it is very hard going away as other people do not understand our family situation. But at Family Camp everyone gets it and is willing to help whenever needed. My two boys absolutely love the activities and thoroughly enjoy having a volunteer work with them. They always ask who they will be spending time with. This is great because often my youngest can be quite anxious about spending time away from me but at Family Camp he can't wait to spend time with the volunteers. It also gives me a chance to have a break which often doesn't happen at home!

Family Camps are a great way of connecting with other families and it is really valuable to be able to sit down and have a chat with other adults. The IOE Mums Social Group activities are also fantastic. I love being able to take some time away from my caring role to enjoy myself. I also thoroughly enjoy the Parent and Carer Retreat and mums weekend away. Thank you for everything Interchange Outer East!

The best thing about IOE is their Family Camps. I have been to all three camps. Coonawarra is my favourite. I love it because of the raft building. My favourite thing about raft building is sinking my opponent's raft. I love getting Fred wet! My second favourite part is the actual building. I love getting to spend time with the staff. They are very friendly and help me a lot. My second favourite camp is Phillip Island and Licola is my third.

- By Riley, age 8





CEO's Report

For IOE the 2020-21 year has been one of disruption and compromise as the agency works with and adapts to the changes and restrictions around it. COVID-19, NDIS, extreme weather, politics and economic factors have all contributed and influenced how the organisation can respond and constantly adjust to focus on how best Interchange Outer East can meet its mission – develop and deliver services to children and young people with disabilities and their families.

That the agency has been able to manage, pivot and adjust to these factors, whilst ensuring continuity of support and the development of new options, is a testament to the organisation's spirit and the dedication of all workers (voluntary and paid) across the service. Whilst there is no doubt that the frustrations and bewildering events take its toll on people's ability to stay focused and positive there is a commitment to make it through together. For that I am grateful to be part of an organisation that accepts, acknowledges and adjusts to what happens and what may happen in the future. Beyond the highlights of managing and responding to external factors there have been aspects of achievement that should be mentioned.

- We saw a return of group based services late last year and into the new year. Recreation, day services, intensives and family support got up and running. Three family camps were held. People were able to gather, share stories and connect.
- The importance of supporting staff and their wellbeing was made more prominent. The changes and innovations developed over the past 18 months will be built upon and further developed as a means to support our workforce.
- From adversity comes opportunity and the capacity of people to develop new service options and think about other means to connect and support. In restrictions we moved online – music gigs, yoga, Pilates, dungeons and dragons, pro-social gaming, Rec-in-a-Box, etc.

There are challenges still in play. What is certain is that Interchange will approach them with a positive mindset and a willingness to adapt and respond to ensure children and young people with disabilities and their families continue to be supported. Thank-you to all staff and volunteers who make this possible - for the work you have done, are doing and will continue to do.

- Fred Brumhead, CEO

Financial Report

Interchange Outer East Incorporated

REG No. A 0009 955P 2020/21



Statement of Comprehensive Income for year end 30 June 2021	Notes	2021 \$	2020 \$
Revenue	3	20,458,691	22,151,453
Other income	3	6,005,823	2,258,030
TOTAL INCOME		26,464,514	24,409,483
Depreciation and amortisation expense	4	(428,437)	(385,654)
Employee benefits expense	4	(20,715,031)	(18,983,666)
Occupancy expenses		(157,527)	(161,894)
Finance costs	4	(55,109)	(33,493)
Client expenses		(264,352)	(1,078,241)
Other expenses		(1,038,930)	(682,839)
TOTAL EXPENSES		(22,659,386)	(21,325,787)
Profit before income tax expense		3,805,128	3,083,696
Other comprehensive income/(expense)		-	-
Total comprehensive income/(expense) for the year		3,805,128	3,083,696

Statement of Cash Flows for year end 30 June 2021	Notes	2021 \$	2020 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers and non-government grants		683,386	3,818,194
Receipts from government		29,491,730	22,402,699
Payments to suppliers and employees		(24,714,932)	(23,472,992)
Interest received		40,223	94,445
Finance costs		(55,109)	(33,493)
Repayment of DHHS funding		-	(173,754)
Net cash provided by operating activities	15(b)	5,445,298	2,635,099
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		-	22,546
Payment for property, plant and equipment		(36,920)	(243,230)
Movement in cash on deposit		(133)	672,975
Net cash provided by/(used in) investing activities		(37,053)	452,291
CASH FLOW FROM FINANCING ACTIVITIES			
Principal portion of lease payments		(208,140)	(209,375)
Net cash used in financing activities		(208,140)	(209,375)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		6,310,569	3,432,554
Net increase in cash held		5,200,105	2,878,015
Cash at end of financial year	15(a)	11,510,674	6,310,569



FY 2020/21

The 2020-21 financial year produced a strong result for IOE. Ongoing eligibility for the Job Keeper program ensured the agency remained profitable and established a solid base for the agency to manage ongoing disruptions caused by the COVID-19 pandemic.

Gross profit was 14.6% compared to 11% in the previous year. With significant equity the IOE board is developing a reserves policy to ensure the agency has the flexibility and capacity to manage further disruptions, maintain employment of staff and undertake projects that will develop the capabilities of Interchange Outer East.



Statement of Financial Position for year end 30 June 2021	Notes	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	5	11,510,674	6,310,569
Receivables	6	1,070,806	1,851,025
Other financial assets	7	101,521	101,388
Other assets	8	210,896	120,229
TOTAL CURRENT ASSETS		12,893,897	8,383,211
NON CURRENT ASSETS			
Property, plant and equipment	9	553,545	677,194
Lease assets	10	1,526,195	675,318
Other assets	8	151,943	14,882
TOTAL NON CURRENT ASSETS		2,231,683	1,367,394
TOTAL ASSETS		15,125,580	9,750,605
CURRENT LIABILITIES			
Payables	11	683,888	849,642
Lease liabilities	10	213,700	150,924
Provisions	12	2,001,858	1,789,593
Other liabilities	13	598,189	263,092
TOTAL CURRENT LIABILITIES		3,497,635	3,053,251
NON CURRENT LIABILITIES			
Lease Liabilities	10	1,372,646	537,102
Provisions	12	411,764	121,845
TOTAL NON CURRENT LIABILITIES		1,784,410	658,947
TOTAL LIABILITIES		5,282,045	3,712,198
NET ASSETS		9,843,535	6,038,407
MEMBERS FUNDS			
Accumulated surplus	14	9,843,535	6,038,407
TOTAL MEMBERS FUNDS		9,843,535	6,038,407

Statement of Changes in Members Funds for year end 30 June 2021	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2019	2,954,711	2,954,711
Profit for the year	3,083,696	3,083,696
Balance at 30 June 2020	6,038,407	6,038,407
Profit for the year	3,805,128	3,805,128
Total comprehensive income for the year	3,805,128	3,805,128
Balance at 30 June 2021	9,843,535	9,843,535

To obtain a copy of the full financial report for the year ended 30 June 2021, please contact Interchange Outer East. An explanation of the notes is provided in the full financial report.

Sharon's Story

After 33 years in retail at the same company I found myself taking a redundancy. A former colleague who had also joined the sector was really enjoying her new role and encouraged me to look into it as well. A friend at IOE sent me a link advertising the next support worker intake; I jumped straight on and applied and have never looked back! I can't speak highly enough of the people and organisation.

COVID-19 threw a spanner in the works with interviews, induction and training however it just seemed to be taken in everyone's stride. I don't believe anything was compromised due to the restrictions. Coming from a leadership background, I was very appreciative of the recruitment team's hard work and consistent communication. I had a moment where I doubted myself moving into a new sector after so many years in retail management. Not long after, one of the coordinators called me to introduce himself and start matching me with potential participants. He was fantastic at putting my mind at ease and reconfirming that IOE are looking for a vast array of people with diverse backgrounds.

I found the process great; from the initial call about potentially working with a certain participant to actually meeting them and supporting them in their daily life. I am encouraged to say if I'm not comfortable instead of being thrown in the deep end to do something that I'm not prepared for. All the coordinators have been fantastic with follow-up and checking-in. So far, I've met a vast array of participants with varied support needs and find this to be a very rewarding role. Not only do I feel like I am supporting the participants; they are also helping me learn and grow.



IOE is such a warm and welcoming family environment which clearly puts people first.



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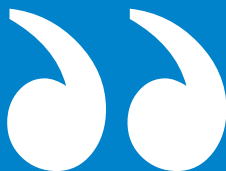
Lee's Story

Interchange Outer East changes peoples lives and it has certainly already changed mine. There's nothing quite like reinventing yourself at 50 during a pandemic but that's exactly what I have been able to do.

With a background in workplace training and coaching, more recently delivering life skills to the long term unemployed, I wanted to make the shift into the community services sector. To complete my 2020 Diploma in Community Services, I commenced placement with IOE in April of this year. It didn't come easy though - what a challenge getting placement during numerous lockdowns! I felt for the staff at IOE as we were in and out of lockdowns and challenging times. Even so, they patiently read my many emails and took all my calls as I chased my dream of an experience at IOE.

One of the highlights of volunteering at IOE was the sink-or-swim camp I went on to Tootgarook during school holidays. I was matched with an amazing young lady and we shared a twin room for the weekend. I am pretty sure she'd never seen a CPAP machine before ... first time for everything! I was so inspired that weekend, not only by my participant and her ability to be brave, but the two young P-plate aged bus drivers who were running the weekend. I spent the rest of my placement observing an amazing team of support workers within the SLES program.

*I've been inspired by this team is an
agement! To be given the opportunity
wly recruited support worker to join
em in SLES, I am absolutely thrilled.*





Acknowledgments

Each year, there are many businesses, organisations and individuals within our community who go above and beyond to support the agency in a variety of ways. We are grateful that there are so many throughout the community who share our vision and see the importance of providing meaningful opportunities for children and adults with disability and their families.

Freemasons Victoria
Lions Australia
National Disability Insurance Scheme
Department of Health and Human Services
Home and Community Care (HACC)
Rotary Club of Balwyn
St Kilda Mums
Finrea Computer Services
Ian Abbey
Gladysdale Primary School
King Kids, Mooroolbark
Ian Cranage
Greg Bakker
Croydon Hills Primary School
St John the Divine Anglican Church, Croydon
The Hewitt Family
Port Phillip Four Wheel Drive Club Inc.
Back2Bikes
Beaconsfield Football Club
Arrabri Community House
Y-Street Basketball
Doncaster All Abilities Basketball Competition
Tina Chambers, Viva La Dance School
Collingwood Knights Football Club
Knox Community Gardens

Kim Alberry, AST
North Melbourne Community Centre
The Rings, Ringwood
Laguna Library contributors
GameAware
Hangan Automotive
Keeping Pace Communications
Top Gun Carpet Cleaning
AVA Tieman Accessible Vehicle Solutions
Strike Bowling, Eastland
Evelyne
Bailey Judd
Miss Emilia
Jaydean
Jade Alice
Hui.
Tanya George
Nina Ferro
Charmaine Jones
Bendigo Community Bank – Canterbury, Ashburton,
Surrey Hills and Balwyn

DID YOU KNOW?

The new Interchange Out gives three young adults for six months. Find out more

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.

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.

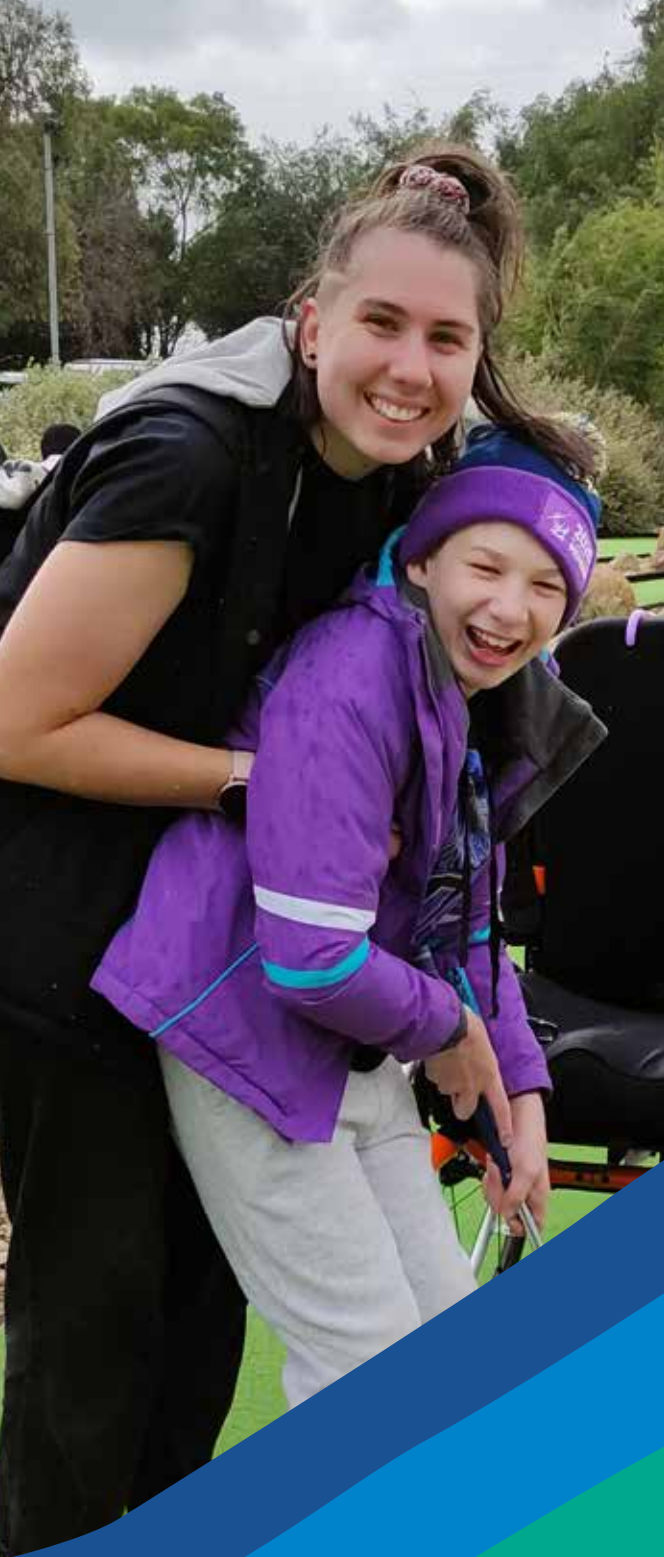
Community Partnership

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.

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.

er East Home Experience Program (HEP)
the opportunity to live together full time
more on our website - www.ioe.org.au



Interchange Outer East

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