



Interchange Outer East

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ANNUAL REPORT 2021-22

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Board of Management

CHAIRPERSON

Michelle Trustum

VICE CHAIRPERSON

Eloise Fraser

TREASURER

Tina Valentine

SECRETARY

Sue Chapman (res. 05/22)

GENERAL MEMBERS

Mel Spencer (res. 06/22)

Adrian Nemec

Jason Junkeer (join 03/22)

'Wominjeka'

Interchange Outer East acknowledges the Wurundjeri People, their ancestors and elders – past, present and emerging, as the Traditional Owners of the lands on which we operate. We pay our respects to all First Nations people and stand in solidarity towards a shared future.

Always Was, Always Will Be, Aboriginal Land.



ABOUT US

What We Do:

We develop and deliver services to children and young people with disabilities & 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 Interchange Outer East 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. 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.



Quick Facts

Over **40,000** 1:1 support shifts

Over **35,000** social & community shifts for adults, teens and children

380,557 Support hours

11,753 Volunteer hours

Five Family Camps

19 Siblings camps and activities

106 Family support social outings

81 Training sessions

21 SLES/Prep4Work participants

60 New support workers employed

12 New permanent staff employed

121 Expressions of interest from new families

231 Incident reports

561 Active service users

485 Plan management clients

108 New volunteers

70 Behaviour support clients

36 New families registered

346 Facebook posts

263 Support coordination clients

12 Complaints

62 Compliments

CHAIRPERSON'S REPORT

Welcome to the 2021-2022 Interchange Outer East Annual Report - *Rebuild, restart and constantly re-adapt*. The past year has again been a tumultuous one; what with COVID-19 lock downs, opening up, returning to the office, working from home, swift increases to infection rates, a federal election, economic downturn, rapid inflation, NDIS going nowhere, NDIS with promise, and a new SCHCADS award. Yet through it all, Interchange Outer East (IOE) has persevered. Frontline staff and volunteers have continued to show up (when well!) and provide individuals and their families with support. Coordinators have stretched and reached new contortions; wrangling and managing the services to work as best they can. Team leaders and managers have worked hard to support staff by jumping in and helping where they can.

The whole team has dealt with changes, addressed problems one-by-one, worked out solutions and kept going forward. Because that's what they do; adapt, develop and deliver services to children and young people with disabilities and their families. The fact that IOE has been able to manage the many challenges and keep moving forward has been a tremendous achievement. The IOE Board of Management has worked to consolidate and maintain focus on the purpose of the organisation this year. The board's role is to take a stewardship approach, to ensure IOE continues to use our resources to benefit children and young people with disabilities, their families, and the community now and into the future as needed.

For the organisation, this required maintaining and expanding existing valued services and developing new services as needs emerge. To do this in an environment of constant change and financial pressures has been the path that the board has supported, and one that IOE has worked hard to negotiate this past year. From a governance perspective, there have been several projects undertaken in support of the organisation.

- Development of an IT strategy designed to ensure IOE manages its processes and systems more efficiently and effectively. The aim of the strategy is better communication, collaboration and connection across the organisation;
- HR audit to test the employment conditions against the award to prepare for the changes to the SCHCADS award on 1 July;
- Engagement of a finance manager to oversee the financial development of the organisation; and
- Review of the agency's financial position and five year future sustainability given NDIS trends, COVID-19 disruptions and subsequent changes to demand.

As chairperson I wish to thank the staff and volunteers of IOE for their commitment and efforts over the year. Your continued ability to ride this rollercoaster has been impressive. Likewise, to my colleagues on the board of management, your support and assistance over the year has enabled IOE to move forward positively and productively for the benefit of the families that we seek to support. I would like to acknowledge the valued board members who have resigned their position during the year. To Sue Chapman and Mel Spencer, thank you for your contribution and dedication over your respective years of service.

- Michelle Trustum, Chairperson

RESPONDING TO NEEDS

From positive gaming and independent living skills, to connecting with younger families and partnering with external organisations; our Specialist Services Team works creatively and collaboratively throughout the year to develop and deliver innovative programs and services that respond to the changing needs of participants and families.



Young Family Supports

This year the team has been able to deliver a series of programs that have provided support and a sense of community to a cohort of families with young autistic children who might have otherwise not received services. This specific need was identified after meeting with some families with younger children who were not receiving services due to their age attracting limited funding. This led to the formation of a tailored group that does not necessarily fit the traditional group service format. The Young Collab supported small groups in an OT assisted, autistic friendly environment. Feedback from families was very positive; many expressing that for the first time they felt like someone understood them as a family and catered for their child's needs.

From this, families were invited to attend play sessions and dinner at Crocs Playcentre. The sessions allowed families to feel secure that their children were able to play in a safe and supported space while they shared a meal together; connecting with familiar faces and having opportunity to meet new people. Siblings also had the chance to connect and play together.

These families also attended one of the year's two highly successful Autism Family Camps. The camps allow for further peer-to-peer support, information sharing and cross referral service support through IOE and our partnering organisations, Different Journeys, Beyond the Book Therapy, The Misfit Project and I CAN Network.

We believe that by offering numerous programs in different formats, but tailored to similar needs and interests, we have created a funnel of services for these families. It represents both a soft landing for those new to the world of services and assisting families to find their tribe and create a long lasting community.

Special Interest Groups

The Pro Social Gaming program and Dungeons and Dragons (D&D) social groups have gone from strength to strength since they started in 2021. Our dedicated staff, who have a special interest in collaborative in-person and online gaming, mentor young people participating to navigate the sometimes-tricky online gaming world in a safe and productive environment. D&D gives young people the opportunity to use their imagination and feel comfortable to express themselves. Participants and their families have reported an increase in positive social interactions, increased confidence and a feeling of belonging.

Personal Development Programs

The Boys2Men and Girls2Women programs provide a safe and supported place for young men and women, and any individual who identifies as such, to explore who they are, who they want to become, and to gain tools to further them on their path towards contributing as adults in their community. Through a combination of weekly evening sessions, weekend day trips and a camp or two, the groups have grown together, formed friendships, shared trials and successes while learning new skills and strategies for everyday life. It doesn't always go smoothly, but every challenge is an opportunity for personal growth.

The Mentoring Program is aimed at those who are looking to further extend skills and focus on individual goals and outcomes. A young person is matched with an older mentor with similar interests and the relevant skills to assist them to work towards specific goals and improve wellbeing. The mentors are sincerely invested in their young person's journey and success, and are instrumental in assisting them navigate their environments and realise their personal goals. The Mentoring Program is a great way to extend and solidify skills learned in any of IOE's skill building groups.

The IOE Specialist Services Team have been lucky enough to be given the leadership roles in both the Pathways for Carers and the Porn is Not the Norm projects.

Currently halfway through the three year project grants, both projects are slowly and steadily gaining momentum. There has been a steady increase in walks established through the Pathways for Carers grants, currently servicing most regions in the state. Porn Is Not the Norm has delivered online events, with further events to be held interstate later in the year.



SUPPORTING FAMILIES

With family at the core of everything we do, we hold a range of activities, camps and events across each year to support each member of the family of a child or young adult with disability, as well as the family as a whole. From our Sibling Support Program, Family Camps, social groups for mums and dads, carer support activities, parent & carer retreat, carer art & exercise classes ... and more; there's something for everyone and everyone is welcome.

Sally's Story

Our family first became connected with IOE through our daughter, Madi, and the siblings program. I was conscious of the impact her older sister's and younger brother's disabilities were having on her. So much time, focus and attention was centered around Sienna and James and I wished there was something for the siblings to make them feel special. Little did I know that there was an amazing organisation already catering for that very need! Madi's first activity was at Jump Deck where she met other kids her own age with families just like ours. It was such a special time and she still talks about the kids she met there.

We have since been allocated a family coordinator who does all the hard work connecting us with the right support workers, booking shifts and finding replacement staff when needed. I have attended mums activities ranging from high tea to mini golf. My husband has met some great blokes at the dads activities which is something he looks forward to each month. Sienna and James attend recreation programs which consists of a day out at a show, interactive exhibition or activity. Matt and I also attended the carers retreat at Cape Schanck which was both restful and informative.

But hands down, the most incredible experience we have had was attending Family Camp at Coonawarra Resort in March this year. Three nights in beautiful East Gippsland with absolutely everything catered for. It was the first time we have been able to completely relax and for our children to express themselves in any way without anyone batting an eyelid. It was incredibly special for us to be around families that 'get it' and we have made connections with other families which I'm sure will be lifelong.



I'm so glad we found IOE. All of our interactions have been positive and the support we receive individually and also as a family has been extraordinary.



For IOE, this was a great opportunity to introduce ourselves to the Burmese community, to show a little of who we are and encourage them to feel comfortable to approach external agencies if they want or need help to care for someone.

We are pleased to announce, with thanks to the Department of Families, Fairness & Housing, that we have received another funding grant and will be running this camp again in 2023 and look forward to meeting a few new carers and families at the next event.



Earlier this year, we received funding to provide additional respite to carers from a CALD background. We took the opportunity to run a weekend camp for the Burmese community residing within our catchment area of Knox, Maroondah and Yarra Ranges. The invitation to attend the camp was extended to Burmese carers, the person they care for and their respective families. Several ethnic groups were represented amongst the families in attendance along with diversity in age, ranging from toddlers through to grandparents. For a new emerging community whose culture, lifestyle and family values are so far removed from the typical Australian way of life, accepting an invitation to attend the camp was perhaps a leap of faith on their part. Regardless of how long a migrant family has lived in Australia, many continue to carry their respective cultural belief that it is solely the family's responsibility to care for its disabled, frail and elderly members.

During the camp, carers and their families had the opportunity to participate in a range of on-site activities including the giant swing, low ropes, archery, trampoline and swimming. Sporting activities included soccer and volleyball. Those wanting something of a more relaxing nature lounged in the sunshine, played guitars and shot some pool. What we learned is that the women prefer women's only sporting activities because in their opinion, 'the men are too rough'. They only had to watch one of our games to learn it's a level playing field when IOE puts its collective runners on! Several families who attended the camp have since expressed an interest in accessing IOE services for their children, with two of these families communicating their camp experience has given them confidence to seek support for their children with external service providers.

Family Camp for the Burmese Carer Community

AIMING HIGH

Through programs like Prep4Work, House Intensive and Home Experience Program, adults can set goals around training, volunteering, employment & independent living, and work to achieve them, supported by dedicated staff 1:1 or in small groups.

Home Experience Program

After months (and months!) of behind-the-scenes preparation, securing the right property, finding staff and a lead tenant, purchasing furniture and equipment ... plus loads of other preparations and yet another lockdown, our much-anticipated Home Experience Program (HEP) welcomed its first intake on 9 August 2021. Six months later, the second group commenced on 2 May 2022. We were absolutely delighted to get this amazing new program underway!

HEP supports participants who are ready to pursue greater independence to sample what living independently could look and feel like for them in the future. Three participants at a time commit to living in the HEP share house 24/7 for a six-month period. This model allows the freedom of living away from home while still having enough support to build on skills and capacities. It also provides an opportunity to identify where extra (or different) supports might be beneficial long term.



IOE provides part time staffing at the house, as well as a lead tenant (overnight) to ensure that the housemates are well supported in this experience. The house is unstaffed between 9am and 4pm weekdays. The housemates continue with their regular daily/weekly activities and social interactions as usual, just from their new home base. It has been a delight to see both groups so far embrace this experience so fully. Choosing what, when, and how they eat, sleep, work, and play is

all part of their new-found independence and they have loved it! As skills develop, responsibilities are met head on, and confidence blooms, these young people have already started thinking and talking about 'When I move into my next house...'

Prep4Work - SLES

Local connection is incredibly important to the participants at our Prep4Work program which facilitates opportunities, networking and social relationships within the community. Community houses are a wonderful place to spend time, make friends, grow and to learn and Prep4Work has been associated with Coonara Community house in Upper Ferntree Gully since 2019 through the community garden program. Recently, participants have also been taking part in the Learn Local program; undertaking accredited courses in café and kitchen skills. These skills have led to Coonara approaching us to be involved a social enterprise collaboration leading to the formation of The Perfect Blend Café. Participants make and sell tea, coffee and baked goods to those who attend the childcare centre and other programs running on Wednesdays. The café has been a great opportunity for participants to learn finance, time management and customer service skills, as well as maintaining their barista

and food handling skills. Every participant has a role to play, be it cashier, barista or chef.

House Intensive

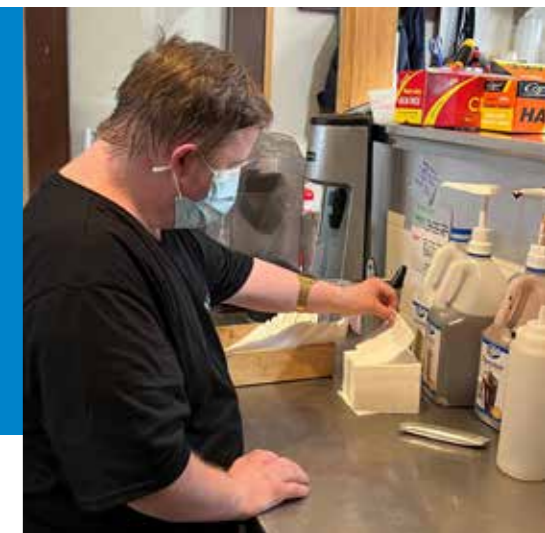
The House Intensive program supports small groups to develop and enhance independent living, social, interpersonal and life skills from homes located in local communities. We continue to see amazing outcomes from the housemates, from increased confidence and maturity to progression to our Home Experience Program (HEP) where they will be living out of home 24/7 for six months. We currently have eight overnight House Intensive programs running weekly from both our Chirnside Park and Scoresby houses. Each group consists of 3-4 participants and one staff member. Our committed and passionate House Intensive staff focus on individual goals within each group, be it practical skills such as meal preparation and planning, budgeting, using the oven etc, through to developing boundaries, respect for others, teamwork and conflict resolution. Families reflect to us just how wonderful it is when they see these new skills transferred back home and witness the increased level of self-sufficiency and personal growth the House Intensive participants are developing.

Leigh's Story

The months are certainly flying by as Leigh becomes more and more familiar with his varied role in paid employment at The Blacksmith in Belgrave. As his support worker, it is a real pleasure to work with Leigh and the shifts every Wednesday are fun and varied. The Blacksmith staff are all wonderful humans who love *The Leigh and Lee Team*. Leigh has mastered dishwasher management, clearing tables and putting a variety of equipment away as he unloads the dishwasher ready for the next load. Food preparation is also on the task list, from weighing smoothie ingredients ready to prepare for the freezer, to making up burger patties from a pre-prepared mince mixture. Leigh loves the variety of jobs he is given each week and is an extremely hard worker; always seeking the next job. Leigh's wellbeing and outlook has improved dramatically as he enjoys contributing to his community and being paid for his efforts. Recently

Leigh, with my support, has embarked on a barista apprenticeship with Melbourne Coffee Academy. This involves attending 25 hours of training on all-things-coffee. At work, the opportunity to make himself or a colleague a coffee arises occasionally and Leigh has a goal to build on this to be able to use the machine effectively and efficiently to gain valuable experience as a trained Barista. What an amazing journey and a privilege to be a part of! Congratulations Leigh; your hard work and willingness to step out of your comfort zone has paid off.

- Lee, IOE Support Worker





Throughout Melbourne’s lockdowns, our Recreation Services Team ran weekly sports and movement sessions online. The sessions provided structure, connection and movement for participants while at home. As the team progressively ran out of ideas, they reached out to professional sports people to see if they wanted to join in. Thank you to Mitch Creek, Kaine Sheppard and Brooke Stanton for being part of these sessions! They gave the group such a lift and it was a thrill to workout with professional athletes!

When face-to-face sessions returned, it was time to try something new. Fiona, our Sport for Fun program coordinator said, 'I have been aware that often people with disabilities miss out on opportunities to attend clinics or engage with coaches so I reached out to Adam Gibson with whom my son had done an online clinic with.' Adam has played basketball at the highest level in Australia and even played for the Boomers. After discussion and planning, an initial set of four-week clinics soon became a six week program which then developed into weekly sessions! 'We have seen such development in our players’ skills, teamwork and confidence. It’s great to see people try new things like using non-preferred hands for drills.' - Fiona.

These sessions could not have happened without our staff, Tom Fisher and Charlotte Heard, as well as Adam’s commitment to this program. We are absolutely thrilled to have built this partnership with him, and are looking forward to building similar connections with other athletes in the future.

PLAYING THE GAME

A love of sport is what unites many of us at IOE and our programs and events often have a focus on sport and being active. Sport and physical activity have countless benefits for both our physical and mental health; regardless of our skill or ability. What do you do when you can’t run our Sport for Fun program during lockdowns? You take it online!

BUILDING THE TEAM

A Stronger IOE Community

Our HR team works hard across the year to ensure that the people of IOE are able to effectively deliver services while providing opportunities for staff, students and volunteers to engage with the service and their community, develop their skills and reach their potential.

With the return of group-based services we have seen the natural pathways to building the IOE community start to flourish once again. Group-based services not only create a space for families and individuals to access services and support. Equally, they also provide our volunteers, placement students and staff a great interactive learning environment. As a result, our placement students have made a positive return this year. We have had 32 students complete placement with us over the year and 20 of those have since gained employment at IOE. Our three junior support workers have also been developing their skills on recreation programs with one of them also advancing to supporting individuals on a 1:1 basis.

To enhance the flow of new support workers to our casual workforce, and also to allow coordinators the time to onboard them effectively, we are trialling more frequent recruitment rounds over the year. We will hold five this calendar year and we hope to hold six in 2023. This model results in fewer recruits in each intake; reducing wait times for those who are keen to hit the ground running while allowing the workflow for new recruits to be more evenly allocated. Smaller numbers, more often, gives time for recruits to be introduced to new families and placed in shifts that better suit their availability and skills. As coordinators are able to take recruits through the onboarding process more effectively, recruits can become familiar with IOE culture and requirements. Coordinators can also take the time needed to get to know the recruits, their skills and their suitability for the shifts they are offered. Over 12 months, recruit numbers will be maintained but we hope that early engagement and connection will result in longer retention and a happier, more engaged workforce.



Our wellbeing program continues to provide opportunities for the IOE team to engage with each other across many activities over the year such as a Ninja Nation session, a movie day and an upcoming day out at Rayner’s Orchard for staff & volunteers and their families.

We look forward to the exciting and challenging times ahead as we continue to provide opportunities to create a better and stronger IOE community.



SUPPORTING TOMORROW'S LEADERS

In May, the Victorian State Government announced its 2022-27 strategy to support volunteerism, setting five key priority areas. With these at the forefront of IOE's volunteer program, we are excited to bring focus and recognition to support the experiences of volunteers that contribute so wholeheartedly to IOE's programs.

1. Making volunteering inclusive & accessible
2. Making volunteering flexible & easier
3. Supporting volunteers to be resilient, supported & empowered
4. Creating volunteering connections & pathways
5. Ensuring volunteering is recognised & celebrated

Through initiatives to provide accessibility, flexible participation, skills development and genuine pathways to employment, the IOE volunteer program has the capability to reach the whole of Melbourne's

outer east. This year, eased restrictions in Melbourne had us seeing a steady flow of engaged and committed volunteers coming through IOE's doors to support our programs. Their passion and commitment is inspiring and a testament to their dedication to work within our community. We have seen a diverse range of people wanting to get involved; the return of school-aged volunteerism, university students undertaking community engagement (with many moving into support worker roles), and other community members joining the program. Initiatives to build links outside of IOE are creating stronger community volunteer connections within local councils, schools, tafes, universities and industry networks. With the support of Knox Council, we were finally able to host *Vollie Camp* after several lockdown cancellations. It was wonderful to invite volunteers and their friends to a camp specifically designed to celebrate them, as well as the achievements of the volunteer program during a challenging period. It was an opportunity for skills and team building, making connections and having a lot of fun *TOGETHER*. Throughout National Volunteer Week we held other celebratory activities, including a pizza catch-up and laser tag. We were also happy offer face-to-face training to volunteers again, supporting their skills development and confidence.



Sarah's Story

I have been volunteering with Interchange Outer East for almost three years, starting in early high school. I have loved going on school holiday camps, day activities and helping out with the Girls2Women program. One of my favourite volunteer experiences was going on *Vollie Camp* in December 2021. It was the first big camp experience since lockdowns ended and it was so much fun to join the group and have heaps of fun together. I met new people and made lots of friends.

I volunteer with Interchange Outer East because I enjoy working with people and hearing about their experiences and different stories. I always enjoy having fun with the children on activities. One bonus is that I get to do the activities with them, so get to have a lot of fun as well!

Volunteering has helped me realise that I really enjoy working with people and helping them in their lives. I have met so many great people and would like to work within the organisation in the future or in a job where I can use the skills I have learned through volunteering. I know that every time I volunteer with IOE I am going to learn something new and build my life and work skills.

IOE has taught me that everyone is different and unique in their own way but everybody should be able to participate and do what they enjoy.



CEO'S REPORT

As we move from another year of disruption, I am *hopeful* that the coming year will finally provide us with the opportunity to experience a more normal environment...

... hopeful, not expectant!

We have recently undertaken a five year plan of the IOE financial position based upon the structure developed in 2019. The challenge then was the NDIS and how it would affect our services. Since then, COVID-19 has exploded and wiped out any sense of consistent data for the past 2.5 years. Extrapolating data that displays annual growth of 23%, 27%, 24%, -8%, 10% doesn't fill you with confidence in predicting what the next number will be. This uncertainty is what we work with and for that reason, you focus on the things you can do and achieve and watch those you cannot; adjusting as you move through the year ahead.

What we can do is continue to provide services to support families of children and young people with disabilities. That has been achieved as best we could through the ever changing COVID-19 landscape. Whilst we have not grown our existing programs, we have maintained the service outputs

through the past year. Additionally, we have been able to develop new services and extensions to others. Home Experience Program, Co-Lab, Crocs family play sessions, Burmese Family Camp, a second Autism Family Camp, and the out of school hours care program (OSHC@IOE) with Eastern Ranges School and Croydon SDS, are all featured in this annual report. Further, we have been able to support carers of younger children with some additional supports through the Carer Respite Program funded by Department of Families Fairness & Housing (DFFH). A program that brings great joy is the creation of the carers basketball league with Doncaster All Abilities Basketball (DAAB). We have had four teams in the first season and are hopeful of increasing that number to six teams for the upcoming summer season.

The coming year will see some new offerings as well as a continuation of current supports. We have been

the beneficiary of some one-year DFFH grants that ensure that Family Camps, Parent and Carer Retreat and support to carers of young children are able to be maintained. Additionally we are looking to expand and provide more service options in our recreation programs with children's camps, more social groups and special interest groups. Specialist Services will continue to develop as we look to add program and service options based upon needs identified by families, participants and staff. A return to a full year of service is much anticipated by our coordinators and one we hope provides less disruption. This will enable our team to create stronger connections with families, participants, support workers and volunteers rather than the daily challenge of dealing with cancellations and unfilled shifts due to illness or policy changes. Special thanks to the volunteers and staff across all of IOE. These last few years have thrown constant challenges with COVID-19, NDIS developments, financial challenges and SCHCADS award changes. You have met them and dealt with the gifts they brought with good spirit and effort.

- Fred Brumhead, CEO

OSHC@IOE

Following the opening of OSHC@IOE based at Eastern Ranges School, the program has been running successfully, providing before and after school care services to families and children. The OSHC service enhances access and care options for working families to pursue and engage meaningful employment, where they are not limited to only working during school hours. IOE ensures that accessing this care is affordable through the Childcare Subsidy.

Children and educators are thoroughly enjoying being in the brand new space which has been carefully curated and planned to meet the needs and interests of the participants. There are many opportunities for children to rest, play, socialise and develop important life skills such as planning and creating healthy snacks and meals.

The team of passionate OSHC educators draw on a collective 20+ years of experience, in both

the childcare and disability sectors, with a strong understanding of individual support needs and an unlimited amount of fun activity ideas for program planning.

New enrolments are coming in every day as awareness of the program grows through word of mouth among families within the Eastern Ranges School and Croydon SDS communities. Other schools in the area have also registered their interest in having an OSHC program at their schools. The team are looking forward to seeing OSHC@IOE develop further in the coming years and thrive to its full potential!



Financial Report

Interchange Outer East Incorporated

REG No. A 0009 955P 2021/22



Statement of Comprehensive Income for year end 30 June 2022	Notes	2022 \$	2021 \$
Revenue	3	23,132,901	20,462,191
Other income	3	4,796	6,002,323
TOTAL INCOME		23,137,697	26,464,514
Depreciation and amortisation expense	4	(393,249)	(428,437)
Employee benefits expense	4	(21,681,829)	(20,715,031)
Occupancy expenses		(153,037)	(157,527)
Finance costs	4	(71,714)	(55,109)
Client expenses		(524,345)	(264,352)
Other expenses		(974,802)	(1,038,930)
TOTAL EXPENSES		(23,798,976)	(22,659,386)
Profit before income tax expense		(661,279)	3,805,128
Other comprehensive income/(expense)		(296,808)	-
Total comprehensive income/(expense) for the year		(958,087)	3,805,128

Statement of Cash Flows for year end 30 June 2022	Notes	2022 \$	2021 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers and non-government grants		2,438,808	683,386
Receipts from government		22,582,006	29,491,730
Payments to suppliers and employees		(25,531,235)	(24,714,932)
Interest received		4,796	40,223
Finance costs		(71,714)	(55,109)
Net cash provided by operating activities	15(b)	(577,339)	5,445,298
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		(4,998,410)	-
Payment for property, plant and equipment		(75,679)	(36,920)
Movement in cash on deposit		-	(133)
Net cash provided by/(used in) investing activities		(5,074,089)	(37,053)
CASH FLOW FROM FINANCING ACTIVITIES			
Principal portion of lease payments		(213,156)	(208,140)
Net cash used in financing activities		(213,156)	(208,140)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		11,510,674	6,310,569
Net increase in cash held		(5,864,584)	5,200,105
Cash at end of financial year	15(a)	5,646,090	11,510,674



Statement of Financial Position for year end 30 June 2022	Notes	2022 \$	2021 \$
CURRENT ASSETS			
Cash and cash equivalents	5	5,646,090	11,510,674
Receivables	6	1,030,513	1,070,806
Other financial assets	7	101,624	101,521
Other assets	8	951,218	210,896
TOTAL CURRENT ASSETS		7,729,448	12,893,897
NON CURRENT ASSETS			
Other financial assets	7	4,701,499	-
Property, plant and equipment	9	495,031	553,545
Lease assets	10	1,271,710	1,526,195
Other assets	8	212,464	151,943
TOTAL NON CURRENT ASSETS		6,680,704	2,231,683
TOTAL ASSETS		14,410,152	15,125,580
CURRENT LIABILITIES			
Payables	11	847,300	683,888
Lease liabilities	10	249,227	213,700
Provisions	12	2,047,517	2,001,858
Other liabilities	13	739,816	598,189
TOTAL CURRENT LIABILITIES		3,883,860	3,497,635
NON CURRENT LIABILITIES			
Lease Liabilities	10	1,128,534	1,372,646
Provisions	12	411,106	411,764
	13	101,204	-
TOTAL NON CURRENT LIABILITIES		1,640,844	1,784,410
TOTAL LIABILITIES		5,524,704	5,282,045
NET ASSETS		8,885,448	9,843,535
MEMBERS FUNDS			
Accumulated surplus	14	8,885,448	9,843,535
TOTAL MEMBERS FUNDS		9,843,535	9,843,535

Statement of Changes in Members Funds for year end 30 June 2022	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2020	6,038,407	6,038,407
Surplus for the year	3,805,128	3,805,128
Balance at 30 June 2021	9,843,535	9,843,535
Deficit for the year	(958,087)	(958,087)
Total comprehensive income for the year	(958,087)	(958,087)
Balance at 30 June 2022	8,885,448	8,885,448

FY 2021/22

The 2021/22 financial year was challenging. Ongoing restrictions due to COVID-19 and the subsequent *opening up*, which produced a wave of infections, presented significant challenges to IOE operations. A once-off payment provided by the Commonwealth Government reduced the loss for the agency. In addition, the global financial and domestic market downturn resulted in a loss on investments of \$296,808. In total, IOE losses for the year were \$958,087.

Gross loss was -4.1% compared to a profit of 14.6% in the previous year. With a strong balance sheet position, IOE is able to manage the loss for 2021-2022. A five year financial outlook indicates that the agency is able to make the necessary adjustments and return to a sustainable financial position over the next few years.



To obtain a copy of the full financial report for the year ended 30 June 2022, please contact Interchange Outer East. An explanation of the *notes* is provided in the full financial report.



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.

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
 Department of Families, Fairness & Housing
 Knox City Council
 Yarra Ranges Council
 Maroondah City Council
 Croydon Hills Primary School
 Ferntree Gully North Primary School
 Zo Community Leader - James Tuang
 Migrant Information Centre (Eastern Melbourne)
 BK 2 Basics Melbourne
 Eastern Ranges School
 Croydon Special Development School
 Coonara Neighbourhood House
 The Blacksmith Café, Belgrave
 King Kids Childcare, Mooroolbark
 Furrever Friends Animal Rescue
 Recycled Roots and Leaves
 ECOSS
 Pets Haven
 Gladysdale Primary School
 Direct Chemist Outlet, Croydon
 Meraki Childcare Centre, Mooroolbark
 Forever Friends, Gladysdale

A Peace of Heaven Op Shop
 Oonah Belonging Place, Healesville
 It's Time we Talked
 Wenn. B. Lawson
 Kids First Australia
 Bat Force
 South East Centre Against Sexual Assault & Family Violence
 Different Journeys
 I CAN Network
 Beyond the Book Therapy Services
 The Misfit Project
 Crocs Playcentre, Ringwood
 Go Beyond Therapy
 Game Aware
 Peninsula 4WD Club
 Adam Gibson
 Knox Regional Netball Centre
 Hangan Automotive
 Top Gun Carpets
 Steve Vitas Detailing
 Fergus Electrical
 Lock King Bayswater
 Main St Mobility Croydon
 AMG Aircon
 Bayswater Truck Centre
 Entire Window Furnishings
 AVA Vehicle Access Solutions
 FES Fire Equipment Services
 Banyule City Council
 Boroondara City Council
 City of Frankston
 Mornington Peninsula Shire
 Nillumbik Shire

Mildura Rural City Council
 City of Glen Eira
 City of Melbourne
 Shire of Macedon Ranges
 Hobsons Bay City Council
 Cardinia Shire
 Kingston City Council
 Greater Dandenong Council
 Bayside City Council
 Brotherhood of St Laurence
 Latrobe Community Health Service
 Mernda Community House
 Central Bayside Community Health Service
 Orwill Community House
 Mornington Peninsula News
 North Central Review
 Maribyrnong Hobsons Bay Star Weekly
 Alexandra Eildon Standard
 Camp Getaway, Axedale
 Arrabri Community House
 Collingwood Knights
 Y Street Basketball
 Viva Dance Studio
 Bunnings Ferntree Gully
 The Rings Basketball
 Simply Studios
 Tommy Hopkins & FitLife Boxing Club
 Australian Catholic University (ACU)
 Employease
 Eastern Volunteers
 Outer Eastern Local Learning & Employment Network (OLLEN)

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 - 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:** Assist children and young people with disabilities on a variety of recreational and social programs.
- **Host volunteer:** Be matched to a child with a disability and share your 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 an IOE 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.

2021/22

INCOME

GOVERNMENT	4.3%
COMMUNITY SUPPORT, FEES & OTHER	3.6%
NDIS	92.1%
TOTAL	100%

EXPENDITURE

SERVICE COSTS	85.1%
ADMINISTRATION	17.7%
LOSS	-2.8%
TOTAL	100%