



Interchange Outer East

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Annual Report 2022-2023

Creating Opportunities and Choice



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Board of Management

CHAIRPERSON

Michelle Trustum

VICE CHAIRPERSON

Eloise Fraser

TREASURER

Jason Junkeer

SECRETARY

Tina Valentine

GENERAL MEMBERS

Adrian Nemec

Ryan Lewis

'Wominjeka'

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

Always Was, Always Will Be, Aboriginal Land.

Interchange Outer East is a community where diversity is accepted and celebrated. We welcome people of diverse cultural backgrounds, race, religion, ability, gender and sexual orientation.

ABOUT US

What We Do:

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

We support families.

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

We engage and empower children and young people with disabilities.

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

We build inclusive communities.

We value our 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.

Why We Do It:

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



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.

This year marks the final year of the plan, with development of the Strategic Plan 2024-2028 now in its final stages.

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.

Our Priorities

PRIORITY 1: GREAT TEAM

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

PRIORITY 2: HIGHEST QUALITY

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

PRIORITY 3: 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.

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

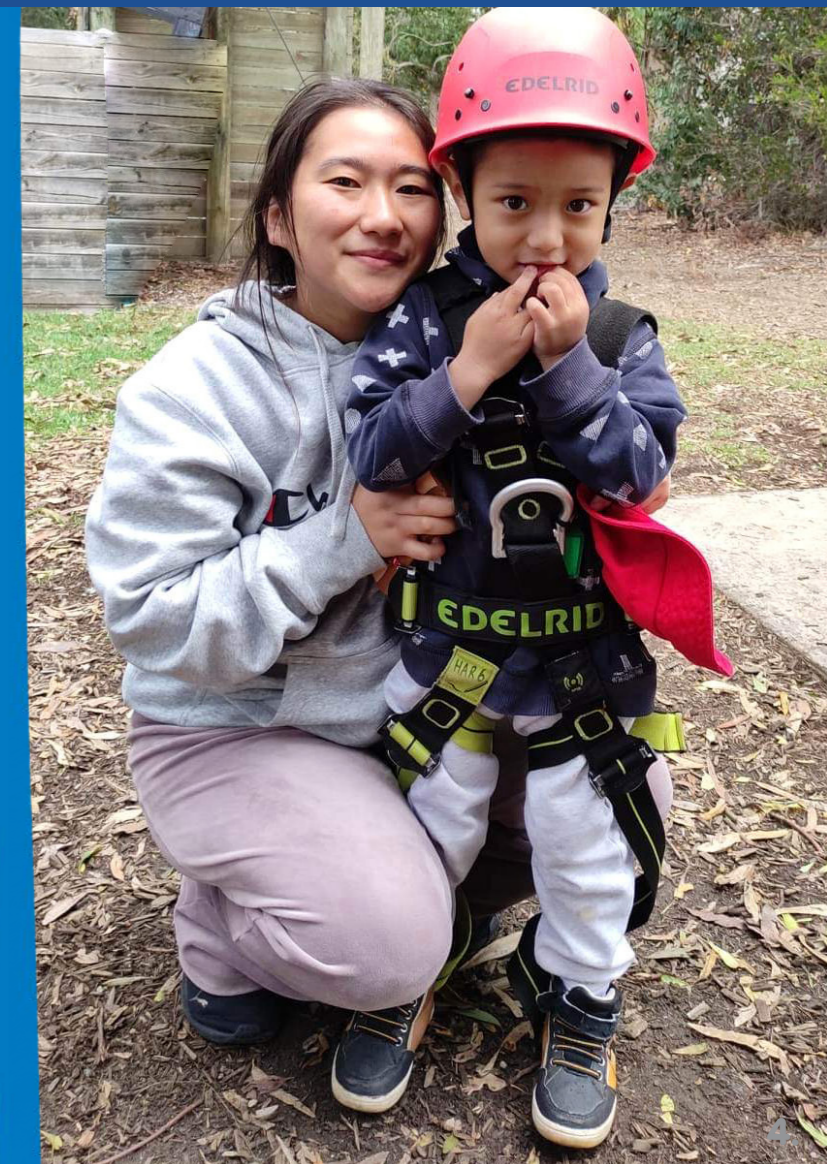
Risk, Compliance and Governance Project

Interchange Outer East (IOE) has embarked on a project to ensure the agency is empowered with the policies, processes & systems to manage risk, compliance & governance in respect to its purpose, strategy & operations. This two year project will result in the review and development of the IOE risk management program, audit and compliance program and business continuity plan, to ensure organisational governance is appropriate.

The project manager is working closely with IOE senior management and the board of management to ensure the risk and compliance programs are fit for purpose and specific to Interchange Outer East.

The review and development of the risk management framework, risk policy and the risk register structure has been completed, with work on the compliance framework and register due to begin in August 2023. The IOE risk appetite statement is also due to be reviewed with the development of the new Strategic Plan 2024-2028.

The Risk, Compliance and Governance Project commenced in January 2023 and is expected to be completed by December 2024



PROGRAMS & SERVICES 2022-23

Recreation Services Team

Adult Rec	HACC 5-10 Years Rec Program	Reactions
Reactions JNR	After Work Social Club	Casual Children/Adult Groups
Hills Groups	Supported Holidays	School Holiday Program
OSHC@IOE	Permanent Children/Adult Groups	Sport for Fun
All Abilities Basketball Clinic	Wheelchair Basketball Clinic	Pop-Up Rec

Specialist Services Team

Emotion Engineers	Bush Buddies Playgroup	Pro-Social Gaming
Art Affect	Autism Family Camps	Mentoring Program
Porn is not the Norm	Pathways for Carers	Dungeons & Dragons
House Intensive	Home Experience Program (HEP)	Prep4Work (SLES)
Supported Family Play Sessions		

Support Services Team

Sibling Support Program	Family Camps	Grandparent Carer Program
Carer Support Groups	Parent and Carer Retreat	Box Hill Miniature Railway Family Fun Day
Mums Social Group	Dads Social Group	Host Program

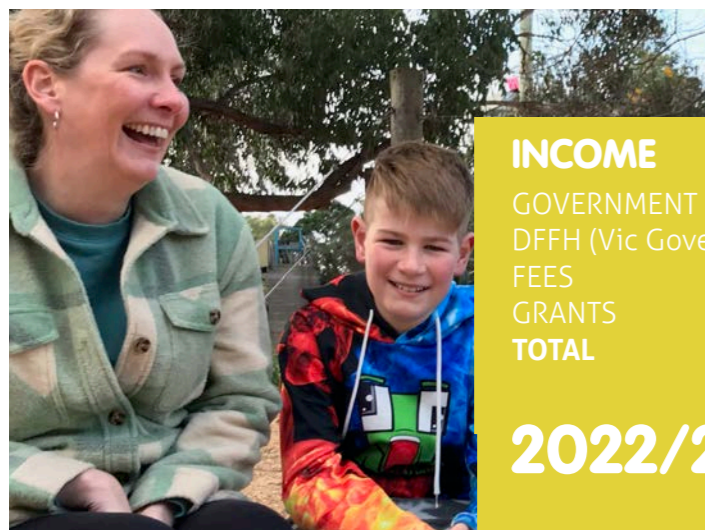
Locally Based Service Hubs - Knox, Maroondah and Yarra Ranges

1:1 and Small Group Supports	Evolve Social Hub	Adult Small Groups Day Program
Enterprises Gardening Crew	Disco	Various Skill Development and Social Programs for Adults

NDIS Behaviour Support

NDIS Plan Management

NDIS Support Coordination



INCOME

GOVERNMENT (NDIS)	90%
DFFH (Vic Government)	5%
FEES	3%
GRANTS	1.2%
TOTAL	100%

2022/23

EXPENDITURE

SERVICE COSTS	91%
PAYROLL	84%
PROGRAM COSTS	7%
ADMIN COSTS	13%
PAYROLL	9.5%
OFFICE COSTS	2.5%
OTHER	1%
TOTAL	104%

CHAIRPERSON'S REPORT

Welcome to our Annual Report 2022-23 with another year that has again presented challenges, changes and opportunities for Interchange Outer East (IOE).

As a board, we always need to respond and adjust operations to ensure that families of children and young people with disabilities are supported effectively. This is the role of our leaders and the board. With an eye to the future, the board initiated three projects with the aim of setting the organisation up with the tools and processes to secure the future of IOE.

1. IT Development Project

The IT project seeks to upgrade our systems to make the management and administration of the service more efficient, effective, and secure. The project incorporates several initiatives including a new client relationship manager (CRM) and rostering software, human resources and payroll system and a communications system.

2. Risk, Compliance and Governance

With increasing service complexity and the plethora of requirements upon NDIS organisations, the Risk, Compliance, and Governance Project aims to create a structure and system where the board and leadership team can ensure IOE is addressing risk and meeting its compliance obligations across a range of legislative and regulatory systems.

3. New Service Development

The innovation and development of new services is required to respond to the changing landscape of how the NDIS is shaping the future of support to children and young people with disabilities. This project aims to investigate and trial new service options to better meet the needs of people, and has been developed in conjunction with feedback from families. New services include allied health, bespoke service options, and services targeting different needs and groups in our community. The project is also examining options for business development to increase Interchange Outer East's independence from government programs.

These projects are currently all in operation with outcomes to date including:

- The development of an Allied Health Team that offers counselling, occupational therapy, and the vision to expand to a range of allied health services;
- The successful integration of several new IT systems impacting HR, payroll, CRM and our rostering program;
- A risk management framework and reporting structure; and
- Numerous small-scale programs in development and made operational throughout the year.

The end of this year also brings us to the end of the IOE Strategic Plan 2020-2023. Whilst the majority of those years were impacted by COVID-19 service delivery constraints, the board and our staff always remained focused and determined to continue to deliver IOE services across one of our most challenging periods.

Work has been undertaken throughout this year to develop our 2024-2028 strategy which will be launched at our annual general meeting. My thanks go to everyone in our community who contributed throughout the year; completing surveys and participating in workshops to bring our new strategy to fruition. The future always brings us new challenges and opportunities, and we look forward to continuing to support families of children and young people throughout the coming years.

In closing, a huge thank you to the board members, staff and volunteers for their commitment and work throughout this year. Thank you also to the families and participants who access our services. We appreciate your trust in IOE, your feedback and collaboration, and your important role in the IOE community.

- Michelle Trustum, Chairperson



SUPPORTING FAMILIES

Interchange Outer East continues its strong commitment to supporting families. Our family support programs aim to cultivate a sense of belonging and connection with others as well as opportunities for short term respite, information sharing and fun.

Support for Families:

We have continued to host our ever-popular family camps throughout the year. Family Camp is a highlight on the IOE calendar for families, staff and volunteers alike. Our quarterly Crocs Supported Family Play Sessions have seen young families come together to share a meal, meet new people and enjoy watching their children run amok, supported by our incredible volunteers.

Support for Carers:

With events happening every week, there are many opportunities for carers to take some time out for themselves to connect with others and try something new. We hosted a carer retreat at the RACV Inverloch Resort, where over 80 carers enjoyed the beautiful surrounds, shared some delicious food in great company and were able to take some time to do something for themselves.

Support for Siblings:

With ongoing financial support from Freemason's Victoria we are able to continue to provide recreation opportunities including camps and day activities for children who have a sibling with a disability. A definite highlight this year was our all-ages siblings camp in January where a large group of siblings enjoyed a fun few days by the beach. The strong connection amongst our teen siblings is a delight to see and we are excited to be greeting new, younger siblings at each activity we run. Providing space for connection, understanding and belonging to siblings during childhood assists in allowing siblings to reach their own potential, in turn, building stronger families and stronger communities.

KAI'S STORY

Family Camp has changed our lives. Kai and I have been to many over the past eight years. The first ones - when he was 12/13, were hard for him. Kai has always been anxious about being around people in an unfamiliar place. He hid mostly in our room and we left early. The staff and volunteers were supportive but I had a feeling it would just take time, practice and patience ... so we kept going.

Each time, Kai opened up a little more. He remembered names, hung out at the outdoor area, swam in the pool and was soon able to go on the flying fox by himself. He even started to explore the huge open areas and the lake. He was so excited when he first went on the night walk. He eventually started to trust the volunteers he was assigned to and spend a couple of hours with them while I rested, read or talked to other campers. Kai has come to feel so comfortable and safe at Family Camp. He has continued to build upon his independence, communication and social skills; he looks forward to it so much.

Family Camp 2023 was amazing; Kai tried so many new foods and activities - the giant swing, played soccer and watched the talent show all the way through. He even went on the flying fox 15 times! He rode a horse for the first time and loved it; remarkably as he is quite scared of animals. The best thing was seeing him walk up to people and instigate conversation and laugh with them. He even helped staff serve food and tidy up tables. I had so many teary moments I will never forget!

These experiences have been integral to Kai's social development, identity and sense of belonging. He has been able to build on skills in other parts of his life; trying new things, going on adventures and connecting with others. Being part of this wonderful community has given both Kai and I such joy. It's not just Kai who has benefited, I have gained invaluable insight, made connections and enjoyed much needed down time. It is exactly what a supportive community should be; encouraging, inclusive, inspiring, respectful and fun!

- Laura, IOE Parent



WELLBEING AND EMPLOYEE ASSISTANCE

2022/23 was a varied and busy year for Employee Assistance (EAP) and Wellbeing Programs. As well as ongoing management of the EAP, over the year, all casual support workers, including new support workers joining the team, received a phone call to introduce the program and provide information about to access the EAP,



In addition there were regular items in the weekly staff bulletin about various wellbeing/mental wellbeing topics with invitations for staff to seek support if required. This also provided an opportunity to give regular reminders about the opportunity to access counselling via EAP at Interchange Outer East. A number of staff have chosen to use their allocation of EAP sessions with their current (or previously attended) counselling providers, which is well supported by the organisation, and is a straightforward process.

Wellbeing activities were held across the year. As well as some old favourites such as an afternoon at Rayner's Orchard and Steptember walking challenge, there were two very well attended movie afternoons at the Cameo in Belgrave; Elvis in July 2022 and Champions in May 2023. It was pleasing to see the number of casual support workers who were able to attend; the Sunday afternoon timeslots appearing to be a suitable one for this cohort as well as permanent staff members.

In March 2023 a lunchtime session playing Trad Games (Traditional Aboriginal Games) was held for staff at the Tim Neville Arboretum. This session was run by Clothing the Gap, an Indigenous Health Promotion organisation. As well as being an active and fun session, it was educational and informative too. There was a lot of interest sparked by the games, their meaning and origins and a commitment identified to incorporating these activities into IOE's repertoire of recreation activities.

The EAP and Wellbeing Group is looking forward to 2023 with planning well under way for a staff camp in October.



RILEY'S STORY

Supporting Riley within the IOE Prep4Work program (School Leavers Employment Supports - SLES) to develop a micro-business has come with many rewards. At 23, Riley has developed Seniors iPhone Support Services; a business that supports elderly residents who need assistance using their mobile phones or tablet to communicate with family and friends. Riley is especially passionate about assisting visually impaired people; he is blind and knows firsthand the value of using voice over to communicate effectively.

One rainy day, Riley was listening to Dylan Alcott's Australian of the Year speech. After some investigation on Dylan's website, he discovered a business sponsorship program for people with disability aged under 25 years. Over the year, Riley has been working very hard on his application to the Dylan Alcott Foundation (DAF) for business sponsorship.

Earlier this year, Riley was invited as a guest of DAF along with his support workers, myself and Jarrod, to attend the Sydney v Essendon AFL game at Marvel Stadium. The Foundation, in conjunction with Essendon Football Club, were running a fundraiser with guests able to participate in the night by becoming a part of the guard of honor. While a bit daunting, this was a very exciting and amazing experience for all involved. Going out onto the ground was an absolute highlight for Riley as was meeting Stef from DAF and a surprise meeting with Dylan!

Fast forward a few weeks and Riley received the incredible news that his application has been accepted and Riley is now the recipient of a DAF business sponsorship. Congratulations Riley and good luck with the continued development of Seniors iPhone Support Services!

- Lee Bartlett, Support Worker

VOLUNTEERING AND EMPLOYMENT PATHWAYS

The past year at Interchange Outer East has been a testament to the immense impact that volunteers have on fostering an inclusive and supportive environment for individuals with disabilities. The dedication, compassion, and adaptability of our volunteers have facilitated not only personal growth but also active community engagement and life experiences.

Reflecting on my journey as a coordinator when I first started over 10 years ago in the IOE offices, I vividly remember the vibrant and positive atmosphere created by school-aged volunteers during school holiday camps and day activities. In those pre-COVID times, the sheer number of enthusiastic youth volunteers attending regularly was not only inspiring but also a testament to the vibrant culture of volunteering that Interchange Outer East embodies. Those initial relationships have since blossomed, with many of these individuals branching out into their chosen fields of work, some now serving as valued support workers and coordinators.

Driven by a desire to recapture that spark, I initiated the recruitment of youth volunteers during the last school holidays. The response was overwhelming, with 27 new young volunteers signing up during the June/July school break. Their presence captured a fresh sense of enthusiasm and energy into our volunteer program, reminiscent of the environment I witnessed when I first began.

The positive impact of these new youth volunteers has been amazing. Their fresh perspectives and boundless energy have invigorated the entire organisation. Their engagement has reignited the IOE spark that fuels our commitment to making a difference in the lives of those we support. Just as before, the enthusiasm they bring is contagious; inspiring not only their peers but also the older generation of volunteers to engage more actively. Their passion has enabled us to extend our reach to a broader audience and amplify the impact of our efforts.

As we continue to progress, the ongoing involvement of our youth volunteers holds the promise of driving even greater positive change. Their presence is drawing attention to the IOE volunteer program and capturing the interest of others who are keen to make a meaningful contribution.

- Jenna Tatterson, Volunteer Coordinator

Employment Pathways

The past 12 months have been busy in the Pathways program, with our reputation for quality placement and training opportunities leading passionate people to Interchange Outer East to complete their study. We have been able to include a number of VCE-VM students within our day service programs this year, where they have been able to build their professional workplace skills to support their study in community services and allied health. We welcomed a school-based trainee to the OSHC@IOE program and two junior support workers to make a team of four just in time for the spring recreation program. They will build their skills and experiences across group-based programs and some 1:1 in-home shifts.

With the support of connections like Outer Eastern Local Learning and Education Network (OELLEN) and EV Connecting Communities, we have been able to participate in a number of

local volunteer expos, youth careers expos, work summits and most recently were selected to take part in a pilot program coordinated by OELLEN to connect local school students with industry and career opportunities by hosting part of an industry immersion tour. Students visited our main office to get a glimpse into what it's like to work with people for purpose.

We continue to broaden our strong relationships with training organisations across the sector and find that our programs provide students with many opportunities to build their skills, create relationships and enhance their career and employment prospects. Over the past 12 months, we have seen 77 students complete their placement and 35 commenced employment with us.

CLAIRE'S STORY

The first activity I volunteered on with Interchange Outer East was a casual recreation swimming day. To begin with I remember not really knowing what to do, but once I got started, everything felt so natural and I had an absolutely great time! I have made so many memories and friends through my time as a volunteer. I have met people I would not have met otherwise and I have learnt things about myself and the people around me that I don't think I would have ever realised without starting at IOE. The skills that I have gained have helped me communicate, interact and observe better as a person. Interchange is such an inclusive environment, I felt so welcomed as a volunteer and will always feel at home with IOE. The staff and other volunteers, as well as the participants, make the experience so much fun and I always feel comfortable and like I can be myself. Camps are by far my favourite things, you get to go away for the weekend or during the holidays with a bunch of cool people and do stuff for free. It's just like a school camp but it's more fun; less rules and you get to have a meaningful impact on someone's life at the same time! Starting volunteering with Interchange Outer East has been one of the best decisions I ever made and I can't wait to continue it for many years to come.

- Claire Pierce, Recreation Volunteer



INFORMATION SYSTEMS PROJECT

Starting on a solid foundation of four years of research, analysis, strategy development, and consultation, in 2022 IOE begun its journey to not only enhance but transform its information systems capacity through a series of systematic changes. The aim of these changes was to enhance three key functions of the agency of which we have called IOE's Three C's;

COMMUNICATION

CONNECTION

COLLABORATION



With two years to complete a series of projects all varying in size, the Information System Project Team, alongside a variety of other key contributors started off in December 2022 by finalising decisions for the first implementation; our new client relationship management (CRM) and rostering system. As an agency, we landed on a system called GoodHuman as its values of empowering individuals and making universal support available to all resonated with the fundamental values of IOE. The team at GoodHuman also spent several weeks working to understand how IOE works; the importance of families and individuals in our day-to-day operations and all of those intricacies that set us apart from the pack.

This system will allow all staff within the agency to have access to the information they need, when they need it and in a format that is accessible. This will allow them to provide the best care to our participants and families. As an added bonus, for the first time IOE staff will have access to a live roster which includes all their shift information and a seamless timesheets process.

With any big project sometimes small setbacks arise and this one was no different. Our planned organisation-wide launch scheduled for June 2023 had to be postponed, giving us some more time to transition without risking negative impacts to service delivery. Despite the overall launch being delayed, we were able to go ahead with our behaviour support and support coordination services. These teams have been using GoodHuman to record relevant case notes and bill in one action with great success.

COMMUNICATION

Simple, on demand, multi-channel. Everyone has the info they need when they need it, supports outcomes, needs and development.

CONNECTION

Everyone understands where they fit in a single effort to provide service, easy access to individual & aggregated outcomes, information is simple to find.

Our implementation journey with GoodHuman also raised the urgency of implementing a new human resources and payroll system to ensure that accurate screening, recruitment and payment of wages was not interrupted. The Information Systems Project, Executive, and Human Resources Teams swiftly took the chance to research, vet and then decide on a system that meets our ever-growing needs. The system we chose was Employment Hero. Despite the initial need for this system being limited we will continue to implement new functions and features such as learning management for our workforce, injury reporting, onboarding new staff and employment agreements; all of which are on our projects roadmap for 2024.

With anything in life, it is important to reflect on how we have come and the people that helped get there. From the full support of the executive and leadership teams to the willingness of staff across the agency to adapt to change. To the Information Systems Data Team who have spent the past six months digitalising hard files, collating information from various systems and applications, and completing manual data entry, everyone at the agency has taken these changes in their stride and should be thrilled with their efforts. What we have all achieved in what is a relatively short period of time should be commended and celebrated.

- Jesse Baker, Information Systems Project Manager

COLLABORATION

Work together to share valuable information and internal & external resources to better support families, making life easier for families and employees.

As we move into a new financial year, we are excited about many upcoming milestones and projects. Here is a quick overview:

- The official organisation launch of GoodHuman expected to go live by the end of 2023 which will revolutionise the way we deliver high quality supports.
- Update of the communications and phones system which will increase connection between staff, families, participants, and volunteers.
- The conceptualisation, co-design, and implementation of a fully functional learning management system.

GoodHuman

 employment hero

ALLIED HEALTH PROJECT

As a part of the initial research and development stage, consultation occurred with external allied health professionals and partners, as well as NDIA to determine IOE's ability to provide allied health services. The vision for the project was to develop a service that was different to traditional 1:1 clinical intervention, with a focus on group-based therapeutic programs that were capacity building, and that look and feel like play, for all ages.

To assess the demand for service, feedback was gathered from current IOE families around what allied health services they required. Consultation also occurred with our current support worker base to determine who is studying or has studied a relevant allied health qualification, as well as who would be interested in expanding their skills into the allied health assistant domain.

An art therapy group; Art Affect, was run successfully for the first-time in term 2, 2023 in partnership with art therapist, Kim Waters, and will continue in term 3. The Toolbox, in partnership with the IOE Behaviour Support Team was run successfully over winter school holidays and work is now being undertaken to develop a camp intensive for the upcoming September school holidays which will offer the opportunity to put this content into practice. For the remainder of 2023, allied health at IOE will continue to expand and this includes development of group-based programs such as Mindful Martial Arts and Ready, Prep, Grow in collaboration with behaviour support.

We have employed a part-time counsellor who will be delivering a group-based emotional regulation group (and will develop much more), as well as 1:1 sessions utilising NDIS funding. The Allied Health Team are continuing to establish partnerships with universities and external services in order to create opportunities for current allied health students, and to deliver therapy-based programs to the Interchange Outer East community.

The IOE Allied Health and Specialist Services Teams continue to explore and create innovative programs that meet identified gaps in programs and services offered to our community.



HUMAN RESOURCES

This last year has been one of looking to the future for the HR team and casual recruitment specifically. We were heavily involved in the enterprise projects to introduce human resource management systems. Our team collaborated initially on the enterprise review projects, considering systems that could cater for both human resources and client management. After the review and with the appointment of the IT systems project manager we, of course, went full steam ahead with working together to ensure that the systems chosen would provide the best possible outcomes for IOE and in the earliest possible time frame.

Changing gears from the old processes to the new Employment Hero system has presented challenges, operating under both Employment Hero and HR3 systems for the time being, as well as still using IX for client management. We are, however, seeing positive outcomes with the first full recruitment and onboarding of new casual recruits taking place over the end of the last financial year into the new. We are optimistic that as processes are fine-tuned and systems fully operational, the recruitment of casual recruits will be much more streamlined and efficient for both the recruit and those who are engaging them.

We have seen slow improvements in the numbers of people interested in attending our casual recruitment information sessions. Our latest information session in June saw the largest number of attendees since before the pandemic.

Casual Recruitment 2022 - 2023

June - July 2022: 15 activated

August - September: 8 activated

October - November: 17 activated

January - February: 11 activated

March - April: 15 activated



CEO'S REPORT

The last year has been another year full of change and development. Sometimes it feels like one step forward and another one back but somehow, we keep moving forward.



Some form of physics and world rotation enables this dichotomy. It's like being in an endless maze working your way through towards a goal. Along the way there are dead ends, booby traps and sometimes a minotaur with a big club that chases you away. But there are also prizes and treats that keep you going towards your goal.

Interchange Outer East is focused on achieving its goal of providing support to families. To do this, and remain conscious, requires continual vigilance to the changes and requirements in the world around us. NDIS changes, SCHADS, quality and safeguarding, regulation and ever-increasing efficiency standards compete for energy with the desire to provide a good service and support families in our community.

What happened in 2022-23:

- The year began with significant work to understand and adapt to the SCHADS award. Whilst SCHADS is the standard award for disability services, IOE was never a comfortable fit as the focus of SCHADS is accommodation and day services. This meant some unexpected outcomes and required a lot of work to enable IOE to fit in with the award.
- Three new projects were undertaken designed to enable IOE to be more effective into the future:
 1. A major *information systems project* aimed to make human resource functions and payroll more effective and the purchase of rostering and relationship manager software to provide more effective and efficient work flows.
 2. The *risk, compliance and governance project* was initiated to provide a framework and improved information and reporting to leadership and the board.

3. The *innovation project* was initiated to develop new services and respond to the changing nature of service types and ideas that have arisen as a result of the NDIS.
- A five-year financial plan was developed and implemented that demonstrated the viability of Interchange Outer East into the future and the pathway towards sustainability.
 - Service levels returned to pre-COVID levels which was a great sign that the community was now comfortable to live a more normal life. This was also highlighted by the return of supported holidays that resulted in trips to the USA and New Caledonia.
 - NDIS Quality and Safeguards audit was successfully completed.
 - Strategic Plan 2024-2028 developed.
 - Staff surveys sent out to all 504 staff members.
 - 128 new families joined Interchange Outer East.
 - 453,519 hours of service were provided
 - 17,790 volunteer hours provided to support children and young people with disabilities on our services.
 - Seven Family Camps undertaken.
 - Out of school hours care program (OSHC@IOE) at Eastern Ranges School was in full operation.

What's next:

The focus for IOE will always be to work towards continually improving and developing the services we provide to support families. Over the next year this will include:

- Bedding down and launching the new IT platforms designed to improve support to staff, service delivery and efficiency.
- Development of new services such as our Allied Health Team (which is well underway and should be operating at full capacity by January 2024).
- Bespoke service offerings as a result of consultation with families and staff ideas; Bush Buddies All-Abilities Playgroup, Crocs Supported Family Play Sessions are two recent examples.
- Launch of our 2024-2028 Strategic Plan and the development of initiatives that come from the plan.
- Continued development of family support services that support the whole family.

There will always be challenges that will need to be addressed as they arise. What is certain is that IOE 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 2022/23

Statement of Comprehensive Income for year end 30 June 2023	Notes	2023 \$	2022 \$
Revenue	3	25,718,176	23,132,901
Other income	3	97,380	4,796
TOTAL INCOME		25,815,556	23,137,697
Depreciation and amortisation expense	4	(403,664)	(393,249)
Employee benefits expense	4	(24,142,524)	(21,681,829)
Occupancy expenses		(203,002)	(153,037)
Finance costs	4	(59,773)	(71,714)
Client expenses		(1,348,590)	(524,345)
Other expenses		(1,100,473)	(974,802)
TOTAL EXPENSES		(27,258,026)	(23,798,976)
Deficit from operations		(1,442,470)	(661,279)
Other comprehensive income/(expense)		415,197	(296,808)
Total comprehensive income/(expense) for the year		(1,027,273)	(958,087)

Statement of Cash Flows for year end 30 June 2023	Notes	2023 \$	2022 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers and non-government grants		792,672	2,438,808
Receipts from government		25,133,782	22,582,006
Payments to suppliers and employees		(24,578,556)	(25,531,235)
Interest received		47,540	4,796
Finance costs		(59,773)	(71,714)
Net cash provided by operating activities	15(b)	1,335,665	(577,339)
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		-	(4,998,410)
Payment for property, plant and equipment		(58,305)	(75,679)
Franking credit refund		49,840	-
Net cash provided by/(used in) investing activities		(8,465)	(5,074,089)
CASH FLOW FROM FINANCING ACTIVITIES			
Principal portion of lease payments		(263,987)	(213,156)
Net cash used in financing activities		(263,987)	(213,156)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		5,646,090	11,510,674
Net increase in cash held		1,063,213	(5,864,584)
Cash at end of financial year	15(a)	6,709,303	5,646,090

Statement of Financial Position for year end 30 June 2023	Notes	2023 \$	2022 \$
CURRENT ASSETS			
Cash and cash equivalents	5	6,709,303	5,646,090
Receivables	6	1,104,4823	1,030,513
Other financial assets	7	101,624	101,624
Other assets	8	733,032	951,218
TOTAL CURRENT ASSETS		8,648,441	7,729,448
NON CURRENT ASSETS			
Other financial assets	7	5,113,311	4,701,499
Property, plant and equipment	9	441,394	495,031
Lease assets	10	1,105,390	1,271,710
Other assets	8	246,557	212,464
TOTAL NON CURRENT ASSETS		6,906,652	6,680,704
TOTAL ASSETS		15,555,093	14,410,152
CURRENT LIABILITIES			
Payables	11	1,225,071	847,300
Lease liabilities	10	258,527	249,227
Provisions	12	3,738,792	2,047,517
Other liabilities	13	1,047,643	739,816
TOTAL CURRENT LIABILITIES		6,270,033	3,883,860
NON CURRENT LIABILITIES			
Lease Liabilities	10	986,798	1,128,534
Provisions	12	364,466	411,106
Other liabilities	13	75,621	101,204
TOTAL NON CURRENT LIABILITIES		1,426,885	1,640,844
TOTAL LIABILITIES		7,696,918	5,524,704
NET ASSETS		7,858,175	8,885,448
MEMBERS FUNDS			
Accumulated surplus	14	7,858,175	8,885,448
TOTAL MEMBERS FUNDS		7,858,175	9,843,535

Statement of Changes in Members Funds for year end 30 June 2023	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2021	9,843,535	9,843,535
Surplus for the year	(958,087)	(958,087)
Balance at 30 June 2022	8,885,448	8,885,448
Deficit for the year	(1,027,273)	(1,027,273)
Total comprehensive income for the year	(1,027,273)	(1,027,273)
Balance at 30 June 2023	7,858,175	7,858,175

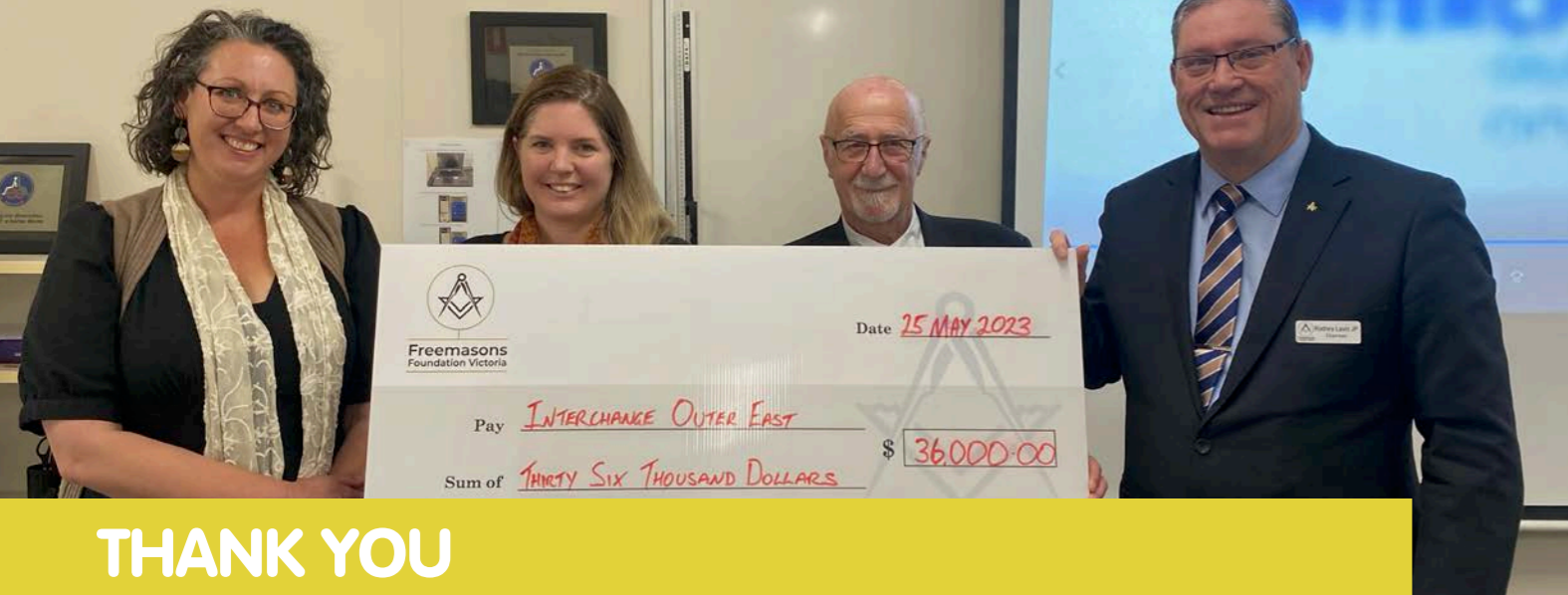
FY 2022/23

The 2022/23 financial year has seen the return in the provision of programs, services and camps as confidence in participation within the community is restored after the COVID-19 pandemic. This has resulted in an increase in revenue as well as in the related employee and client expenses for the year. The revenue recognised for the year was \$25.8M, being the first time in three years that it has not been boosted by government COVID-19 support payments or one-off payments provided by the NDIS.

A loss for the financial year was recognised, as we invest in the future, developing a new allied health service, continuing research and development of new programs, and investing in new rostering and human resource systems. The loss realised this year was 3.98% on revenue, compared to a loss in the previous year of 4.1%.

Interchange Outer East continues to have a strong balance sheet with members funds of \$7.8M and reserves to support this loss as we progress into our five year plan and towards a sustainable future.





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
Precision MME Training
Eastern Ranges School
Arrabri Community House
It's Time we Talked
Wenn. B. Lawson

Mountain District Learning Centre
Different Journeys
Beyond the Book Therapy Services
The Misfit Project
Crocs Playcentre, Ringwood
Neighbourhood Houses Victoria
Game Aware
Adam Gibson Coaching
Box Hill TAFE
Monash University
Australian Catholic University
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
Victoria Police
Orwill Community House
Collingwood Knights Football Club
Viva Dance Studio
Bunnings Ferntree Gully
The Rings Basketball
Simply Studios
Tommy Hopkins & FitLife Boxing Club
EV Connecting Communities
Outer Eastern Local Learning & Employment Network (OLLEN)
Tina Valentine
Jane Skarratt Speech Pathology
David Mang
Gift a Break

Get Involved

There are many ways to be involved at IOE and to help the organisation create opportunities and choice throughout the community. Volunteering on weekends or school holidays, donating \$5 out of your pay, attending events or sharing our posts; 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.

- **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** 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 Melbourne's outer east are invited to call, email or visit our website for information on joining our programs.

Community Partnership

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

Members

Anyone in the community is invited to become an IOE member, allowing them to vote on matters which influence the direction of the agency. A membership is a prerequisite for becoming a member of the board of management. An annual fee of \$20 applies.

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 ways that you can show your support! Follow us on Facebook, Instagram and YouTube.

