



STRATEGIC PLAN

2023-2028



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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 and present.



We are committed to delivering the best possible services which create opportunity and offer choice for people with disabilities and their families. Our purpose statements and our values govern every aspect of our service provision and delivery.

Working within the Human Rights framework is intrinsic to our organisation.

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 DISABILITY

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 COMMUNITIES

We value our community and encourage everyone to make a contribution. This builds inclusive, cohesive and equitable communities. Our community includes a range of people, such as families, children and young people, our team of staff and volunteers, partners and other community members.

At Interchange Outer East, we are passionate about people, creating opportunities and having fun.



OUR OBJECTIVES

By focusing on our key strategic priorities, and operating within the values we place on ourselves as an organisation and as individuals, we will achieve our three key objectives.



We invest and operate in a way that secures our ability to provide **family support programs**.



We are **family focused**.



We are **dynamic**. We are innovative, challenge the status quo and adapt as needed.

OUR CORE VALUES

Along with our what and our why, our core values bring us together as a team and bring out the best in us.

Family Focus: We acknowledge and celebrate the value and the importance of the family unit. Generally, the longest, most secure relationship that people have is with their families. Therefore, people with disability are best supported when their family have the resources and assistance they need.

Respect: We demonstrate respect in how we interact with each other and with the public, participants, families and volunteers.

Adaptable: Innovative, progressive, agile and receptive to change is a core part of who we are.

Empower: Within a human rights framework that respects the dignity of all individuals to make informed decisions. Creating opportunities to deepen relationships, have fun, develop skills, enhance health and wellbeing and build independence.

Trust: Our relationships are built on trust. We listen, we are transparent and we will always look at how to keep moving forward.

Have Fun: We strive to create a safe environment where people can be themselves, build natural friendships and benefit from peer support and social connection.

OUR PRIORITIES

Family Focus



Value Volunteers



Great Team



Quality Service



FAMILY FOCUS



By 2028, Family Focus looks like:

- Staff and volunteers understand the importance and value of 'family' in all shapes and sizes.
- Parents and siblings of people with a disability participate in activities and connect with other families.
- Participants and their families feel safe to be themselves when participating in services.

To achieve this, we will:

- Build strong relationships with families by being transparent, seeking feedback & ideas, creating open and honest communication.
- Regularly review our services and programs to pinpoint any gaps and identify areas that require investment and skill development.
- Ensure that our services and programs continue to be adaptable to individual needs by encouraging creativity and innovation.
- Invest and operate in a way that secures our ability to provide family support programs.
- Diversify our revenue streams including a reduction on the reliance of grant funding to deliver our family support programs.

'Being part of this wonderful community has given my son and I such joy. It's not just him who has benefited from these experiences. I have also gained valuable insight, made connections and enjoyed some much needed down-time. IOE Family Camps are everything a supportive community should be; encouraging, inclusive, inspiring, respectful and fun.'

- IOE Parent.



VALUE VOLUNTEERS



By 2028, Value Volunteers looks like

- The agency is positioned as a youth volunteer leader.
- Training providers recognise IOE as a pathway to employment.

To achieve this, we will:

- Identify benefits, outcomes and rewards of volunteering to be used to promote volunteering at Interchange Outer East.
- Develop varying strategies to attract and retain young volunteers in our community.
- Ensure that our volunteers are provided with support, enabling them to participate in areas or programs that align with their individual strengths and abilities.
- Design programs to suit younger volunteers and their lifestyles.
- Create environments of learning & development for volunteers with an overarching goal of having fun.
- Demonstrate and utilise everyday situations to highlight the significance of adhering to child safety measures.
- Acknowledge and celebrate outstanding volunteer contributions.
- Create a clear and user-friendly pathway for individuals to transition from volunteering to potential employment opportunities within the organisation

'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 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.'

- Recreation Volunteer.



GREAT TEAM



Our team includes our staff, volunteers, and board. We support and value our team and culture to ensure we have the right approach, attitudes, and capabilities to service our community.

By 2028, *Great Team* looks like:

- Strong leadership that promotes open communication, transparency and feedback among the workforce.
- An environment of equality, inclusion & belonging, embracing our differences and celebrating diversity.
- Staff feel like they have purpose within the workplace and are valued for their contribution.
- Our staff challenge the norm.



'My daughter's support workers are all fabulous women. They care for all her needs, keep her on track with her tasks and take her on social outings. They encourage her, they laugh with her and they are interested in her whole life.'

- IOE Parent.

To achieve this, we will:

- Provide opportunities for the workforce to come together to network, build connections and have fun.
- Be inquisitive, questioning, ambitious and courageous in our work.
- Effectively engage with support workers, catering to different communication preferences and ensure broader accessibility.
- Establish a transparent and supportive feedback system that empowers our staff to express concerns, offer suggestions, and provide feedback on the effectiveness of Interchange Outer East's culture and support.
- Recognise and provide opportunities to the workforce that show commitment and loyalty to Interchange Outer East and its culture.
- Promote equitable distribution of workloads across the organisation.
- Foster the growth of leaders, implementing an improved and efficient performance management system that acknowledges, encourages, while also addressing areas for improvement.



QUALITY SERVICE



Provide quality services by being responsive to families, children, young people and communities.

By 2028, *Quality Service* looks like

- People have fun.
- Participants, families, volunteers and staff feel safe to contribute and participate in services.
- Teams are innovative and dynamic.
- Services are adaptable.
- Services meet legislative requirements and child safety standards.

To achieve this, we will:

- Implement advisory groups (where appropriate) consisting of the workforce, volunteers, and the broader Interchange Outer East community to focus on key areas within the organisation.
- Continually demonstrate and utilise everyday situations to highlight the significance of adhering to child safety measures.
- Identify what best practice looks like for key services and processes to ensure consistency in the level of service and experience for participants.
- Develop and communicate a new risk appetite framework.
- Focus on promoting and enhancing diversity & inclusion in all areas of the organisation.
- Create a communication plan and annual strategy that adapts methods to meet different communication needs, while delivering current IOE service details and sector information.

'I am a psychologist working with people with disabilities and am very impressed with IOE; Your website's appearance and ease of use, the range of services you offer, and direct report from families who have participated in your programs. I also have a couple of colleagues who have worked with you and they are also positive. That's impressive! Keep up the good work, it's great to be able to refer people to you.'

- External Provider.

