

Annual Report

**Interchange
Incorporated
2016 - 2017**



interchange

Vision

To be part of a community that shares the responsibility for the wellbeing of all, celebrates and promotes difference and strives for inclusiveness and choice.

Mission

Interchange assists agencies to build inclusive communities which enhance the quality of life for individuals and families impacted by disability.

Values

Integrity

We are open, honest and accountable in all of our practices.

Social Justice

We contribute to and work with the broader community to bring about positive changes for individuals and society. We recognise that a fair community means that all people have the right to equal opportunities and justice and can participate fully within their communities.

Quality

We provide a supportive environment for the board, staff, volunteers and partners to excel in the provision of services with standards and systems that support and build on our strengths.

Positive Work Environment

We value and promote a positive and safe work environment that supports diversity and values individual abilities and contribution.

Sustainability

We will aim to maximise our enterprise opportunities and undertake responsible financial management.

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About us

Interchange Incorporated (Interchange) supports a network of agencies that offer family support and social opportunities for individuals and families impacted by disability. Our members are located across Victoria, South Australia, New South Wales and Tasmania. We are a not for profit, non-government, incorporated association with tax deductible status.

Our Purpose

Our purpose is to assist Interchange member agencies to maximise the potential of their programs and services through:

- Marketing and promotion of Interchange members, their programs, and their work in the community
- Attraction and engagement of volunteers to assist in meeting the needs of our member agencies
- Harnessing the collective value of Interchange agencies in order to better advocate on issues to government and other decision makers
- Sharing of information and resource materials
- Provision and coordination of training and professional development opportunities
- Facilitation of networking and collaborative partnering opportunities

Acknowledgements

The HACC Program for Younger People services is funded by the Victorian Government. Interchange acknowledges the support of the Victorian Government.



Interchange would like to thank the following individuals, philanthropic trusts and organisations for their support during the past year:



- Fordham Group
- Allbeau Pty Ltd
- The Birchall Family Foundation
- Wodonga TAFE



Message from the President

Another challenging and rewarding year for Interchange Incorporated has witnessed the ongoing issues which have confronted the agency over recent years. It is business as usual, and I would like to take this opportunity to reflect on the many achievements of our wonderful team effort.

This year has seen the roll out of the NDIS continue to affect Interchange agencies, the families they work with and in most cases the business models under which we all operate. We have witnessed ongoing mergers of small and medium sized agencies, whilst most, if not all agencies contemplate the long term economic survival of their programs.

With such sectoral change, we continue to be heartened by the positive response and capacity to handle all challenges, shown by so many individuals, and agencies during the course of this past year. We have been excited as a Board to hear from our Executive Officer, of the scale of passion and drive within our member agencies to join us as we continue to seek recognition for the value of volunteer programs.

We have been pleased to see the Interchange forums well attended during the year, providing robust discussion, planning and information sharing.

I would like to take this opportunity to thank Kerry Uren, Executive Officer and Rosanna Spanio, Projects and Administration Coordinator, as well as my Board colleagues, for their work with all the

new initiatives, including the continuing development of online volunteer training in partnership with Wodonga TAFE, our new video clips, and the exciting Research Project initiative undertaken during the year. Rosanna recently resigned to take up other opportunities and we are currently seeking a replacement for the role.

Rosanna has been a real asset to the agency over the past couple of years and will be sorely missed.

The Jean Simpson Award recipients, volunteer Sharon, and staff member, Marie, are great examples of what the agency stands for. It can best be described as selfless service and I would like to express our great admiration and gratitude on behalf of Interchange and all the families whose lives you've enhanced. You are really amazing and very much valued by us all.

In conclusion, I would like to thank my Board colleagues for their support in all the challenges. It has been a reflective year to position Interchange Incorporated well for the future.

I would like to welcome our incoming Board members who I know will continue to strive for excellence in all that Interchange seeks to do. I know they will take Interchange Incorporated and the issues around recognition of volunteering forward to ensure that our entire community recognises, and values, the work being performed by so many.

Graeme Bird
President



Board of management

Graeme Bird

President

Graeme has worked in the finance, banking and health industries for 30 years and is currently the Manager, Corporate Services for Dandenong & District Aborigines Co-operative Ltd. Graeme joined the Board in 2014 and was elected President in December 2016.

Jan Bence

Vice President

Jan has been the Interchange Manager at UMFC and a host carer for over 16 years. She holds Diplomas of Early Childhood Teaching and Community Business Management. Jan served as President from 2007-2009 and re-joined the board in 2014. She was elected Vic President in 2015.

John Ashby

Board Member

John is an experienced executive who brings strong business improvement and leadership skills along with broad industry exposure from more than 25 years with global management consultancy A.T. Kearney. He is now an independent management consultant, advisor and director. John joined the Board in 2016.

Stephen Whitworth

Secretary

Stephen is a communication and change expert with extensive background in development and implementation of communication, human resources and business strategy. Stephen joined the Board in November 2016.

Ben Otter

Treasurer

Ben holds a Bachelor of Commerce and is a Certified Practising Accountant. He is currently the Financial Controller of Driver Group Australia. Ben joined the Board in 2012.

Fred Brumhead

Board Member

Fred is Chief Executive Officer of Interchange Outer East, a position he has held for more than 25 years. Fred holds a Degree in Recreation and a Graduate Diploma in Business Management. Fred joined the board in November 2015.

Travis van den Berg

Board Member

Travis has worked in the disability sector for the last six years and has a strong commitment to supporting the aspirations of individuals with disability. He is currently the General Manager of Interchange Inner East. Travis joined the Board in 2016.

A year in review



Jean Simpson Awards 2017

The Jean Simpson Award was established to celebrate the life and achievements of the late Jean Simpson (1950-2002).

A long time campaigner for flexible respite for families who are caring for a child with a disability, Jean's influence and vision have left an ongoing legacy at Interchange.

Jean was tireless in her efforts to best serve the needs of the children or young adults with a disability and the wellbeing of their families. The Award is in memory and acknowledgment of Jean's valuable contribution to Interchange programs and communities.

The Award recognises excellence, dedication and long and outstanding commitment to the Interchange community.

Thanks to the Selection Panel for their support:

- Stephen Whitworth
Interchange Incorporated board
- Joolee Hughes
Interchange Loddon Mallee
- Charlene Pereira
MOIRA Disability & Youth Services
- Faye Loughheed
Interchange Outer East
- Kerry Uren
Interchange Incorporated

Congratulations to the 2017 winners on this wonderful achievement.

Below: Marie Lugg



Below: Sharon Nolen



Employee of the Year

Marie Lugg

Interchange Inner East

Marie is the Executive Officer at Interchange Inner East, a position she has held for 6 years. She was also a member of the Interchange Incorporated Board until November 2016.

Marie has a strong passion for volunteering and the Interchange model, and is committed to growing the great reputation of Interchange Inner East. She has a strong work ethic and a positive, “can-do” attitude. Her efforts to get to know individual employees and clients personally are appreciated by those she works with.

The selection panel acknowledged that among many other achievements, Marie has:

- increased the capacity of Interchange Inner East to deliver volunteer support by expanding the opportunities available to Interchange families and participants
- secured extended funding for Interchange Inner East through persistent advocacy for the Host program in dealings the State and Federal Governments
- developed networks with local service clubs

Congratulations Marie – a worthy recipient of this Award!

Volunteer of the Year

Sharon Nolen

Gateways Support Services

Sharon has been hosting with Gateways Support Services since March 2010. She has hosted Robbie on overnight stays once a month since then, providing respite for Robbie’s sole carer, his Grandfather.

Sharon has also contributed to promoting Gateways in various capacities including participation in gift-wrapping and fundraising events.

Sharon has shown extraordinary commitment in her capacity as a host. The selection panel were very impressed that Sharon has:

- gone above and beyond to broaden Robbie’s life experience including recently taking him on a trip to Disney Land in Florida
- committed to on-going learning (epilepsy training) to enable full care for Robbie
- remained committed to regular visits with Robbie despite an increased commute after Robbie relocated

Congratulations Sharon, you’ve made such a positive difference through volunteering - this Award is well deserved!

Online Training

In September 2017 our Online Induction Training Program for Volunteers was launched!

The Induction Training program is aligned with the induction, policy and procedural requirements of our member agencies and is mapped to unit **CHCVOL001 Be an Effective Volunteer**, so can be included as an elective within the Cert III and IV Disability and Cert III and IV Community Services qualifications.

The online training was developed by Wodonga Tafe in partnership with Interchange Incorporated and funded by the Home and Community Care division of the Department of Health & Human Services (DHHS).

Offering accredited training to volunteers provides an educational and experiential pathway to employment in the disability sector, contributing to addressing the significant anticipated growth in employment in the sector over the next few years.

It also provides a standardised and accessible induction training program for volunteers in the disability sector. This will increase the resource capacity of our member agencies and enable sector-relevant and high-quality induction and training to be provided to volunteers online,

reducing duplication of effort across our multi-state member base.

The training is accessible through the Interchange Incorporated website or using the Apps developed for IOS and Android devices.

Assisted training options are offered for people with disabilities including an Easy English version which is currently being developed.

We extend our warmest thanks to the HACC division of DHHS for funding this fabulous project and for their ongoing support.

Thanks are also extended to the following agencies who shared their training resources and provided input and support to the project:

- Interchange Western
- Interchange Loddon Mallee
- Interchange Gippsland
- Interchange Inner East
- Interchange Outer East
- Interchange Illawarra
- House With No Steps
- Gateways Support Services
- Interchange South Australia
- Moira Inc.

Forums

Staff Forum

In July 2017 Interchange Incorporated held a Staff Forum for our member agencies. The forum opened with a three-hour workshop on ***Engaging with Families*** which was delivered by Jennifer Daddow from Carers Victoria.

The workshop focused on understanding the benefits of a good 'partner-in-care' program and how to achieve this to best support clients.

The afternoon session included presentations from Interchange Illawarra and Interchange South Australia on new and pilot programs they have developed for NDIS readiness. We heard from:

Interchange South Australia:

- Lindy Allchurch: NDIS transition and volunteer programs
- Jessica Charman: NDIS transition and paid mentors and group programs

Interchange Illawarra:

- Jake Pearson: The POD Model: a partnership between a person with a disability, families/carers and service provider using 1 worker and 1 volunteer to support 3 people to access social activities of their choice.

The session included an opportunity for all participants to share their experiences of innovative program development within their respective agencies.

The session was attended by 18 staff from nine of our member agencies and feedback was excellent.

Evaluation feedback from the forum was very positive with 95% of survey respondents stating they would attend future forums coordinated by Interchange.

"Jennifer's manner was very engaging. She was clearly very knowledgeable and had a good understanding of the impact of the NDIS which I felt was helpful."

"All interesting & worthy of being included. Great for us now that more people are involved in, and can discuss, the NDIS."

CEO Forums

In 2016 we commenced facilitating CEO Forums for the executive managers of our member agencies to come together and share, learn and support one another.

Our first forum in **August 2016** opened with a presentation from **Estelle Fyffe, CEO of Annecto** who shared in detail the steps they have taken to prepare for the NDIS and the learnings from that process. This was a fabulous discussion to commence our day and was extremely well received by all present.

The forum was facilitated by Jon Martin Consulting. Jon was previous Chair of the NDS State committee for South Australia, and former CEO of Community Support Inc and Autism SA. Jon led discussions focused on:

- **Strategy & business models:** major influences and necessary changes to current operational functions
- **Partnerships & alliances:** is there potential; and what will this look like?
- **Volunteer supported services:** how can these be maintained; what is required; and what will this look like?
- **ILC framework & grant application process:** what evidence will be required? How is it collated?

The inaugural forum was very successful. We had 13 member agencies represented and it was decided to run the forums every six months.

"I was really interested in the annecto story and got some great ideas from Estelle."

"Jon is very knowledgeable about the roll out and impact of the NDIS so it was great to have his guidance in the discussion."

"Estelle helped to give a picture of how annecto grew from challenged beginnings into an organisation that found its voice - that's always going to be a great story."

"Jon did a great job, he frequently recapped, was flexible in his approach to time allocated, sought feedback and managed to do all that in a very unobtrusive way."

Our **February 2017** forum opened with presentations from three of our member agencies sharing their experiences of their preparation and experience with NDIS launch. Presentations were given by:

- **Marianne Collins, CEO, Interchange South Australia**
- **Rosemary Malone, CEO, Gateways Support Services**
- **Robyn Shilton, General Manager, Interchange Northern**

The forum was once again facilitated by Jon Martin who led discussions around ***Sustainability in the NDIS environment*** including:

- NDIS roll out and data snapshot
- Advocacy and lobbying
- Brand integrity
- ILC funding and grants
- Challenges and opportunities raised by guest speakers
- Shared experiences and learnings of forum participants

Once again we had a full turn out with 18 participants including our newest members Interchange Illawarra.

At this forum the participants agreed to jointly submit a proposal for the first round of NDIA ILC National Readiness Grants, the first time a joint submission using a consortium approach was agreed to by the members. (The submission was successful and the membership was given \$182,268 for their project.) [Read more in the NDIS Grant section]

The **August 2017** forum was opened by **David Moody, State Manager Victoria, National Disability Services**, providing an update on the NDIA rollout and sector challenges and feedback.

Louise McGuire, Manager Operations, Community Care and Assessment, Department of Health and Human Services Victoria provided an update on departmental changes and funding transition discussions, providing an opportunity for managers to discuss current and potential decisions from the state government perspective and to provide their input for consideration.

The facilitated discussion that followed was led by Kerry Uren, Executive Officer Interchange Incorporated and focused on group input on:

- Shared experiences and learnings of forum participants
- Volunteering initiatives
- NDIS challenges and opportunities

The forum was attended by 13 managers from our nine member agencies.

“It was very meaningful and valuable sharing of information.”

“Thanks for arranging good speakers, giving us the Interchange Incorporated update, followed by good information sharing.”

“Great to catch up with everyone and hear where they are up to with moving into NDIS. Guest speakers were very relevant and informative.”

NDIA ILC grant

In early 2017 Interchange Incorporated submitted a proposal on behalf of our member agencies for funding through the National Disability Insurance Agency's first round of ILC funding, the ILC National Readiness Grants.

We received \$181,268.00 to deliver our proposed grant activity which has two main streams:

- *To **raise awareness** that volunteering offers people with disability and the broader community the opportunity to contribute to inclusive communities where the quality of personal, social and community interactions are enhanced, individual skills and capability are shared and grown, and barriers to inclusion are reduced.*
- *To **increase the number** of community members, including those with disability, who contribute to volunteering in the sector by offering a streamlined awareness, attraction and engagement process incorporating local connections and an online induction training program that is mapped against accredited training, providing a streamlined, inclusive model of engagement of disability sector volunteers.*

The project timeframe is July 2017 to June 2018.

We have appointed a Project governance committee to manage the project through development, implementation and evaluation.

The committee meets once per month to ensure the project is on track and meeting targets.

Our fabulous and dedicated project governance committee consist of:

- Faye Lougheed - Interchange Outer East
- Carol Fogg – Gateways Support Services
- Kate Harding – Interchange Inner East
- Charlene Pereira – Moira Inc
- Paul Howard – Interchange Gippsland

We have appointed a PR firm who are developing an awareness campaign to be launched in late November. The NDIA has also appointed a communications firm to highlight the work being undertaken by the ILC grant projects.

PILOT PROGRAM: Supporting Interchange agencies to recruit volunteers with disability

As part of the ILC Grant Project, the governance committee has developed a pilot project to support our agency members to engage people with disability to be volunteers. The pilot provides a suggested framework and some funding to provide support to individuals to register, train and undertake volunteer hours.

The aim of this pilot program is to encourage people with disability to volunteer to enhance their participation in the community, and to empower them to share and learn new skills.

If successful, this pilot could be used as a baseline for participants to utilise their NDIS funding to have a paid worker/ mentor assist them to commence volunteering in disability and mainstream services, without the need for ongoing support.

We are also adapting the Interchange Online Volunteer Training Program so it is available in Easy English format for more people to access.

Trademark

In 2016 we undertook to re-register the word **Interchange** with IP Australia to expand the classes we can operate under using this name.

The purpose of doing this was to ensure that no agencies outside of our membership base can use the Interchange name for services our members deliver and to maintain the quality of programs and services delivered to ensure that brand value and reputation are maintained.

The word **Interchange®** is a registered trademark of Interchange Incorporated and protected until June 2026.

The word Interchange® is registered against the following classifications:

- ✓ **Class 35** – Charitable services, namely organising and conducting volunteer programmes and community service projects; charitable services, namely the recruitment, organisation and deployment of volunteers.
- ✓ **Class 36** – Insurance Administration
- ✓ **Class 39** – Accompanying of travellers; Arrangement and organisation of travel; Escorting of travellers; Transport of travellers; Travel arrangement; Arrangement and organisation of excursions;

- ✓ **Class 41** – Arranging group recreational activities; Organisation of recreational activities; Recreation/al services; Charitable services, namely education and training.
- ✓ **Class 43** – Respite Care (provision of temporary accommodation); Charitable services, namely providing temporary accommodation; Consultancy and advisory services relating to the provision of temporary accommodation.
- ✓ **Class 45** – Personal and social services rendered by others to meet the needs of individuals; Providing information, including online, about personal and social services meeting the needs of individuals.

The image (smiling face sun with rays) is also a registered trademark of Interchange Incorporated and is protected until August 2022.



Marketing & Communications

Google Ad Grants

Google Ad Grants is the not-for-profit edition of AdWords, Google's online advertising tool. Google Ad Grants provides free advertising on Google search result pages, and allows organisations to promote their work and website.

In January 2016, Interchange was approved to participate in the Ad Grants program. A series of adverts that promote volunteering with Interchange agencies were created. All adverts click through to the Interchange website:

www.interchange.org.au

The table (right) outlines the success of the Ad Grants adverts, with the adverts receiving an impressive 1673 clicks and 50,728 impressions in the reporting period.

Interchange will continue to use the Ad Grants program in future to promote Interchange agencies and raise awareness of the services and programs they offer.

Table: Google Ad Grants data, July 2016 – June 2017

	Clicks	Impressions	Average Position
July 2016	116	2,997	3.8
August 2016	179	4,852	3.8
Sept 2016	141	3,809	3.7
Oct 2016	117	3,132	3.5
Nov 2016	159	4,397	3.8
Dec 2016	108	2,807	4.0
January 2017	121	3,544	4.1
February 2017	153	5,007	4.0
March 2017	204	7,279	4.0
April 2017	90	3,067	3.7
May 2017	177	6,137	4.0
June 2017	108	3,700	3.9
TOTAL	1673	50,728	3.9

Clicks: number of times someone clicks on the adverts

Impressions: number of times the adverts are seen on Google's ad networks, such as google.com

Average position: where the adverts are ranked on the page compared to other adverts and advertisers

Website

Enquiries

In 2016-2017, a total of 448 enquiries for the volunteer and host programs were generated from the Interchange website www.interchange.org.au. This is an increase from 298 enquiries in 2015-2016.

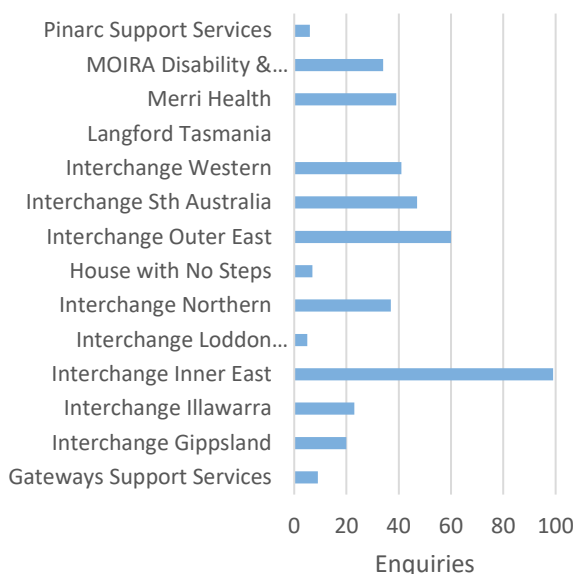
The table (below) outlines the number of enquiries received by each Interchange agency. Interchange Inner East, Interchange Outer East and Interchange South Australia received the most enquiries from potential volunteers or clients about their programs, with 99, 60 and 47 enquiries respectively.

Page views

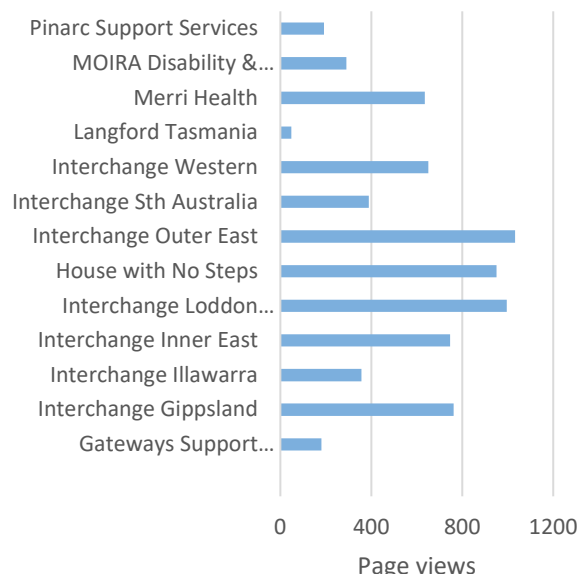
In total, the Interchange website www.interchange.org.au received **87,098 page views** in 2016-2017. This is a slight increase from 2015-2016, which received a total of 86,533 page views.

Of the 87,098 page views, 9,078 page views were for specific agency pages. The table (below) outlines the number of page views received by each agency during this period.

Total number of agency enquiries from www.interchange.org.au 2016-2017



Total number of page views by agency on www.interchange.org.au 2016-2017



YouTube channel

In November 2016, Interchange launched a series of video clips to promote the services offered by Interchange agencies as well as increase community awareness of the Interchange brand.

Four short interview-style clips, running for approximately two minutes each were developed:

- Denise, a parent of three teenage children with disabilities, from Interchange Outer East

- Recreation worker, Harley, from Upper Murray Family Care
- Leanne and Denis, long time host program volunteers with Interchange Loddon Mallee. 17-year-old Cole also makes a cameo
- Recreation program volunteer with Interchange Outer East, 21-year-old Angie

The table below display monthly view data for each video.

	2016		2017						
Video	27 Nov - 30 Nov	1 Dec - 31 Dec	1 Jan - 30 Jan	1 Feb - 28 Feb	1 Mar - 31 Mar	1 Apr - 30 Apr	1 May - 31 May	1 Jun - 30 Jun	TOTAL
Interested in accessing family support? Meet Denise	100	46	9	7	8	8	4	6	188
Interested in working with Interchange? Meet Harley	62	67	5	9	40	22	11	3	219
Interested in volunteering with Interchange? Meet Leanne & Denis (host)	44	35	8	9	19	16	5	10	146
Interested in volunteering with Interchange? Meet Angie (recreation)	33	85	17	17	24	127	20	46	369
TOTAL	239	233	39	42	91	173	40	65	922

Table: Youtube channel video views per month

Treasurer's report

Interchange Incorporated has worked diligently this year to finalise a number of projects planned in the previous financial year. Expenses for these projects are reflected in the increase in expenses for this year.

Projects finalised include:

- Online training program for volunteers
- Four multimedia clips promoting Interchange Volunteers and Staff
- Regular CEO Forums

This year we were also successful with our submission to the NDIA for the first round of ILC National Readiness Grants and received \$181,268 for our project to raise awareness of the value of volunteers in the disability sector and to increase the number of people, including those with disability, who volunteer. These funds were received on 20 June 2017 and have been accrued to 2017-2018 for expenditure.

Report 1: Statement of Comprehensive Income

Interchange Incorporated reported a Net Surplus of \$38,653.00.

Receipts are \$233,087 for FY17. This is a decrease in receipts of \$819 compared to last year.

Expenses are \$194,433 for FY17. This is an increase in expenditure of \$32,589.00 compared to last year.

For further information please refer to Report 1: Statement of Comprehensive Income.

Report 2: Statement of Financial Position

Interchange Incorporated with Assets of \$559,880 and Liabilities of \$222,076 is in a financially sound position.

Cash at bank in the assets section has increased \$209,304 from last year. This comprised mostly of funding received through the ILC National Readiness Grants of \$181,268; minor capital grant from DHHS of \$14,500; and \$3,908 interest.

For further information please refer to Report 2: Statement of Financial Position.



Ben Otter
Treasurer

Auditor's report

A. L. Law, FCA

10 Bennett Street, Balwyn, VIC 3103
Phone 9817 4472, Mobile 0417 013 395
ABN 45 614 724 892



Chartered Accountants

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF INTERCHANGE INCORPORATED ABN 311 240 885 892

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Interchange Incorporated (the Association) which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Interchange Incorporated has been prepared in accordance with the Associations Incorporation Reform Act 2012 (Vic), including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2017 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Notes 2 and 3.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Notes 2 and 3 to the financial report, which describes the basis of accounting. The financial report has been prepared for distribution to members for the purpose of fulfilling the financial reporting obligations under the Constitution and the Associations Incorporation Reform Act 2012 (Vic). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Board of Management for the Financial Report

The Board of Management are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Notes 2 and 3 to the financial report is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 (Vic) and the needs of the members. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatements, whether due to fraud or error.

Liability limited by a scheme approved under Professional Standards Legislation

In preparing the financial report, the Board of Management are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Board of Management either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Management.
- Conclude on the appropriateness of the Board of Management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



A. L. Law
Registered Company Auditor
10 Bennett Street, Balwyn VIC 3103
Dated: 2nd October 2017

Statement by members of the board

Interchange Incorporated

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INTERCHANGE INCORPORATED
ABN: 311 240 885 29

STATEMENT BY THE BOARD OF MANAGEMENT FOR THE YEAR ENDED 30 JUNE 2017

In the opinion of the Board members of Interchange Incorporated, ('the Association'):

- a) the Association is not publicly accountable nor a reporting entity;
- b) the financial statements and notes are drawn up in accordance with the Australian Charities and Not-for-profit Commission Act 2012 , including:
 - i. giving a true and fair view of the financial position of the Association as at 30 June 2017 and of its performance, as represented by the results of its operations for the financial year ended on that date in accordance with the basis of preparation described in Note 2; and
 - ii. complying with Australian Accounting Standards (including the Australian Accounting Interpretations) to the extent described in Note 2 and the Australian Charities and Not-for-profit Commission Regulation 2013; and
- c) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Board of Management:

President
Board of Management
Interchange Incorporated

Dated at Melbourne this 18th day of October 2017

Statement of comprehensive income

STATEMENT OF COMPREHENSIVE INCOME - JULY 2016 - JUNE 2017

	Jul 16 - Jun 17	Jul 15 - Jun 16
Income		
4-1000 · Grants		
4-1040 · Grants (State) Operating - Recu	181,282.00	172,291.00
4-1050 · Grant Service Development		25,207.00
4-1060 · Grant Minor Capital	14,500.00	2,500.00
Total 4-1000 · Grants	195,782.00	199,998.00
4-1080 · HACC Online Project	23,646.00	1,344.00
4-2010 · Donations Received	4,120.00	17,500.00
4-3010 · Contributions (members)	5,070.00	4,966.00
4-5020 · Interest	4,458.00	10,097.00
4-6000 · Other Income	10.00	
4-7000 · NDIA Grant	0.00	
Total Income	233,087.00	233,906.00
Expense		
6-0020 · Advertising & Promotion	0.00	
6-0030 · Member Initiatives		
6-0031 · Multi Media Clips	6,806.00	
6-0032 · Forums	2,744.00	
6-0033 · AGM	1,739.00	
6-0030 · Member Initiatives - Other	955.00	
Total 6-0030 · Member Initiatives	12,243.00	
6-0050 · Audit Fees	2,050.00	2,050.00
6-0070 · Bank Charges	1.00	
6-0085 · Board/Governance Expenses	855.00	
6-0220 · Computer Expenses	652.00	2,727.00
6-0221 · Office Expenses	322.00	750.00
6-0230 · Consultancy Fees	391.00	
6-0270 · Depreciation - Plant & Equip	757.00	76.00
6-0330 · Fees & Permits	1,947.00	1,974.00
6-0411 · Insurance Workcover	3,392.00	1,873.00
6-0430 · Insurance-Contents	336.00	318.00
6-0480 · Meeting Expenses	133.00	2,926.00
6-0490 · Membership & Subscriptions	1,074.00	675.00
6-0510 · Postage & Courier Costs	0.00	
6-0520 · Printing & Stationery	715.00	725.00
6-0570 · Rent, Rates & Light	6,982.00	6,959.00
6-0600 · Salaries		
6-0605 · Salary Sacrificed Salary	31,852.00	36,219.00
6-0611 · Salaries Taxable	86,177.00	83,635.00
Total 6-0600 · Salaries	118,029.00	119,855.00
6-0604 · S&W Recruitment		110.00
6-0607 · S&W Superannuation	13,103.00	12,696.00
6-0615 · Staff Leave Provisions	3,164.00	1,815.00
6-0680 · Telephone & Fax & Internet	3,571.00	3,221.00
6-0700 · Training & Development (Staff)	250.00	386.00
6-0710 · Travel & Accommodation	820.00	1,064.00
6-1000 · HACC Online Project - Expenses	23,646.00	1,354.00
Total Expense	194,433.00	161,844.00
Net Income	38,653.00	72,061.00

Statement financial position

STATEMENT OF FINANCIAL POSITION - JULY 2016 - JUNE 2017

	Jun 30, 17	Jun 30, 16
ASSETS		
Current Assets		
Chequing/Savings		
1-1120 · Westpac Cheque Account - 0058	287,616.00	83,754.00
1-1121 · Westpac debit Card - 3464	1,905.00	849.00
1-1125 · Comm Solutions Cash Resv Bonus	44,320.00	43,841.00
1-1127 · Term Deposit - 0560	226,040.00	222,132.00
Total Chequing/Savings	559,880.00	350,576.00
Total Current Assets	559,880.00	350,576.00
Fixed Assets		
1-7120 · Plant & Equipment		
1-7121 · Cost - Original	5,159.00	5,159.00
1-7130 · Less Accumulated Depreciation	-5,159.00	-5,159.00
1-7120 · Plant & Equipment - Other	2,270.00	0.00
Total Fixed Assets	2,270.00	0.00
TOTAL ASSETS	562,150.00	350,576.00
LIABILITIES		
Current Liabilities		
Other Current Liabilities		
2-1150 · GST Payable	21,211.00	5,759.00
2-1170 · Leave Provisions	10,145.00	6,981.00
2-2000 · Accrued Revenue	186,340.00	28,470.00
2100 · PAYROLL LIABILITIES		
2-1180 · PAYG TAX	4,634.00	4,774.00
2-1190 · Superannuation Payable	-254.00	3,171.00
Total 2100 · PAYROLL LIABILITIES	4,379.00	7,945.00
Total Other Current Liabilities	222,076.00	49,156.00
TOTAL LIABILITIES	222,076.00	49,156.00
NET ASSETS	340,074.00	301,421.00
EQUITY		
3900 · Retained Earnings	301,421.00	229,360.00
Net Income	38,653.00	72,061,004.00
TOTAL EQUITY	340,074.00	301,421.00

Notes to the financial statements

INTERCHANGE INCORPORATED
ABN: 311 240 885 29

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

Note

1 Reporting entity

Interchange Incorporated (the "Association") is a not for profit community based organisation domiciled in Australia. The address of the Association's registered office is Level 7, 225 Bourke Street, Melbourne VIC 3000. The Association is governed by the Associations Incorporation Reform Act 2012, and is primarily involved in supporting member agencies that offer family support and social opportunities for individuals and families impacted by disability.

2 Basis of preparation

(a) Statement of compliance

In the opinion of the Board of Management the Association is not a reporting entity and is not publicly accountable. The financial report of the Association has been drawn up as a special purpose financial report for distribution to the Board of Management and for the purpose of fulfilling the requirements of the *Australian Charities and Not-for-profit Commission Act 2012*.

The financial report has been prepared in accordance with the requirements of the *Australian Charities and Not-for-profit Commission Act 2012*.

The financial report does not include the disclosure requirements of all AASBs except for the following minimum requirements:

AASB 101 Presentation of Financial Statements
AASB 107 Cash Flow Statements
AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1048 Interpretation and Application of Standards
AASB 1054 Australian Additional Disclosures

The financial statements were approved by the Board of Management on **16 August 2017**

(b) Basis of measurement

The financial statements have been prepared on the historical cost basis.

(c) Functional and presentation currency

The financial statements are presented in Australian dollars, which is the Association's functional currency.

(d) Use of estimates and judgements

The preparation of a financial report in conformity with the AASBs require management to make judgements, estimates and assumptions that affect the application of accounting policies and reported amounts of assets and liabilities, income and expenses. Actual amounts may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

(e) Change in accounting policies

There were no material changes in accounting policies of the Association during the year.

INTERCHANGE INCORPORATED
ABN: 311 240 885 29

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

Note

3 Significant accounting policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

(a) Revenue

(i) Government funding

Revenue from Government funding is recognised in the income statement upon the achievement and progress of specific objectives detailed in the funding agreements.

Grants that compensate the Association for expenses incurred are recognised as revenue in the income statement on a systematic basis in the same periods in which the expenses are incurred. Funding for capital projects is recognised in profit or loss in the financial year in which the work being funded is carried out. Any funding received for services which have not been performed is recorded as income received in advance in the balance sheet. Non-reciprocal grants are recognised as revenue when the grant is received or receivable.

(ii) Donations

Donations and bequests are recognised as revenue when received. Donations for a specific purpose are allocated to a reserve until the conditions of the donation are met.

(iii) Interest income

Interest income comprises interest income on funds invested. Interest income is recognised upon maturity of the investment.

(b) Goods & Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of any GST, except where the amount is not recoverable from, or payable to the Australian Taxation Office. Receivables and payables in the Statement of Financial Position are shown exclusive of any GST.

(c) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks and term deposits.

(d) Property, plant and equipment

(i) Recognition and measurement

Items of property, plant and equipment are measured at cost less accumulated depreciation and accumulated impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset.

When part of an item of property, plant and equipment have different useful lives, they are accounted for as separate items (major components) of property, plant and equipment.

Gains and losses on disposal of an item of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of property, plant and equipment and are recognised net within other income in surplus or deficit.

(ii) Subsequent costs

The cost of replacing a part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to the Association, and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The cost of day-to-day servicing of property, plant and equipment are recognised in surplus and deficit as incurred.

INTERCHANGE INCORPORATED
ABN: 311 240 885 29

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

Note

(iii) Depreciation

Depreciation is calculated on the depreciable amount, which is the cost of an asset, or other amount substituted for cost, less its residual value.

Depreciation is recognised in profit or loss on a straight-line basis over the estimated useful lives of each part of an item of property, plant and equipment, since this most closely reflects the expected pattern of consumption of the future economic benefits embodied in the asset.

The estimated useful lives for the current period are as follows:

- * equipment 3 years
- * motor vehicles 5 years

Depreciation methods, useful lives and residual values are reviewed at each financial year-end and adjusted if appropriate.

(e) Employee Benefits

(i) Other long term employee benefits

The Association's net obligation in respect of long-term employee benefits is the amount of future benefit that employees have earned in return for their service in the current and prior periods.

(ii) Short-term benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided.

(f) Income Tax

Interchange was granted exempt status and, accordingly, no income tax expense is charged in these financial statements.

(g) Finance income and expenses

Finance income comprises interest income on term deposits and cash at bank. Interest income is recognised upon maturity of the investment.

(h) New standards and interpretations not yet adopted

A number of new standards, amendments to standards and interpretations are effective for annual periods beginning after 1 July 2015, and have not been applied in preparing these financial statements. None of these is expected to have a significant effect on the financial statements of the Association, except for AASB 9 Financial Instruments, which becomes mandatory for the Association's 2018 financial statements and could change the classification and measurement of financial assets. The Association does not plan to adopt this standard early and the extent of the impact has not been determined.

INTERCHANGE INCORPORATED
ABN: 311 240 885 29

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017

Note

4 Property, Plant and Equipment

	2017 \$	2016 \$
Equipment		
At cost	2,270	5,159
Accumulated Depreciation	0	-5,159
Total Equipment	<u>2,270</u>	<u>-</u>
 Total Property, Plant and Equipment	 <u>2,270</u>	 <u>-</u>

5 Payables

Australian Taxation Office	4,634	4,774
Staff Superannuation Funds	(255)	3,171
Other		
	<u>4,379</u>	<u>7,945</u>

6 Grants and income received in advance

HACC - Capital Purpose Grants		25,207
NDIA Streamlined Grant Agreement	186,340	2,500
	<u>186,340</u>	<u>27,707</u>

7 Employee Benefits

Current Liabilities

Annual Leave Provision	10,145	6,981
Sick Leave Provision	-	-
Long Service Leave Provision	-	-
	<u>10,145</u>	<u>6,981</u>

Non Current Liabilities

Long Service Leave Provision		-
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INTERCHANGE INCORPORATED
ABN: 311 240 885 29

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2017**

Note

8 Mortgages, Charges and Securities

There are no mortgages, charges and securities of any description affecting any of the property of the Association.

9 Trustee Activities

Interchange Incorporated was not the trustee of any trust during the period.

10 Auditors Remuneration

	2017	2016
	\$	\$
Audit Services		
Auditor of Interchange Incorporated	2050	2,050.00
A. L. Law		

No other non audit services have been provided by A. L. Law.

Interchange agencies

Interchange Inner East

2 Kendall Street
Canterbury VIC 3126
03 9836 9811
www.iie.org.au

Interchange Outer East

5/7 Yose Street
Ferntree Gully VIC 3156
03 9758 5522
www.ioe.org.au

Interchange Western

Level 1, 6 South Road
Braybrook VIC 3019
03 9396 1111
www.interchangewestern.org.au

House with No Steps

24 Gellibrand Crescent
Reservoir VIC 3073
03 9462 1011
www.interchangenorthern.org.au

Merri Health

(Interchange North West)

9E Anderson Street
Pascoe Vale VIC 3044
03 8319 7435
www.merrihealth.org.au

Interchange Gippsland

30 Monash Road
Newborough VIC 3825

70A Watt Street
Wonthaggi VIC 3995

1300 736 765

www.icg.asn.au

Interchange Loddon Mallee

127 Mitchell Street
Bendigo VIC 3552

51 McCallum Street
Swan Hill VIC 3585

1300 799 421

www.interchangelm.org.au

MOIRA Disability &

Youth Services

(Interchange Southern)

928 Nepean Highway
Hampton East VIC 3188
03 8552 2222
www.moirra.org.au

Gateways Support Services

10-12 Albert Street
Geelong West VIC 3218
03 5221 2984
www.gateways.com.au

Pinarc Disability Support

1828 Sturt Street
Ballarat VIC 3350
03 5329 1300
www.pinarc.org.au

Upper Murray Family Care

29 Stanley Street
Wodonga VIC 3690
02 6055 8000
www.umfc.com.au

Interchange South Australia

6 George Street
Stepney SA 5069
08 8132 5300
www.interchangesa.org.au

Langford

1 Bowen Road
Moonah TAS 7009
03 6228 9099
www.langford.org.au

Interchange Illawarra

81 Kenny Street
Woollongong NSW 2520
02 4227 1079
www.interchangeillawarra.org

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