

2017 ANNUAL REPORT

I AM
VALUED
CONNECTED
COMMITTED
A FRIEND
SUPPORTED
SKILLED
OVERCOMING
ACCEPTED
INVOLVED
LOVED

Extended Families

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I AM... WE ARE...

A recognition of positive growth and achievement, individually and together.

In this report we are celebrating all the individual and community growth, development and achievement that happen every day. Some may be so small that we hardly notice until we stop and reflect back, or others so significant we are in awe of them.

At Extended Families we are about growth and development; about supporting people to live their lives with a sense of pride and achievement as valued members of families, friendship groups and community.

I AM are also powerful words in themselves, because what we put after them shapes our reality. I AM is often used in affirmations, to help us know and remember our true nature and capacity. Sometimes we see the disability and not the person; the limitations and not the capacity or potential. Let us keep reminding ourselves and each other of the valuable roles we play, or our strength and capacity that we will continue to be all that we can be, and be our true selves.

I am totally loved, valued and accepted just as I am

Our People

Committee of Management

President	Graeme West
Vice-President	Corey Johnson
Treasurer	Leigh Huynh
	Peter Ernst-Russell
	Julia Klieber (until Jan 17)
	Abby Thevarajah (from Mar 17)
	Katherine Shamai (from Mar 17)
	Mei Wu (from Mar 2017)

Management Team

Chief Executive Officer	Julie Langdon
Manager – North West	Tamara Williams
Manager – South East	Rosemary Nicholls
Business / Finance	Horace Merlino (Aug 16 to May 17)
E-Learning	Derek Green
Marketing	Alison DeMaria (until Sept 16)

Administration Team

Administration	Margaret Fitzgerald
Finance	Tita Kolonis (until Apr 17)
	Sunny Duong (from Apr 17)
Technical	Roz Talib

Staff team

North West

Caren Aspinall (from Feb 17)	Leila McConnell
Michael Bayliss	Kim Anh Nguyen
Nga Do	Amanda Perry
Thi Thuy Duong (from Mar 17)	Zoe Sweeney
Claire Kidley (from Jan 17)	Lisa Tribuzio
Rex Hately (from Feb 17)	

South East

Carol Belford	Yoyo Tang
Kerrie Brown	Helen Roberts (from Oct 16)
Thuy Cai	
Dao Huynh	
Jan Johnston	
Olivia Nam	

Inclusion Support Worker Team (all appointed during the 2016-17 year)

Madelyn Collins	Karlie Ignatiadis	Belinda Pelligrino
Elyse Duggan	Loryn Johnston	Nyot Shearer
Melanie Formica	George Karambelas	Ryan Soto
Rachel Franklin	Stephanie Katsikaros	Katie Starkey
Fadime Ibis	Samuel Miles	Imre Veszely

Financial Auditor

Mitchell Wilson and Partners, Chartered Accountants Malvern

President's Report

New Challenges

I am pleased to present the 2017 Annual Report, outlining our results and outlook. I would also like to take the opportunity to thank all those that support Extended Families Australia.

Over the last year, our organisation has been adapting to the new NDIS funded environment while continuing to support with excellence children with disabilities and their families.



The implementation of the NDIS has provided us many challenges, and I believe there needs to be a collaborative approach to welfare sector change, so our families continue to have access to affordable quality services that utilise the generosity of time and spirit of volunteers. Now more than ever, it's imperative that Extended Families Australia helps shape the debate. Advocacy is an increasing focus for us. We have been liaising with crucial Government representatives as well as meeting financial supporters to discuss sector developments and our response.

This year, we have faced challenges to deliver sound financial performance as existing government funding is withdrawn and we start to secure money through families' individual packages. Adaptation of some service offerings has seen us successfully establish new income streams. This adaptation coupled with driving more significant efficiency savings in the next financial year will be our strategy to develop a stronger financial position going forward. We have been kindly supported by Mitchell Wilson to attune to the unique environment, and we are very grateful for their help.

During the year, the Committee reviewed and implemented changes to the composition of the board. We said farewell to two extended serving members and welcomed to the Committee, three new people. I am confident that we have retained the depth of talent required to support us in our governance activities. I thank the committee for their continued support to Extended Families Australia and to the others who provide quality pro-bono help in many areas.

In the year ahead, our focus will remain on driving efficiency and performance excellence from our core services while pursuing development opportunities aligned to our goals. As the disability sector continues to transform, so will we.

I would like to thank our dedicated staff who continue to adapt to innovative ways of working successfully, and I acknowledge that it is not always easy. Our valued volunteers remain core to our service offerings, and their efforts are genuinely appreciated. In closing, I thank the families we help who continue to turn to us for support and for their belief in the value of what Extended Families Australia has to offer.

Graeme West
President

Chief Executive Officer's Report

Transformations ... our mission remains

Transformations have been all around us, in the disability industry with the beginning of the National roll out of NDIS, in how Extended Families operates and as you will see through the stories in this report, in people's lives.

The NDIS, like any major change, is not without its disruptions and challenges. At Extended Families we have started new services, increased our capacity in key areas like finance and systems based on technology, and built our skills and knowledge to manage a new complex environment.



Despite enormous change, our mission does not change. There are more opportunities to fulfil and more people depending on us to provide volunteers and Inclusion Support Workers as well as support for their complex lives and family situations and to prepare for and manage the NDIS.

12 months into NDIS we have learned a lot and are proud of our achievements and the positive feedback we receive. However we continue to find the amount of administration required a major issue and we still have some issues to effectively transition all our volunteer matches to the new system. We continue to advocate that volunteer based services should be supported outside of individualised funding, but are working with the system and looking to different opportunities in the future.

The extensive change and transitioning from block funding to individualised funding, alongside the need to invest in system and people capacity, has made it a financially challenging year. In the year ahead we will need to stop a couple of unfunded services or others not viable in the current funding environment. We have long relied on Government funding, however to deliver the vital support and services people require, we need to find alternative funding sources.

One advantage Extended Families has in this difficult climate is our flexibility and adaptability, an attribute based on size and attitude. Change can be difficult, but the staff have risen to the challenge, learning new things, adapting to new systems, using their skills in new ways and managing the uncertainty of working in such a new (and at times frustrating) environment. Our strength lies in our people, their positive attitude, their skills and their ability to form genuine and meaningful relationships with those we support. **I thank all the staff and volunteers for their ongoing enormous contribution and support.** Thank you also to our families who contribute richly to our lives as well.



The Committee of Management have also risen to the challenge, taking a more active role in governance, support and strategy, as is needed in this time of change. Thank you for your support and contribution.

We now gear up for the next NDIS rollouts in the Eastern, Southern and Hume –Moreland Regions, so another year ahead for development and change, but also consolidation of our services

Julie Langdon
Chief Executive Officer

WE ARE... Creative

With the roll out of the NDIS, we have developed a range of new programs. The NDIS has itself created some new service models, but also allows the opportunity to respond to specific needs and develop new service models. We will continue to explore how we can operate some of our most valued group programs and camps, as well as new models in the future.



Support Coordination

Support Coordination was our first new NDIS funded service and we are proud of the high quality of support provided by our staff. Existing skilled coordinators, alongside some new appointments, have worked hard to understand the complexities and changing information that makes up the NDIS. It has been a learning curve for workers and families, but one we have faced with a strong focus on the needs of individuals and families. The positive feedback and the significant number of people moving to us from other organisations during the Plan period is testament to the genuine care and support provided. The Support Coordination program helps individuals and parents manage the NDIS Plan and meet the goals of the participant; helping them understand the Plan and NDIS, facilitating links to services and overcoming barriers. The program both supports people and works to build their own skills and capacity.



LinC Program (Linking + including + Connecting)

Launched in January 2017 our LinC Program has proved popular with families and has steadily climbed in numbers. We have grown to over 48 participants collectively receiving around 70 occasions of support per fortnight. We also have participants whose funding is outside of NDIS, notable those with Individual Service Plans (ISP's) or in the Permanent Care system. The latter has developed as our positive reputation has spread.

LinC provides skilled Inclusion Support Workers to support children to access social, community and recreational activities or assists with skill development around daily life activities, social and communication skills. The opportunity to practice such skills outside of the family unit builds the child's resilience and confidence to be more independent. Inclusion Support Workers are often building on the strategies put in place by Occupational Therapists, Speech Therapists and Psychologists. Working together with therapy providers creates positive outcomes for the children and makes the job more meaningful for our staff.

Recreation



The most creative of our programs has been the further development of recreation activities, specifically the Explorer community outings (small group outings to places like Scienceworks, the Zoo and Museum) and ExtendABLE skill development sessions. Despite their great programming and operation, we decided to put a hold on the Explorer program and limit ExtendABLE to school holidays from June 17 as they were proving to not be financially viable under group social activity under NDIS. We will review our model and see if we can redevelop these in the coming 18 months as NDIS rolls out to more regions.

Plan Management



Plan Management is a financial intermediary service that manages the NDIS funding and claims where this is required. We did not start out applying for registration for this category under NDIS, but soon found there was a service gap for a speedy efficient service where people are not just a number. We found it also complementary to providing Support Coordination. We sought registration as Plan Managers, which we gained in March 2017. This has made it easier and reduced frustration for our clients and our Support Coordinators.

Highlights from the year

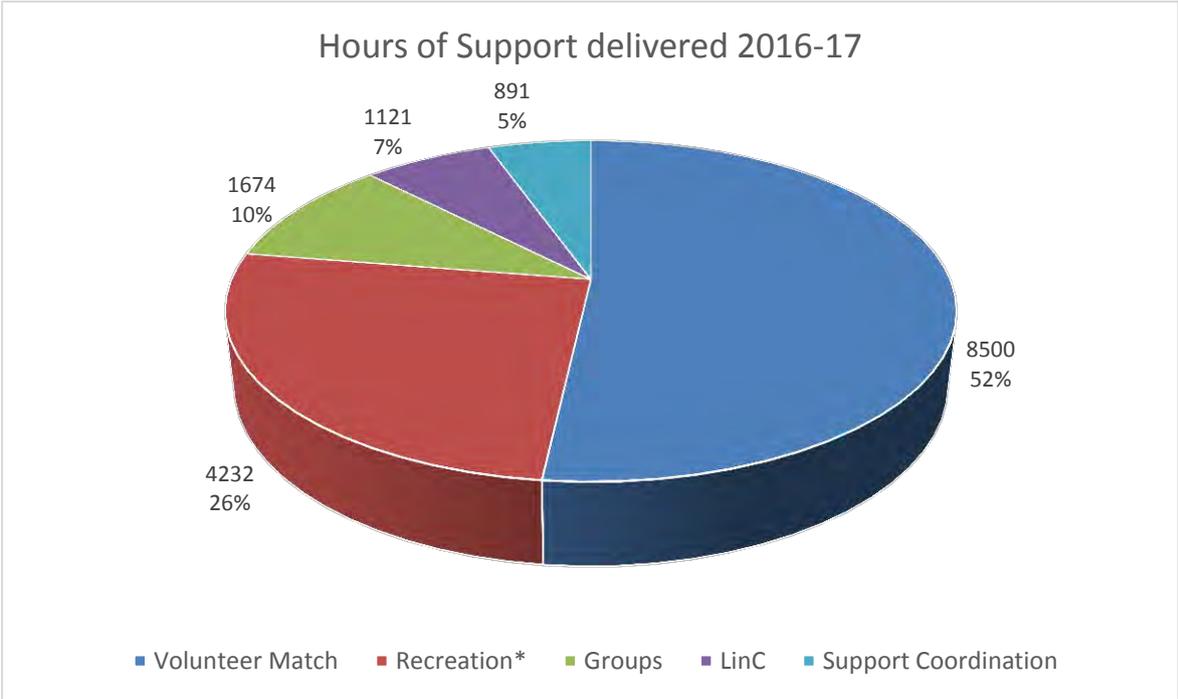
New Services

In a time of change, Extended Families proved highly adaptable and flexible with the services and support offered to children and young people with a disability and their families. Families in the North were the first to experience our new services in the NDIS environment; **Support Coordination, LinC Program (Linking + including + Connecting), Recreation and Plan Management.**

In the last financial year we were busy

- Fielding **149** volunteer enquiries
- Supporting **219** children in volunteer matches during the year
- Supporting **108** NDIS participants in the North East Melbourne Area
- Engaging with more than **700** participants and their families across the whole organisation
- Growing our family of Inclusion Support Workers to a team of **27** who support **44** children or young adults.
- Creating 6 new e-learning courses

Across metropolitan Melbourne, we provided over 16418 hours of support to participants and their families.



* Recreation includes Social Events

Awards and Recognition in 2016

Margaret McGregor Award – Elvi Scodellaro

At our 2016 Annual General Meeting Elvi Scodellaro was awarded the 2016 Margaret McGregor Award recognising his exceptional contribution to a child with a disability and their family.

The Award recognises an Extended Families Australia volunteer who has excelled in fulfilling our mission of providing care, support and friendship to children with a disability and their family.

Elvi had a long-standing match with Simon whom he started visiting in 2010.

“Elvi does all he can to get Simon out of the house, even when the weather is bad for sailing, and he is one of few people outside of the family with whom Simon enjoys going out with. This fact is due to the trust that Simon has developed with Elvi over time as well as the trust we have for him. ...Elvi is like family to us.”

Volunteer years of service awards



Evelyn Crouch – 30 years of volunteering

We have fantastic volunteers who contribute thousands of hours of support every year. In the 2015-16 financial year, our volunteers contributed an outstanding 9861 hours of support to children and their families across Melbourne. We would like to recognise and extend a huge thank you to those volunteers who were recognised for volunteering milestones at the 2016 AGM.

5 years - Alison Dillon, Emily Enrica, Karen Finn, Milly Huang, Han Huynh, Tung Nguyen, Danielle Kirby, Marissa Sprout, Laura Heffernan (6 years)

15 years - Kathleen O'Reilly

30 Years - Evelyn Crouch

I AM ... Connected

Our journey with Extended Families started five years ago when our son Daniel was six years of age. We didn't know what to expect. With his diagnosis of severe autism and intellectual disability, he was non-verbal and did not use any alternative means of communication. We did not expect him to run to the door to greet a volunteer or express any gratitude for their visit by hugging them before they leave. Could we expect anyone to persist in visiting a boy like him?

When our allocated volunteer Jane turned up, smart and beautiful, we were not sure that she would stick around. But while many girls of her age were busy taking selfies, she wanted to visit our son. From the first visit, she had a sense of purpose in helping us as a family. She did not seek any glory from her role as a volunteer, and we soon realised both the extent of her modesty and her altruism.



'She came week after week to visit Daniel, to blow bubbles for him, play sensory games, clap hands, and do anything that could engage him.'

We would not have blamed her if she had stopped coming after the brief periods when Daniel was unsettled, pulling her hair and scratching her. Instead, she stayed and helped us through these difficult times, always focusing on the positives. She saw us stretched to our limits at times and showed no judgement. Her commitment has been unshakable, and she has come to visit us week after week, year after year, despite facing her life challenges.

Over the period of her time with us, our daughter Eliana, who was a six-month-old baby when Jane started her visits, grew up with Jane at her side. Jane witnessed her every developmental milestone, and it wasn't long before Eliana was near the door, waiting for Jane's visits. She learned her days of the week starting from Wednesday (Jane's visiting day) and the letter J is forever "J for Jane". She learned to love her fruit and veggies so that she can be as tall and as smart as her beloved Jane.

Jane is helping her to connect and accept her brother. Like everyone else in the family, our children do not see Jane as a volunteer, or a visitor. Jane has been a natural part of our family for the last five years. We feel grateful and blessed to have her as a part of our extended family!

Inna (Parent)

I AM ... Committed

'It has been a pleasure to watch them grow over the years but even more rewarding to have become a part of their lives and have them as part of mine.'

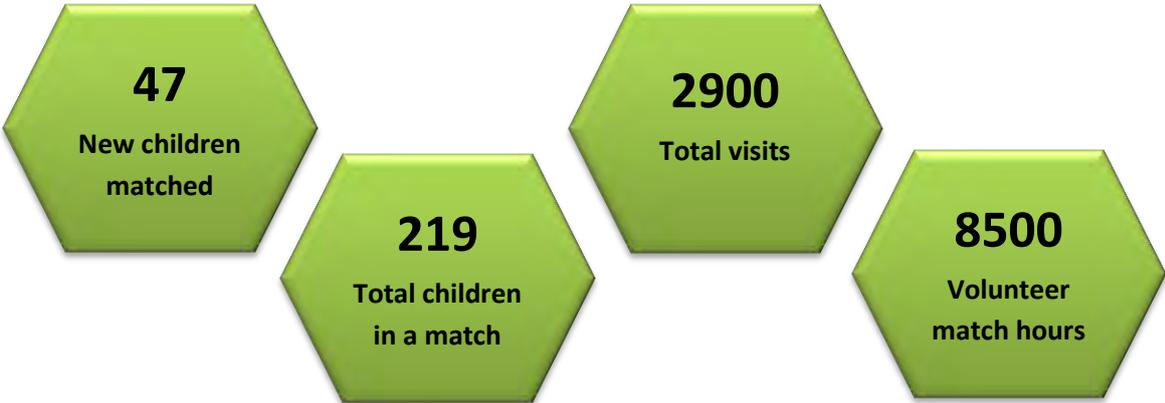
I began volunteering in high school while living in the UK. When I moved to Australia, I was keen to get re-engaged with volunteering so was excited to hear about Extended Families through a friend at university. I went to one information evening and knew it was the organisation for me. I loved the idea of being matched with a child and becoming a part of that child's life.

A brief time after, I found out there was a potential family who I could match with living close by. I went to meet the family with my supervisor at the time and got to know a little bit about them. Daniel was six at the time, and Eliana was just six months old. The whole family were welcoming, and I instantly felt at home.

Since then, I have been going round to the family home once a week to spend time with both Daniel and Eliana and to enjoy a cuppa with Inna and Mark. In the winter weeks we play a lot of indoor games, and in the summer months we often go down to the park and play in the paddling pool in the garden. My mum has even been lucky enough to meet the family on a weekend trip to a fairy show. It has been a pleasure to watch both Daniel and Eliana grow over the years but even more rewarding to have become a part of their lives and have them as part of mine. I look forward to spending time with the family over many more years to come.

Jane (Volunteer)

Volunteer Match Program 2016-17



I AM ... a Friend

Before I met my friend Anmol from Extended Families, I was happy on my own, but sometimes was frustrated not to have friends.

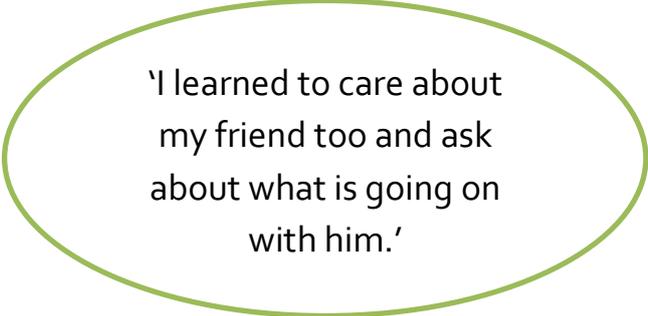
I was glad to meet Anmol when I was in year 4. The best part is that he kept coming back to visit me and we hang out to visit many places and sometimes played basketball together.

I feel so cool to have a friend who talks to me, supports me and plays with me. Gradually I learned to care about my friend too and ask about what is going on with him, his work and hobbies, etc. This year I was nominated as Citizen of the Year in my local council because of the community work I have been a volunteer at for several years. I started doing this volunteering with my friend Anmol.

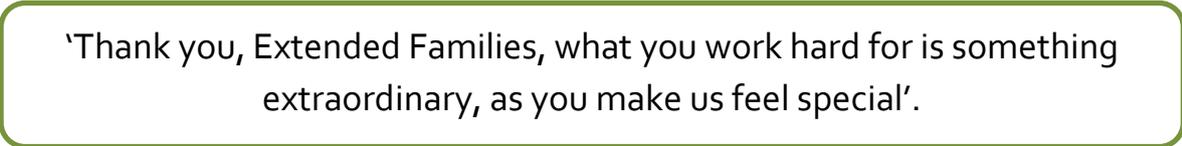
I wanted to share this with my friend Anmol, our worker Yoyo and Extended Families and give them a big thank you for their support and trust. My mum thinks Anmol worked very hard to stay connected with me, built friendship and boosted confidence in me and opened my horizon to reach out with outside world.

Thank you, Anmol, you are a star, thank you Yoyo, you always do lovely work, thank you, Extended Families, what you work hard for is something extraordinary, as you make us feel special.

Jiajun (Young Person)



'I learned to care about my friend too and ask about what is going on with him.'



'Thank you, Extended Families, what you work hard for is something extraordinary, as you make us feel special'.

I AM... Supported

Extended Families has helped me to understand the NDIS and build my capacity to assist my son to reach his goals. I have learnt that I need a reliable team around me to support my son's needs. I have an excellent therapist who is working with Noah around self-regulation techniques and social skills. I observe her and learn from her so I can grow my capacity as a carer and mother. I have become more organised to support my son, and consequently, I feel more relaxed and confident. I can now feel safe to leave him with the therapist and inclusion support worker, have a coffee and have "me" time. I feel I have more time with my other sons and they have also learnt from the work provided by the NDIS and Extended Families. They have told me that Noah is "fun" to be around now, I can see them connecting with him, and their attitude has changed as they understand his needs, know that I have more time with them and can see a difference in him. I can say that I feel more relaxed as I have structure around me, I am not alone and the future is bright.



"I have not been able to take my son to a supermarket for over two years. Noah becomes overwhelmed, absconds in the car park, runs through the aisles, grabs lollies and chocolates off the shelves and opens them, bumps into people and drops to the ground while I'm at the checkout. For the past three weeks, Karlie (Inclusion Support Worker from Extended Families) and I have worked on walking with Noah around the block, gone to Bunnings, visited Rumbles play centre and worked on buying something from the Kiosk.

Today my son held his support worker's hand, pushed a trolley, put fruit into the trolley, followed instructions, put the groceries through the checkout and paid using the money. Yes he needed constant prompting, yes he still needed one person walking behind him and beside him, but he did it! We will continue to work on this goal."

Hannah (Parent)

'I have become more organised to support my son, and consequently, I feel more relaxed and confident.'

I AM... Skilled

Having the support from Extended Families has been terrific. Spencer gets some focused one-on-one time while I have a couple of hours to run errands or focus on our other children. Spencer is often shy around adults as he has a language disability. He can become quite anxious about new things. Since having weekly assistance with a focused activity (usually cooking), from an Inclusion Support Worker through the LinC Program, he has developed a sense of friendship and looked forward to Wednesday afternoons.



Often, I would hear him chatting away utterly uninhibited by his language issues while preparing food with Keisha. It is lovely to see this happening.

He said '**I like seeing Keisha because she is nice and playful and I feel happy when I cook for the family.'**

Spencer cooked his first meal for the family. Pork dumplings! Not only were they delicious but he was proud as punch! On the weekend he then showed us how to make them, and we invited his grandparents over to try them.

LinC has been great on so many levels such as boosting his confidence, developing skills (following instructions, excellent motor skills, and conversational skills) and independence.

Adrienne (Parent)

'Often, I would hear him chatting away utterly uninhibited by his language issues while preparing food with Keisha.'

I AM... Overcoming

When it came time to plan for the boys NDIS plans, Extended Families was a logical choice to provide Support Coordination and support for community access through the LinC program.

Our family has been involved with Extended Families for a few years with the boys initially part of the Volunteer Match Program and on occasion attending Social Events. Throughout this time we felt like we'd developed a good relationship with the organisation, had good experiences and it was familiar to us.

It gave us peace of mind to have all that initial help and input through Support Coordination. Michael was a godsend. He helped sort out all the technical issues and initial review of the plan in the beginning. In the end we were delighted with the Plans we received. We wanted the boys to build their independence and confidence outside of the immediate family and feel they are definitely on the way to achieving these goals in the last 12 months with the involvement of their Inclusion Support Workers, Noddy and Loryn.



Our son had a dog phobia and was always really anxious about going to the local market because of this. Now after going more often with Loryn and therapy, he is much less anxious and happier to visit the market.

They've done some activities they wouldn't usually do and we didn't think would be able to do yet, like going to Inflatable World. It's a very overwhelming space with lots of people, and loud noise and Kristian had never really wanted to go there. After some initial pre-discussion and encouragement from us, he was open to the idea of going there with Noddy to try it on the proviso if he didn't like it could walk straight back out. So they went and tried it. He walked in, then walked straight back out to the car. Noddy encouraged him to try it one more time and gave him his noise-cancelling earphones to use. It worked, and they were able to spend 1.5hrs at the Centre.

It helped to have a younger worker who could get involved and actively participate with Kristian. Although it was still a bit much for Kristian and he hasn't asked to go back, it was an activity he enjoyed. Going on outings more regularly has helped the boys practice doing new activities, going to new places and build a new confidence.

The boys are learning to self-advocate, they've had to learn to speak up and talk with Loryn and Noddy about things they like or don't like and get to know each other. It's been a positive and life-changing experience.

They are more flexible, open to trying more activities or destinations and trying impromptu ideas. They are excited when their workers come, can go on more extended outings and don't mention wanting to go home.

It has made a difference to us as a family too. The boys aren't always good at entertaining themselves. Our weekends were labour intensive in continually coming up with things for them to do and it often meant more screen time so we could get things done around the house. Having the boys go out means that everyone gets a break. While the boys are getting individual attention and engaging, we have an opportunity to do our things like getting back to regular exercise, time together and getting things done around the house. In the end, everyone resets, and we have a better quality family time along as well.

Lisa (Parent)

I AM... Accepted

Southern Region

Our Vietnamese groups continue to be full of life. For families in Springvale, we offered a MyTime group for parents, as well as a monthly Friendship group for children and their parents to come along. They provide a chance for families to connect in a supported environment and encourages children to enjoy games and activities or go on an outing together. We were pleased to facilitate a group of parents from the Friendship Group enjoying a weekend camp away together to Warrnambool during the April school holidays.

Western Region

Our two Deer Park groups are vibrant, dynamic groups offering a range of structured play activities, music and singing for children and their parents to enjoy. One is funded by MyTime and has a strong focus on providing parents with information about services, parenting and disability. The other program is our playgroup for children with autism where families learn skills around managing a child with autism and compare notes with other parents. Extended Families maintains a positive partnership with the Vietnamese Families with Special Needs Group in Western Region; providing the facilitator for weekly group meetings, training and support for transition to NDIS and resource the parent led group apply for grants. Activities include weekly parent meetings with a range of topics discussed and information provided, as well as an annual Weekend Camp.

We were delighted to receive a grant from the Tobin Brothers Foundation to assist the January Family Camp.

'Our family enjoyed camping immensely and we have to thank you (Thi Duong, Camp leader) and the team for organising it so well. Special thanks to all the sponsors because without them many of us won't have the opportunity to meet new friends, share stories on their success in helping their special needs children to thrive to their full capacity.

For us as parents with a special needs son, most of the time we feel lonely and many times we ask why us, we cannot share our problems or burden with "normal" families because we don't want them to feel sorry for us or make them feel uncomfortable. Attending this camp we came home very happy as our son can be the special person he is, we can say anything and everything to the people at camp without the fear of being judged. Lots of ideas being thrown around by real experience families with similar situation, we feel a sense of belonging to a support group, we can call upon someone and they will listen to you. Most importantly, we all had fun together, the children learned to share and be patience at game time which is a big effort for our autistic son.' – First time attending parent

'Attending this camp we came home very happy as our son can be the special person he is'



'We feel a sense of belonging to a support group, we can call upon someone and they will listen to you'

The key theme to the success of our groups is developing a strong connection, sharing experiences with others, building confidence by going out in the community, and shared culture, language and experience of disability.

I AM... Involved

Social events and recreation participation opportunities continue to be popular with children and their families. Extended Families recognises the role these games have in providing opportunities for peer interaction, social connection and accessing community-based activities in a supported and friendly environment.

Come and try activities during school holidays were run in all regions during the year with Explorer community outings and ExtendABLE skill development sessions trialled to coincide with the NDIS commencing in the North East Melbourne Area.

Throughout the year we were fortunate to be supported by the Arts Centre Melbourne First Call Fund and could offer families the opportunity to experience unique creative performances such as 'Snugglepot and Cuddlepie'.

Positive feedback from participants and families about our social events and programs reaffirms our belief and commitment to deliver quality services in the space however in the NDIS environment exploration of other models, or funding avenues will be necessary to ensure their sustainability.

"The boys had such an engaging, and wonderful time, it was the best!!
How lucky we are to have amazing facilitated programs like this which they can attend without being too overwhelming for them."



We Are... Supported

The difference Extended Families makes in people's lives would not have been possible without our generous funders, supporters and donors. We sincerely thank you for your contribution and help to achieve all that describes in this Annual Report and more.

Government funding

We acknowledge the support of the Victorian and Federal Governments, with significant funding provided by the Department of Health and Human Services and the Department of Social Services (previously FaCSIA).

Corporate Partners, Charitable Grants and Sponsors

Good Guys 'Doing Good' (Taylors Lakes)
Tobin Brothers Foundation
Centre of Wisdom - Accounting and Financial Planning
Arts Centre Melbourne First Call Fund
Calxa
Grill'd Local Matters Program

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Chobani
Newport Bush Orchestra
Bulla Railway
Sunbury Lions Club



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Graeme West	Mina Lamichhane	Yen Ngoc Truong
Graham Black	Natalie Erceg	Young Chen

For a copy of our **Audited Financial Statement** – see separate insert or request from Extended Families by emailing info@extendedfamilies.org.au.

Services



Volunteer Match

Our volunteers provide genuine friendship, practical assistance and mentoring support to a child or young person, helping them develop essential life skills. They help them take part in social activities such as a variety of sport, recreation and leisure events that are of interest to the child. Some volunteer matches also provide direct support for the family.



LinC (Linking + Including + Connecting)

LinC provides skilled inclusion support workers to support participants with skill development, capacity building to overcome barriers and assistance to engage in the community, social and recreation activities. Our workers support the achievement of specified social, personal and developmental needs and goals.



Support Coordination

Extended Families provides independent support coordination to help you manage your plan. Our team of experienced staff will help: source and assess support options, connect with services, access the NDIS portal, coordinate services and manage your plan, respond and deal with any crisis, build your skills and confidence, implement and monitor your NDIS plan and re-develop your goals before your plan review.



Plan Management

Extended Families is a registered plan management provider. We can manage NDIS funding for supports on a participant's behalf. Plan Management is an intermediary financial service that manages the financial and administrative aspects of a NDIS Plan, including: paying service provider / supplier invoices, claiming from the NDIS to pay suppliers, ensuring suppliers meet minimum requirements, working with NDIA staff / Support Coordinators/support providers to resolve issues and answer supplier queries regarding payment under the NDIS, preparing monthly reports on how funds are being used and ensure providers are paid promptly.



Recreation

A variety of activities are offered to children, young adults and their families throughout the year. From come and try skills sessions during school holidays to family social days and dedicated events encouraging community participation, peer and family connections.



Parent and Peer Support Programs

Regular get-together programs for parents and children with a disability to share experiences, develop connections and receive support, information and education relevant to their care role.

About Extended Families

A life lived with friendship is a life well lived

Living with a disability can be difficult – it can feel isolating, like life is going on around you, without you. Extended Families Australia exists to challenge that. We are a group of people who understand the impact and joy being a part of your community brings.

We recognise the challenges that a family can face raising a child with a disability and understand the support needed to help them connect with their community. Through our flexible support options, we provide children/young people and their families with companionship, friendship and practical assistance in their day-to-day lives.

We are committed to providing services that are person-centred, accessible and safe for children and young people with a disability. To achieve this we strive to continuously improve our service and maintain compliance with governing standards.

Extended Families complies with the Department of Health and Human Services Standards, the National Disability Standards and the Common Community Care Standards as well as meeting in principle the National Standards for Volunteer Involvement. In May 2015, following an external audit by HDAA, Extended Families was re-registered as a disability service as legislated in the Disability Act 2006.



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Extended Families

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