

Extended Families



2018 ANNUAL REPORT

Table of Contents

| | |
|--|----|
| 40 Years of inclusion in action | 2 |
| Our People | 3 |
| President's Report | 4 |
| Chief Executive Officer's Report | 5 |
| Support Coordination for Cultural Groups | 6 |
| LinC Program | 7 |
| E-Learning | 7 |
| Plan Management | 8 |
| Extended Families Through the Years | 9 |
| Volunteers recognised | 11 |
| 2017 AGM | 11 |
| Memories | 12 |
| Play Me I'm Yours | 13 |
| Bringing the Arts to Everyone | 14 |
| Finances | 15 |
| Donors and Supporters | 16 |
| Services | 17 |
| About Extended Families | 18 |



'40 years of inclusion in action ... a celebration of adapting, growing, caring and making a difference - a reflection on the past, present and future'

In this Annual Report we are celebrating 40 years as an organisation; 40 years of connecting volunteers to children with a disability for genuine relationships that support development, enhance wellbeing and bring joy to people's lives; 40 years of helping children and young people with a disability experience full community inclusion and participation and supporting families so they are strong, resilient and connected.

Now that is worth celebrating!



Our People

Committee of Management

| | |
|-----------------|---|
| President | Graeme West |
| Vice-Presidents | Corey Johnson Katherine Shamaï |
| Treasurer | Mei Wu |
| Members | Leigh Huynh Peter Ernst-Russell Abby Thevarajah |

Management Team

| | |
|-------------------------|------------------------------|
| Chief Executive Officer | Julie Langdon |
| Manager – North West | Tamara Williams |
| Manager – South East | Rosemary Nicholls |
| Business / Finance | Roderick Sharpe (to June 18) |
| E-Learning | Derek Green |

Administration Team

| | |
|----------------|--------------------------------------|
| Administration | Margaret Fitzgerald |
| Finance | Sunny Duong (to Dec 17) Roz Talib |

Staff team

Coordinators and Group Facilitators

| | | |
|----------------------------|-----------------|----------------|
| Caren Aspinall (to Jan 18) | Rex Hateley | Kim Anh Nguyen |
| Michael Bayliss | Julia Klieber | Amanda Perry |
| Carol Belford | Jan Johnston | Helen Roberts |
| Kerrie Brown | Tu Cam Le | Zoe Sweeney |
| Thuy Cai | Nicole Leathem | Yoyo Tang |
| Nga Do | Olivia Nam | Lisa Tribuzio |
| Rachel DeSumma | Nicola Marriot | |
| Thi Thuy Duong | Leila McConnell | |

Inclusion Support Worker Team (as at 30/6/18)

| | | |
|--------------------|-------------------|----------------------|
| Anna Gabiroza | Hayley Farnan | Peter Salvador |
| Angela Simuong | Imre Veszely | Sam Miles |
| Belinda Pellegrino | Irene Orora | Sarah Lay |
| Cherie Vick | Karlie Ignatiadis | Stacey I |
| Chi Zhing Tang | La Van Tran | Stefania Valerio |
| Dana Ezzat | Matt Arnold | Stella Mhailova |
| Deborah Morrison | Maurice Leung | Stephanie Katsikaros |
| Elyse Duggan | Morgan Evans | Yen-Ngoc Truong |
| Emily Lawson | Nadia Garafolo | Yogesh Rishal |
| Emma Druce | Nadia Omar | |
| Emma Howden | Nyot Shearer | |

Financial Auditor

Mitchell Wilson and Partners, Chartered Accountants Malvern

President's Report

Achievements and Challenges

Extended Families Australia (Extended Families) is now in its 40th year which is a fantastic achievement by all those that have contributed to the development and outcomes of our great organisation.

In the last year navigating the NDIS disability funding environment has again posed numerous obstacles for Extended Families and they have been responded to with courage and diligence.



We continue to provide quality services attuning them to the requirements of our community but the impact of the NDIS has been dramatic so we are working very hard to ensure our services continue for another 40 years. Only 50% of clients in volunteering matches have transitioned these to under the NDIS and Support Co-ordination has varied in take up in the regions first to transfer. This coupled with the fact that we have borne additional costs associated with service delivery under a sometimes inefficient NDIS environment has meant that it's not as easy to maintain financial sustainability. Financially, it's been a better year for Extended Families than last year which is pleasing and as more traditional funding is withdrawn we will need to continue to reinvent our organisation.

The future environment is still uncertain so the Committee and leadership staff continue to grapple with setting a direction that we can all confidentially stand behind. Rest assured that we are still providing a quality response to what our young people with disabilities and their families require, without losing sight of our objectives. Changes have been made to ensure Extended Families is in the best place to be sustainable and viable into the future. I thank my fellow Committee members for their contributions over the last year and their dedication to Extended Families mission and goals.

Julie Langdon, our CEO, has again provided great leadership and has demonstrated ongoing commitment to leading and developing Extended Families in adverse conditions. I thank all our staff and volunteers who all provide the quality services and in the face of being difficult work at times, their commitment to the needs of children with disabilities and their families is unequivocal.

I thank the Department of Health and Human Services and all other financial supporters of Extended Families for their ongoing support. Our advocacy work will hopefully yield more positive news regarding the funding of our important and vital service delivery model. This will enable us to build on what we have achieved in the 40 years Extended Families has been servicing the community with excellence.

Despite the challenges we face, we do not lose sight of what Extended Families stands for and the positive difference that it makes. Let's celebrate this!

Graeme West
President

Chief Executive Officer's Report

Adapting and growing...

We have seen enormous social change over the last 40 years – it is inspiring to see how Extended Families, previously called the Foster Grandparents Scheme, has managed these with a focus on the interests and wellbeing of children and young adults with a disability and their families. From the beginning we have had a focus on genuine relationships. 40 years ago we took the community into institutions and had to fight to enable that to occur; working to loosen the ties of a purely medical model. With deinstitutionalization our 'foster grandparents' moved to working in smaller group homes and then supporting families in the community. We have continued to strive to make inclusion and community connection a reality for those we work with, developing innovative models for connecting and strengthening.

The last year has been consumed by NDIS - by our learning, our frustrations (of which there are many), helping people to prepare for first NDIS Plans, and others for their first review and second Plan. We are learning strategies and working to help people have the best outcomes. It is easy in this demanding, administrative cumbersome work to lose sight of the vision and our reason for doing it. Yet amongst all this, I see that staff are committed and focused in the right place. They care about the outcomes for clients - whether Johnny gets what he needs in his NDIS plan; whether Sarah gets the swimming lessons she needs to build her muscles and her confidence and that mean so much to her; whether enough therapy is available to make the difference or Thomas. So understanding the NDIS price guide, developing budgets, educating parents, advocating for services all have a purpose.

It has been another difficult and demanding year, but also rewarding. Our services continue to grow, as does our positive reputation. In tight financial times we have not invested in marketing, so it is encouraging that word of mouth is proving to be an excellent source for referrals.

Challenges to fully transition our volunteer match program in to the NDIS remain. The variables of different Planners perspectives and NDIA views of what funding is suitable for children remain major barriers, along with subtler social perspectives from families and volunteers. We have made a few new volunteer matches under NDIS, engaging in successful specific volunteer recruitment, but much work remains to keep this positive service option available in the new environment. We appreciate the support of DHHS Central for a grant to help us work on this volunteering area as well as our work with the Vietnamese community to prepare for the NDIS.

It is good to reflect on change over a longer period and see the adaptability of the organisation to its social context. Adaptability and flexibility are our strengths, and we will need all of these as we face the next year or so, with ultimately all of our original government funding disappearing. To be able to have the best service responses to people's needs, we do need to find other supports and partners that will help us to continue to achieve great outcomes. I invite you to read more about some key areas of Extended Families service provision in the following sections.

Thank you to staff, Committee, volunteers and families for contributing, facing the challenges and working together.

Julie Langdon
Chief Executive Officer

'Feedback during this assessment was consistently positive and the service's approach to protecting client rights, service planning, management and evaluation is embedded in all aspects of the service.'

'The organisation's approach to protecting client rights, service planning, management and evaluation is evident in all aspects of the client journey.'

Quote from the final HDAA Quality Audit report February 2018

So what has been happening ...

Building NDIS support coordination services for different cultural groups

Since the rollout of NDIS we have provided a NDIS Support Coordination service for families from a range of cultural backgrounds who have a member of the family with a NDIS Plan. We now have a reputation of positive cultural sensitivity.

Many families struggle with learning about and understanding the new NDIS system and are not confident with the technology requirements involved with navigating NDIS services, when English is not your first language, that is even harder. For families with limited verbal and written English, it is not easy to access workers from other services who speak their language (e.g. therapists, support workers, respite houses, etc). Interpreting services provided through NDIS are limited in quality and do not always meet the needs of families. Families need to deal with service agreements and multiple invoices in English. This places considerable pressure on them. A supportive Support Coordinator assists families with all this and builds their skills, confidence and understanding about the new NDIS system they are now part of.

We have a large number of Chinese families in our program. Yoyo Tang has been providing Support Coordination to these Chinese families, and we plan to appoint another Chinese speaking Support Coordinator to assist her as the program continues to expand.

We are also gradually building up a similar program with Vietnamese families who have a member with an NDIS Plan, mainly in the Western and Southern regions of Melbourne. We are fortunate to have employed Thuy Duong on a part time basis and will employ additional Vietnamese speaking workers as demand increases. We anticipate there will be a big demand for this service, as indicated by the pre-planning support we are providing, as the NDIS program begins to roll out in Western region.

The families feel more comfortable speaking in their own language, who understands their culture and history. Some families are new to Australia and have many complex issues to deal in addition to having a child with a disability. In addition to our Support Coordinators, we now have Inclusion Support Workers who are Chinese, Vietnamese and other cultural groups who provide direct support to our families through funding from their NDIS Plan. This has been very positive.

We are very fortunate to have skilled multi-cultural staff on our team.





LinC Program providing Inclusion Support

NDIS Plans can provide funding for participants to employ a 1:1 worker who will help the individual achieve some of the goals of the Plan. The Extended Families LinC (Linking + Connecting) Program provides families with skilled support workers to help engage participants in a variety of activities through this funding. They may support young people to go to a weekly soccer game, work on social and behavioural skills, or help with daily living skills like getting to and from school. The LinC program prides itself on providing consistent, competent workers who are committed to providing ongoing support to families. Our workers build very positive relationships with participants.

The LinC Program was established in early 2017 and by June 2018 we had 70 participants and 35 Inclusion Support Workers. We are also in the process of increasing our team behind the scenes so that we can continue to grow this very successful program as NIDS continues to roll out across Melbourne.



E-learning expanding our training capabilities

Over the past 2 1/2 years we have gradually implemented an e-learning system, with the view to ensuring all those who undertake activities on behalf of Extended Families have the required knowledge to do so safely and in the appropriate manner.

When it comes to training, our approach has always been about blending what is possible online with what is critical face-to-face in order to maximise the effectiveness of our resources whilst providing quality, relevant learning materials. Our ability to add staff and volunteers to the team - many of whom work remotely for either some or most of their duties - requires a flexible, accessible training platform that offers practical learning content with a high usability factor.

Remaining current to the demands of a diverse and evolving operating environment is always a challenge, and as our needs change, a broadening of our course offerings is also necessary. Topics either launched this year or in current development include Privacy and Confidentiality, Cultural Awareness & Sensitivity, Responsible Social Media, and a Code of Conduct for Disability Services. These will be added to over the coming 12 months.

With over 340 learners enrolled in the system and 12 courses and counting, it is clear that e-learning has been embraced by the organisation and as such will continue to grow.

Plan Management a valued Service

Plan Management is a key financial intermediary service for NDIS participants that manages the financial and administrative aspects of the NDIS Plan on behalf of the Participant. It allows participants to use 'non registered' providers as well as NDIS registered providers to meet their support needs.

Whilst at first Extended Families did not register to provide this service, but once we saw the frustration of participants and families dealing with some of the larger providers, we soon realised it was a service that we could do well and that this would add great value to the people we were supporting. At first we only provided the service to participants we were providing Support Coordination for, but soon we had requests from others and in 2018 decided to expand. The service is managed by Roz Talib and is growing in popularity where our accessibility and responsiveness are valued attributes. We have done no marketing, but are regularly recommended by other service providers (let's face it people like to be paid on time!) As we grow we have needed to make staffing changes to manage the growing workload and later this year will invest in state of the art software to further improve our reporting and communication with participants and for efficiency in managing the higher volume of work. We love that we can take one more stress away from busy families trying to manage their NDIS Plans.



Founder Margaret McGregor presenting the Margaret McGregor Award to the first recipient Marion Owen in 2008.

A timeline of Extended Families history



Margaret McGregor is appointed the first coordinator of the Foster Grandparent Scheme in November.

Foster Grandparent Scheme begins at St. Nicholas Hospital for Children in Carlton (January) and Yooralla Society in Balwyn. (February) under the auspices of the Victorian Council on the Ageing (VCOA).

Funding continues through charitable grants from Sidney Myer Charitable Trust, Myer Foundation, The Felton Bequest and Yooralla Society of Victoria.

Receive first grant from State Government (\$30,000). Pilot FGS project at Dame Mary Herring Centre in Armadale.

Increase in State Government funding allows FGS to begin programs at Dame Mary Herring Centre and Janefield Training Centre.

Organisation officially separates from VCOA to become the Foster Grandparent Scheme (Victoria) on 25th March 1982.

State Government announces the St Nicholas Project - plans to transfer all residents to houses in the community and sell the hospital.

Scheme begins at Moira Hospital, Sandringham, uniquely funded 50% by government and 50% by local community groups. Attempts to obtain federal funding for national expansion unsuccessful.

Program begins at Rosine Nursing Home in Mt. Evelyn and at Pleasant Creek Training Centre in Stawell. Program modelled on FGS begins at Stockton Hospital in NSW. Closure of St. Nicholas Hospital for Children is complete.

Organisation becomes an incorporated body, the Foster Grandparent Scheme Victoria Inc., to be administered by a committee. Eligibility age for foster grandparents is lowered from 55 to 50 years of age.

Program at Pleasant Creek Training Centre in Stawell closes.

Foster Grandparent Scheme celebrates 10 years! Scheme undertakes a pilot project in a private house.

Major independent 1988 review of the Scheme is completed. Dame Mary Herring and Moira programs are amalgamated under one Area Coordinator. Marillac House in East Brighton joins the Scheme.

First Service Agreement with Community Services Victoria is signed; guarantees funding for 3 years. First Executive Officer Maureen Breen is appointed.

First year of a community focus: Foster grandparents are now visiting in family homes. Moira Hospital for Children closes.



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1991



Hourly payment to foster grandparents ceases.

Services re-direction from the 1989 review is complete. First publicity officer appointed. Faye Dunstan (parent) becomes President.

First Vietnamese families join the Scheme (in the Western Region).

Research project (with funding from the Stegley Foundation) explores strategies to involve and service families from Non English Speaking Background (NESB) and employs an ethnic consultant. Head office purchases a computer!

Janefield Training Centre officially closes.

After struggling with increasing complexity of cases, the organisation decides to place limits on the type of family situations volunteers should work with.

Funding is received through HACC to establish a Frankston and Peninsula Program. NAPCAN selects FGS to launch Child Protection Week.

Department of Human Services commences an administrative review of the Foster Grandparent Scheme.

DHS Review finalized. New Manager appointed to undertake and implement administrative review and changes.

Foster Grandparent Scheme Constitution is revised & updated; includes changes to makeup of the Committee of Management to meet increasing compliance requirements.

Joint project with Ozchild begins, combining interchange's weekend respite with the FGS flexible respite. Independent review and strategic plan of the Scheme results in 5-year plan "The Way Forward."

'The Foster Grandparent Scheme Victoria Inc.' becomes 'Extended Families Australia Inc.'

Website created. Consultant appointed to manage and review the organisation in relation to financial viability, sustainability and service quality.

'Recruit-A-Grandparent' project is undertaken to explore recruitment in the Northwest Region. Focus group with the Vietnamese community in the Western Region explores service needs and the appropriateness of EFA model.

Vietnamese program commences in the Western Region, with a part-time Vietnamese worker. EFA achieves financial consolidation, reaching target of 3 months operational costs in reserve.

First designated (part-time) recruitment worker is employed. Organisation's Mission Statement is updated.

Pilot school holiday program undertaken in collaboration with the Chinese Health Foundation. EFA celebrates 30 years and recognises Marion Owen's 30 years of volunteering.

1992

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2007

2008



Parent Peer Support / Supported Play Groups begin in the Western Region with focus on the Vietnamese community under My Time and Play Connect funding. Appointment of our first Young Ambassador Goida Kriss.

Live Your Community / 'Sporting Mates' pilot begins in partnership with Banyule council where volunteers help children access and participate in local community sport and recreation. Friendship Groups piloted for Vietnamese community.

Live Your Community Pilot expands with grant from Sport and Recreation Victoria - in partnership with the Local Councils of Banyule, Nillumbik and Whittlesea. 'Together Groups' begin.

A successful tender lead to a significant expansion of services. DHHS funded the Live Your Community Program recurrently with nearly \$400,000. Four new Coordinators appointed.

Significant Volunteer recruitment and growth.

Formal partnership with the Vietnamese Families with Special Needs commences, following years of collaborative support.

New branding and a new website developed in preparation for the new environment of the National Disability Insurance Scheme. Concern about the viability of the Volunteer Match program under NDIS led to considerable collaborative action voicing concerns to NDIS and state government.

NDIS rolls out in NE Melbourne. Appointment of the First Finance Manager. E-Learning commences. New Services commenced including Support Coordination, LinC (Linking + Inclusion + Community) and recreation programs. Employed first Inclusion Support Workers to provide direct support in LinC.

Plan Management service commenced to improve quality service provision to current clients and later expanded to others due to demand. Coordinators provide NDIS information sessions and support individuals plan for the NDIS.

NDIS pre-planning continues, including more than 60 Vietnamese families in the Western Region. NDIS income overtakes diminishing DHHS income. Client numbers grow and staff numbers reach more than 60.



2009

2010

2011

2012

2013

2014

2015

2016

2017

2018

Volunteers Recognised

We congratulate Jane Green and Kathleen O'Reilly – winners of the Margaret McGregor Award for volunteering excellence, announce at the AGM 2017. Both were nominated by the families they support.

Jane's journey with Extended Families started 5 years ago when she was introduced to Daniel who was 6 and his family. Jane has also had a close relationship with younger sister who was baby when Jane started her visits. It wasn't long before she was near the door, waiting for Jane's visits. Jane is helping Daniel's sister connect to and accept her brother.



Inna (parent) says 'From the first visit, Jane had a sense of purpose in helping Daniel and his family. Jane went week after week to visit Daniel, to blow bubbles for him, play sensory games, clap hands, and do anything that could engage him. It wasn't always easy, but she stayed through those difficult times, always focusing on the positives. Her commitment has been unshakable and she has come to visit us week after week, year after year'. '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'.

Kathleen has been matched with Mairead and her family for 16 years now. Mairead was aged 3 at the time. Kat has embraced the whole family and included the whole family in her birthday celebrations and family Christmas get-togethers.

According to Granya (parent) 'Nothing is too difficult to achieve for Kat. She is always kind to Mairead and spoils her rotten, just like you would expect a loving grandma would. Kat is unconditional with her love to Mairead'. Kat is a very special, loved woman in Mairead's life. Thank you Kat for being you and coming into our lives'.

2017 AGM



Memories - 30 Year Celebrations



Play Me I'm Yours

Imagine ... pianos popping up in the most unexpected places around Melbourne. Their only request to passers-by: "Play Me, I'm Yours". These particular pianos have been beautifully decorated by community artists from all over Melbourne... and in January and February 2018 one of them was created by the Vietnamese Families with Special Needs Group in partnership with Extended Families. It was a whole group effort with the design being the creative work of one of the parent's in the group Thuc.



The designs and images we painted on the piano were inspired by patterns found on the Vietnamese Trống Đồng Ngọc Lũ – traditional drums made of bronze. These drums regarded as some of the most important and prominent artefacts of the Dong Son culture of the Bronze Age, a civilization that flourished in around the 2nd to 3rd century BC in the Red River Delta of Vietnam.

They were used in many festivals and ceremonies, and represent ancient Vietnamese culture.

On the top of the piano, we painted ancient Vietnamese dancers. Underneath the keyboard is a shining sun. The bird flying across the piano is the Lac bird – a mythical bird that appears on the bronze drums, and is seen as an ancient symbol of Vietnam.

The piano is also covered in hand prints – representing the supportive and collaborative community in our group of Vietnamese Families with Special Needs. The smaller hand prints on the seat are made by the children with Autism of the group.



Artist Bio

Although women in Vietnam were not encouraged to study, Thuc always showed a facility for art and so with her father's encouragement she applied to art school. Not only was Thuc accepted into the course but became their top student, graduating with the school's highest award. When Thuc moved to Australia she studied graphic design but did not work in the field, instead staying home to raise her three children. This project has given Thuc an opportunity to rekindle her love of art and painting something she is immensely grateful for.

This project has given Thuc an opportunity to rekindle her love of art and painting...

About the Vietnamese Families with Special Needs Group

In 2003, Vietnamese with Special Needs was established to respond to the needs of families who has a child with a disability. During school terms, the parents get to meet every Thursday and share their experiences with each other. Meeting other people in similar situations give them immense emotional support, reduce their stress, and help them shake the guilty feeling that it was somehow their fault that their children have disabilities. This gives them strength and hope. They learn to accept their child and their lives become bright.

Bringing the Arts to everyone

Not everyone is fortunate enough to be able to enjoy the performing arts. There are many Victorians who still miss out, due to social disadvantage, distance or other circumstances beyond their control.

The First Call Fund helps to close this gap, by directly supporting schools and community groups to visit Arts Centre Melbourne, where they can see a live performance, or participate in a creative arts learning workshop.

Extended Families have been a beneficiary of the First Call Fund since 2016, and has been lucky enough to receive over 100 free tickets to shows such as *The Australian Premiere of The Curious Incident of the Dog in the Night-Time*, *Hansel & Gretel*, *The Hunting of the Snark* and *The Very Hungry Caterpillar*. Extended Families would like to thank the Arts Centre for their ongoing support and for making the Arts truly accessible.



Finance

EXTENDED FAMILIES AUSTRALIA INC.
A.B.N. 97 470 256 857

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2018**

| | Note | 2018 \$ | 2017 \$ |
|--|------|----------------------|-------------------------|
| Income | | | |
| Revenue | | 1,631,771 | 1,239,638 |
| Other income | | 2,821 | 3,565 |
| Expenditure | | | |
| Administration expenses | | (96,040) | (145,844) |
| Depreciation expenses | | (7,627) | (7,861) |
| Special event expenses | | (4,811) | (15,097) |
| Staffing expenses | | (1,429,797) | (1,179,386) |
| Volunteer payments | | (17,072) | (24,645) |
| | | <u>79,245</u> | <u>(129,630)</u> |
| Profit (Loss) | | <u>79,245</u> | <u>(129,630)</u> |
| Total comprehensive income for the year | | <u><u>79,245</u></u> | <u><u>(129,630)</u></u> |

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2018**

| | Note | Retained earnings \$ | Reserves \$ | Total \$ |
|--------------------------------|------|----------------------------|---------------------|-----------------------|
| Balance at 1 July 2016 | | 164,140 | 8,145 | 172,285 |
| Profit attributable to members | | <u>(129,630)</u> | | <u>(129,630)</u> |
| Balance at 30 June 2017 | | <u>34,510</u> | <u>8,145</u> | <u>42,655</u> |
| Profit attributable to members | | <u>79,245</u> | | <u>79,245</u> |
| Balance at 30 June 2018 | | <u><u>113,755</u></u> | <u><u>8,145</u></u> | <u><u>121,900</u></u> |

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

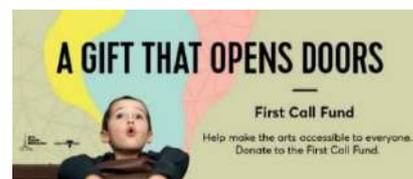
Donors and Supporters

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

Arts Centre Melbourne First Call Fund
Calxa
Good Guys 'Doing Good' (Taylors Lakes)
Grill'd Local Matters Program
Jack Moody Charitable Foundation
Mitchell Wilson and Partners, Chartered Accountants Malvern

Sponsored or subsidised office

City of Whitehorse
Mornington Peninsula Shire

In-kind Support

Newport Bush Orchestra
Bulla Railway
Sunbury Lions Club

Donors

Amelia Pietch
Atef Ayaa
Belinda Ross
Bianca Ciurlica
Brigitte Caruana
Carlyna Yap
Chelsea RAY
Christine Shengjie Li
Claudia Manibui
Colin Brown
David Merlo
David Raynor
Deana Evans
Dragana Knezevic
Elasma MILANZI
Emily Enrica
Fiona Thomson
Graeme West
Graham Black
Hoang Truong
Ivy Loo
Jacqui FRANCIS
Jan & Ken Bishop
Jing Jane Xie

Joshua Martin
Julie Breiland
Karina Beutel
Kat O'REILLY
Kaye Barnes
Kerri West
Leigh Huynh
Linda DULLARD
Louise Bennet
Maree Lay
Marieanne & Andrew
Jankowski & Huxtable
Marissa Sprott
Mary Kanavoutsos
Mei Ong
Mei Wu
Michael TIMMS
Natalie Erceg
Natalie George
Nick Jane
Nilan MUNASINGHE
Ninette Arnett
Paige Foletta

Patricia Mackin
Peter Ernst-Russell
Philippa Baker
Prabavathy Balasundaram
Rafael FERNANDEZ
Renee Garuccio
Richard Verrelli
Rika Hodgens
Roderick Sharpe
Sanduni Seneviratne
Shankari Seevanayagam
Shynade Arnold
Subramaniam S Thivya
DARSHINI
Susan Tassigiannakis-Marsden
Teodora MISURA
Theodore Perifanos
Thi Nhung DANG
Tori Pearce
Wayne Robinson
Winnie Boh
Xie Jing

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.



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.



40 years of inclusion in
action... a celebration of
adapting, growing, caring
and making a difference
- a reflection on the past,
present and future.

Extended Families

Suite 1, 95 Bell Street

Coburg Victoria 3058

Phone: 03 9355 8848

Fax: 03 9354 9404

Web: extendedfamilies.org.au

Facebook: @Extended.Families