

“Growth and development
with heart”



2019

ANNUAL REPORT

Extended Families

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“Growth and
Development With
Heart”





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OUR PEOPLE

COMMITTEE OF MANAGEMENT

President	Graeme West
Vice-Presidents	Corey Johnson Katherine Shamai
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
E-Learning	Derek Green
Project Manager	Julia Klieber
LinC Team Leader	Nicole Leathem

ADMINISTRATION TEAM

Administration	Margaret Fitzgerald Natura Lia
Finance	Monica Yan Ru Wang

PLAN MANAGEMENT

Team Leader	Roz Talib
Staff	Leila McConnell (from Mar 19) Hai Dong Tran (from April 19) Cindy Cheng (from April 19) Joshua Polley (from April 19) Nurasikin Ahmad (from May 19)

STAFF TEAM

COORDINATORS AND GROUP FACILITATORS

Michael Bayliss (to Jun 19)	Kerrie Brown	Thuy Cai (to Nov 18)
Nga Do	Thi Thuy Duong	Rex Hateley
Ashleigh Hicks (from April 19)	Karlle Ignatiadis	My Tien Lam (Mar to June 19)
Tu Cam Le	Nicola Marriot	Brianna Muldoon (from Mar 19)
Kim Anh Nguyen	Lan Anh Nguyen	Nghia Nguyen (from Mar 19)
Amanda Perry	Helen Roberts	Zoe Sweeney
Yoyo Tang	Doris Zhang	Bonny Barry
Kim Cheng	Stephanie Katsikaros	

INCLUSION SUPPORT WORKERS

Parvin Ahadi
 Matt Arnold
 Dia (Darawan) Benjapak
 Jessica Callanan
 Nicole Cheung
 Samson Clarke
 Natalie Do
 Elyse Duggan
 Dana Ezzat
 Hayley Farnan
 Kay Fung
 Isabel Geleit
 Nada Hajduk
 Emma Howden
 Stacey I
 Elise Karlake
 Andrew Ksefteris
 Maurice Leung
 Asha Macalin
 Lachlan McKirdy
 Nicole Millard
 Brianna Muldoon
 Irene Orora
 Monique Pittas
 Kayla Raimondi
 Jessica Robinson
 Nyot Shearer
 Grace Slocombe
 Lucy Taylor
 La Van Tran
 Stefania Valerio
 Imre Veszely
 Tiffany Wasnig
 Natalie Wong
 Jing Zhang

Cintia Alonso
 Bronte Batten
 Eamon Brodie
 Lauren Cameron
 Sasha Chopra
 Alex Dean
 Sarah Drinan
 Sarah Eade
 Morgan Evans
 Yueqi Feng
 Anna Gambiroza
 Dee Gistau
 Paris Halford
 Nusra Hablulla
 Cara Jewell
 Stephanie Katsikaros
 Emily Lawson
 Shaun Lim
 Ryan Marinelli
 Stella Mihailova
 Sam Morey
 Hannah Nguyen
 Mikaela Ottoson
 Madeline Pratt
 Nicole Ridley
 Peter Salvador
 Jesse Simmons
 Paulette Sola
 Chloe Thoo
 Linh Tran
 Monica Vangeli
 Cherie Vick
 Edward Watson
 Hania Yassin

Jacinta Anderson
 Matt Bean
 Alex Bruhn
 Georgia Campbell
 Alvin (Tsz Lok) Chung
 Alison Dillon
 Emma Druce
 Janet Ebery
 Molimau Farani
 Hannah Fitzgerald
 Nadia Garofalo
 Sam Glover
 Molly Helmore
 Karlie Ignatiadis
 Jan Johnston
 Alexandra Kennedy
 Sarah Lay
 Smriti Lamgadhe
 Kristi Mazalin
 Sam Miles
 Deborah Morrison
 Nadia Omar
 Belinda Pellegrino
 Ellouise Radalj
 Yogesh Rishal
 Katie Sayers
 Angela Simuong
 Chi Zhing Tang
 Ronald (Hou Ching) Tong
 Yen-Ngoc Truong
 Gabrielle Vervoort
 Steven Vocale
 Ferris (Yue Ting) Wong
 Erina Zhang

FINANCIAL AUDITOR

Mitchell Wilson and Partners, Chartered Accountants Malvern





PRESIDENT'S REPORT

*"always doing our best
to make a real
difference"*

Extended Families Australia has had its most impressive financial year on record. I'm very pleased to be able to report this and celebrate the great work of staff and volunteers, and thank the families that have chosen to use our services.

We have successfully built service capacity and capability that stands us in good stead for the next few years. We are servicing more families than ever before. This was only possible thanks to the adaptability and resilience of our staff, as well as their dedication to providing excellent service. Well done team!

The NDIS funding environment presents many challenges, and we take these challenges on to help families improve their experiences. There are many families still struggling to establish the much-needed support and services that their children desperately need. We feel for these families, and we are always doing our best to make a real difference to their lives. In the coming year, I'm confident that we will continue to help families further improve their situations.

In addition to the challenges that families have faced under NDIS, given the wholesale changes to our funding model, Extended Families has also faced its own challenges. However, Extended Families' income has grown significantly in this financial year, to \$2.39 million, and the forecast is for this trend to continue.

Outstanding leadership from our CEO Julie Langdon has been a key to our success. Julie has put in place effective strategies for growth and cost management which contribute to us regularly making profit. This is an important turnaround from when the NDIS was first introduced. It has been vital that we improve our total equity, and doing this in a continued, measured way will help us ensure Extended Families is well placed to face any new challenges that will undoubtedly emerge.

Along with income growth there has been a large increase in staff numbers. I'd like to give a warm welcome to all the new members to our team. I'd like to thank all staff, including those that have departed throughout the past year, for your contribution to making Extended Families what it is today. Without great staff and volunteers, we wouldn't be able to celebrate the successes that we are experiencing.

I thank my fellow Committee members for their quality contributions and for providing strong governance and supporting Extended Families through what have been challenging times.

They are exciting times for the disabilities services sector, and I truly believe it's onwards and upwards for Extended Families!

Graeme West
Chairperson

WE ARE SERVICING MORE FAMILIES
THAN WE HAVE EVER ASSISTED

CEO REPORT

"proud of the staff skills, commitment, values and attitudes"



I continue to be proud of the growth, development and achievements of the organisation and those we work with. Throughout this report, you will read about financial growth, service growth, and stories of individual growth and achievement.

I am especially proud of the staff, their commitment, values and attitudes translate to great practice and meaningful engagement with service participants and families, with a focus on the wellbeing, growth and achievement of goals. Day by day, we see the difference this makes in people's lives.

The growth can be seen in all key metrics – 33 % growth in the number of clients, 51% growth in hours of service delivery, and 47% growth in income. The staff team has also grown to deliver these increased services. This growth however does not come easily or without a cost. Staff have faced mounting pressure as the demand for services has increased. It is difficult to say no to someone who needs our specialised skills and resources, as a result this leads to demanding workloads. However, the sense of team and the commitment to helping others is strong and helps us manage the competing workloads.

Our reputation for excellent support, an ability to manage complex family and individual situations, a team of multi-cultural staff, our creativity and flexibility has contributed to ongoing high levels of referrals in all programs.

We continue to be proactive, strengthening our resources and staffing with the addition of new positions to manage the growing direct support and administration associated with higher client numbers. As we move into the next year, we have some further work ahead to resource the management team to ensure optimum supervision and support for direct practice staff and the financial and administrative systems necessary for effective operation.

In addition to growing our current services, we have also focused on addressing service gaps. Recently, we were

successful in obtaining an NDIS ILC grant from the Commonwealth Government as the Auspice for a project. The project aims to build the capacity of Vietnamese Families with Special Needs, and to deliver an exciting new program to support young Vietnamese people with Autism in building social and community participation. This project continues to strengthen our valuable partnership with the Vietnamese community.

Significant service needs and gaps remain, which we will focus on in the coming year. An unintended result of the NDIS, is that existing service providers of recreational services have ceased to provide school holiday programs and other regular group based social activities. This is due to the reduction of previous funding and the transfer of block grant funding to the NDIS and issues with NDIS pricing. Extended Families has not continued recreational models due to demanding workloads and financial viability of the models under NDIS. We will explore how we can deliver these services within the context of the NDIS funding and through remaining HACC funding, with a goal of meeting the clear need for these group activities, which are important in building social and community engagement.

Growth brings rewards and challenges. We have managed the extensive growth and service expansion needs due to the flexibility and commitment of all staff. I especially note the commitment of Roz Talib who worked extensive hours as the Plan Management service outgrew existing systems and transitioned to a new online management system with greater efficiency and scalability. Managers and program leaders Rosemary Nicholls, Tamara Williams and Nicole Leathem have managed growing teams, demands and complexity with grace and good will. To all staff, I sincerely thank you for all your effort and worthwhile contribution. I also thank the Committee of Management, under Graeme West's excellent leadership, who support and govern the organisation. Thanks also to our amazing volunteers who provide genuine care and support and to the families that trust us to provide services.

'Growth and development with heart' is a fitting theme for this year's annual report.

Julie Langdon
CEO

OUR REPUTATION FOR EXCELLENT
SUPPORT, CREATIVITY AND
FLEXIBILITY HAS CONTRIBUTED TO
ONGOING HIGH LEVELS OF REFERRALS

SUPPORT COORDINATION

The role of support coordination in an NDIS Plan is to assist a person with a disability and their family. The funding from the NDIS scheme is used to:

- Realise a participant's goals and potential
- Enable the participant to pursue their interests
- Enable a connection and a role in the community
- Provide support to empower the participant to "lead a good life"

For some, the goals will be about independence, for others, communication, friendship, skill development and having new experiences. Whatever the path and goals are for the individual, the support coordinator is there to empower the participant to have their individual needs met, and to make the most of their allocated funding.

Our Support Coordination program has continued to grow over the past year with a steady stream of referrals, many of which come to us via word of mouth. This reflects the positive reputation of our program, both within the disability community as well as formal referring bodies.

We are known for taking on more complex and challenging cases, which include concerns of child protection, mental health of the person with a disability or their carer, and socio-economic

issues affecting housing or job security. We also have several Chinese and Vietnamese speaking Support Coordinators, so we get many referrals requesting these workers. This offering allows families in these communities to speak with someone in their first language, as well as invaluable cultural understanding to assist them as they learn about NDIS and implement their plan.

With some families, we support several family members to implement their individual NDIS plans. For example, one parent may have an NDIS plan and one, two, or more, children may also have an individual plan as well. Generally, we link them the whole family with one Support Coordinator, to provide a holistic support to the family.

There are many challenges within the Support Coordination role. Waiting lists for therapy services and behaviour support are long, individuals do not always receive the level of funding that is required, the NDIS can be bureaucratic and confusing and can involve arduous processes for receiving necessary supports such as wheelchairs and home modifications. In addition, the Support Coordinators are impacted by the intense emotions experienced by many families (such as grief, stress, depression, frustration and despondency) when funding is inadequate or the system too baffling.

However, when things fall into place there are amazing outcomes for people, some of whom have had no supports in the past. It is when this happens that the Support Coordinators feel intense joy and a satisfaction, knowing their work is worthwhile and rewarding. We are very fortunate to have such a dedicated team of Support Coordinators who are leading the way in the industry.

*"when things fall into place
there are amazing outcomes
for people"*

LOOKING TO THE FUTURE

“there is hope”



‘There is hope’, said Maria and Pedro Alcalde, parents of Richard and Caroline. The family migrated from Peru and before the NDIS, Richard and Caroline relied on their parents to facilitate their access to the community, which was difficult, as Pedro works night shift and the family relies on public transport. They were also unable to access specialist supports such as speech and occupational therapy due to their socio-economic situation and there being a lack of supports in the area.

With the introduction of the NDIS, both Caroline and Richard have received Support Coordination from Extended Families. The Support Coordinator has connected them to speech and occupational therapists at Dee Wardrop. Since attending sessions they have both demonstrated substantial improvements in their language and independence. For example, Richard was mainly echolalic and is now able to form 2-3 word sentences after less than 12 months of speech therapy. Caroline has since completed work placement at Coles, and is now applying for an interview at Melbourne Polytechnic in Visual Arts.

For parents Maria and Pedro the improvements they have seen have been astonishing, as previously they were told by various professionals that Richard will never talk and that both children will be unable to participate in the workforce.

More recently, Richard and Caroline have been involved in our LinC program. Initially Maria was reluctant to engage support workers however since Kai and Nicole (support workers from the LinC Program) have been introduced, Maria and Pedro have been thankful for the level and quality of support they provide. Friendly, engaging and committed to supporting Caroline and Richard to meet their social, personal and developmental goals, something very different to what Maria observed in the community.

Since being involved in the LinC program, Richard and Caroline have been able to visit museums, attend shows and experience places they have never had the opportunity to so prior to the NDIS.

The Alcalde family are appreciative of the support from their Support Coordinator Nicola and the LinC team. On closing they said ‘it’s about working in a team and recognizing that it is not about the money, it’s about the support you get and having trust in those services.’



PLAYGROUP AND PARENT GROUPS

*"they enjoy sharing food and celebrating
in the community together"*

Across all our programs, we continue to do a lot of work with families in the Vietnamese community. We facilitate MyTime Groups in Deer Park and Springvale on Monday mornings and partner with the Vietnamese Families with Special Needs (VFSN) to hold parent support and education on Thursday mornings throughout the school year.

Each group operates differently, but the central value the groups provide is that parents are able to meet up with one another, share ideas about parenting and disability services, and communicate and interact in their first language to other parents who share the common experience of having a child with a disability. They enjoy sharing food and celebrating in the community together.

The Deer Park My Time group runs as a playgroup for pre-schoolers with a disability, run by two Vietnamese facilitators, Nga Do and Kim Anh Nguyen. The children are encouraged to partake in a range of arts and crafts, skill building activities, playing music and singing. There is a strong focus on assisting the children to practice and improve their language skills, motor skills, concentration, and to learn to respond to directions, and share with one another. Parents appreciate the sessions as they focus on managing different aspects of the children's behaviours. A different topic is covered with the parents each week.

The Springvale My Time group mainly runs as a parent support group, as most of the children are school aged. It is facilitated by Tu Cam Le with some additional weekend groups being run by Thuy Cai for a short period. The group have visited different disability services in the community together, discussed a range of topics of interest to them such as developing a sensory space in the home, communication and independence aids. They have learnt more about the different aspects of Autism and attended some disability expos in the community. It has allowed the parents a place where they can find support and help in raising their children with a disability.

The Thursday VFSN group supports a wide range of parents, and has covered many topics concerning, disability, parenting and services. About 80 people participated in NDIS workshops. The group is facilitated by Nga Do.

Extended Families has provided individual NDIS pre-planning support for people in all groups and a key part of the past year has been focused on preparing for first plans and supporting people to manage the challenges of the NDIS. The weekly groups is a great opportunity for parents to share experiences about their journey with NDIS and gain support and more understanding.



LinC PROGRAM

The LinC Program is a social and community inclusion program that works to match carefully selected Inclusion Support Workers (ISWs) with NDIS participants to help them achieve their goals. Whether it be facilitating connections with the local community, or supporting a young person to arrive at school feeling confident and ready for the day, Extended Families ISWs know that their role is not just to get things done, but to provide the framework to help participants to do things on their own.

The LinC Program has made some impressive developments this year. By June 2019, the number of participants had doubled to 149, and the number of ISWs increased to 103. This growth has been supported by the introduction of two fabulous office-based LinC team members - Karlie Ignatiadis in Rostering and Administration, who is also one of the program's first ISWs, and Ashleigh Hicks, a disability services professional who was brought in to help with the recruitment of quality ISWs.

Responding to growth while maintaining a personalised service can be a challenge for any organisation, but with regular reflection, a commitment to the Extended Families vision and openness to change, the LinC Program continues to offer a sought-after service in the realm of disability supports.

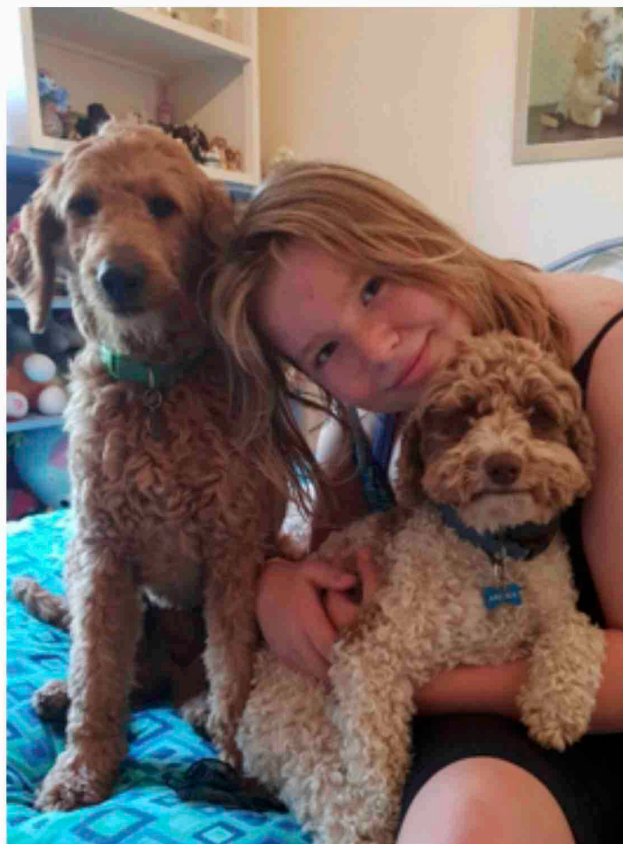
“THE LinC PROGRAM IS A SOCIAL
AND COMMUNITY
INCLUSION PROGRAM”

Bringing the connection home - a day out with Bridie and Karlie

Bridie has a love for all creatures big and small and aspires to be a vet or a lifeguard. One of our most memorable shifts was the day we arranged to meet with a wildlife rescue group, who rescue and rehabilitate injured kangaroos and possums.

We contacted a lady named Kate and asked her if she would like some volunteers to help out for the day, she gratefully accepted! She explained to us what she does to support the animals and we discussed what we would need to take to help out. We took gloves, enclosed shoes, and Bridie donated her own fluffy blanket which could be used on a rescue to keep the joeys and possums warm. We spent 2 hours at the rehabilitation facility learning about the animals and hearing their stories. We helped move all of the old possum food (eucalyptus leaves) into a paddock in preparation for a bonfire. We swept the room that the joeys are in and cleaned the floor, then we got to meet the kangaroos. They were mostly small joeys, who all had funny names and were very friendly, but one joey loved to eat shoe laces so we had to keep on the move.

On the drive home, Bridie said she enjoyed cuddling the joeys more than the work. Bridie was happy that she was able to help out and we discussed other ways that we could contribute to community rescue groups. In the weeks following, Karlie taught Bridie how to use a sewing machine to make warm pouches for joeys and possums. We got some fabric and baby blankets donated from my local community group and made a template out of cardboard. We have only made 2 pouches so far, but Bridie was a natural on the sewing machine and successfully made her first pouch without much assistance. When we have made a few more pouches, we will donate them to Libby's Wildlife Crusade in Diamond Creek whose motto is "No voice is too little, no hands are too small, to help save our wildlife". – Bridie and Karlie



A note from Karlie, Bridie's support worker...

Working with Bridie and building rapport and trust with her has been incredibly rewarding. I have watched Bridie become more confident and self aware, and develop her abilities in trying new things, increasing her independence with daily activities and confidence in making new friends and talking with her peers. Her warmth and good sense of humour make her a pleasure to spend time with, and we often make up silly songs about ourselves when we aren't listening to her favourite band. Our conversations have grown from talking about animals and music, to having conversations about politics and animal rights. Her passion to stand up for what she believes in and the people she loves is beyond her years, and is incredibly admirable. Bridie and I have been lucky to spend a lot of time together over our journey and she will often finish my sentences, or pre-empt what I'm about to say. Working with Bridie has taught me so many skills and helped me to grow as a support worker. I am so grateful for the opportunity that Extended Families has given me to work with such an amazing young person.

THE NEXT 12 MONTHS WILL SEE THE RELEASE OF NEW COURSES

E-LEARNING

As Extended Families has experienced a period of growth over the last 12 months, so too has our requirement for e-learning, and our need to ensure a culture of development.

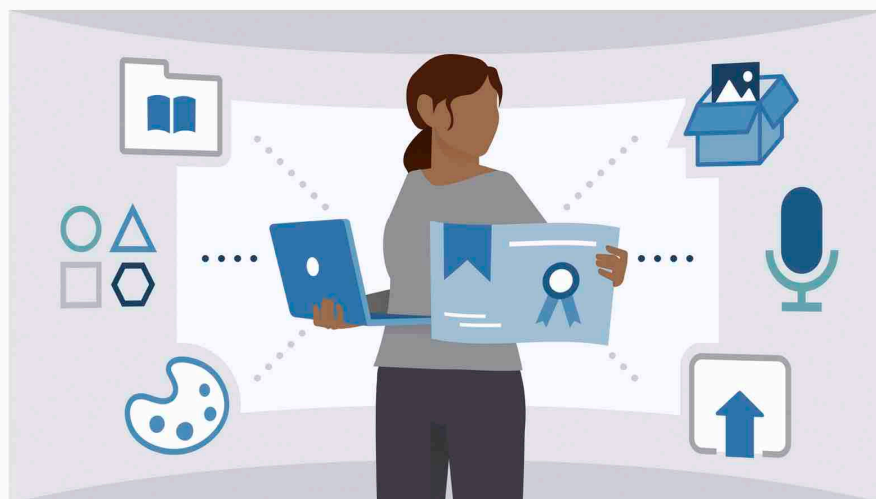
E-learning provides us with opportunities to deliver customised content to our staff, which now includes over 100 Inclusion Support Workers who have joined us this year, along with the ability to upskill our existing staff. Being able to assign roles and tasks, safe in the knowledge that all staff are across the key requirements of policy, procedure and industry best-practice, helps ensure our team is both confident and competent.

In a changing world, e-learning has also been a useful tool in situations where responsive measures are required, particularly in the fluctuating landscapes of social evolution and expectations, and the positive and negative effects of technological advancements. This has been reflected with the release of new courses covering Cyber Security Awareness, Understanding and Responding to Cultural Diversity in the Workplace, and more practical content such as Administering Medication, and role-based Staff Inductions.

Additional achievements include the development of an organisational-wide E-Learning Policy, expansion of our learner base, and the identification of and collaboration with both internal and external subject matter experts.

Meanwhile development continues, and the next 12 months will see the release of new courses covering Autism Awareness, Working Respectfully & Positively with Children and an Online Volunteer Orientation.

We're excited about each chapter in our e-learning journey, and look forward to reporting on further successes next year.



Vuon lên

means 'To Rise' in Vietnamese

We named the project Vuon lên to symbolise a new beginning in the journey towards building confidence, skills, knowledge, experience and motivation, in order to achieve greater community inclusion for young Vietnamese people with Autism.

VIETNAMESE CAPACITY BUILDING

In late 2018, Extended Families in collaboration with Vietnamese Families with Special Needs (VFSN) Inc., were successful in attaining a grant for \$109,403 for Information, Linkages and Capacity Building (ILC) 2018, for the parent-led community group based in Melbourne's west.

The VFSN Capacity Building Project commenced in June 2019, and will run for one year. The focus of the project is to support the VFSN in developing their skills, resources and experiences in organisational governance and to undertake critical strategic planning to extend the group's service capacity. The grant has also provided funding for the piloting of an innovative new group program for young Vietnamese people with Autism (aged 17-25) who are experiencing high levels of difficulty overcoming barriers in accessing social and vocational opportunities in the community.

The pilot has been named Vươn lên (which means to Rise in Vietnamese) and targets the isolation and lack of independence experienced by some young adults within the Vietnamese community who are living with a disability. The disconnection that can be experienced by young people often prevents them reaching their potential and can limit their social and vocational opportunities.

Eight young people have already enlisted to participate in the pilot, which will run for a period of 15 weeks at Brimbank Learning Futures, commencing in January 2020. The program will support participants in fostering new friendships, developing hobbies and interests, practice pre-vocational skills, grow in confidence and independence, and enjoy new community participation experiences.

Parents of the participants linked to Vươn lên will receive information and specialised guidance in how to encourage and support their children in building confidence, skill development and overcoming inclusion barriers, along with practical information about local inclusion support services which are available. Brimbank Council has recognised the importance of the Vươn lên pilot and awarded Extended Families \$5,500 (2019 Local Council Community grant round) to make a film about the journey that will be undertaken by the young people and families linked to this project.

Norah Breekveldt, Former President of Extended Families, is working with the VFSN and the Team to offer a series of tailored workshops designed to help the VFSN Committee of Management (COM) build organisational capacity. In total, six, four-hour workshops will be delivered in English and Vietnamese.

The first three workshops have been delivered and covered: Effective Team Building; Understanding Organisational Vision and How to Achieve It; and Developing a Strategic Plan which have helped identify action plans that will assist with ongoing growth.

There is more to come in this exciting project. We will be holding three workshops for the VFSN COM (focused on Governance, Risk Management and Leadership); two bilingual community inclusion workshops for Vươn lên families and build a website for VFSN that will be launched early 2020. The website will be a resource for the wider Vietnamese community living with disability - helping individuals and families to connect; to share experiences, knowledge and resources; to participate more fully in their community; and to gain understanding in how to navigate and access government funded disability and community inclusion services. We are hopeful that this will provide greater reach to families and disability service providers so that Vietnamese people with a disability are able to fulfil their personal life goals and live happier, fuller lives infused with a real sense of friendship and belonging.

PLAN MANAGEMENT

At Extended Families, the Plan Management service supports NDIS participants by providing a financial intermediary service. In just two years, the service has grown from supporting 20 clients in our Support Coordination program to 230, including participants who use other services within Extended Families, as well as those who just access our Plan Management service.

This rapid growth increased demand, and with the increased volume of financial transactions, our usually good response time was delayed. To mitigate the challenges the team was facing, more staff were appointed within plan management and new software has been implemented, which has significantly transformed our practice through improved efficiencies, as well as providing a better service to our participants, families, and providers. The software has also reduced our environmental impact, as we are no longer reliant on paper-based files and printing.

The new dynamic and versatile Plan Management Team is now able to meet the demands in processing the high number of invoices, responding to queries about the plan and invoices by the participant's family, providers, and support coordinators. An added strength of the team is having multi-lingual staff so we can more effectively communicate with Vietnamese and Chinese families.

The new team has quickly learnt the complex NDIS system, and are able to solve many and various complex problems. Providers are happy with our quick responses, as well as spending the time to help guide new providers on how to set up better invoicing for NDIS claims. We have assisted families on their first NDIS plan where they do not have support coordination to help them. We are pleased with having resolved and improved the area of plan management, and that is demonstrated with our high participant retention rate.

As a testament to our improved service ability, Kim Moore, the mum of a first time NDIS participant has said:

**I HAVE LEARNT SO MUCH THANKS TO YOU
AND THE PLAN MANAGEMENT TEAM
AND I AM NOW CERTAINLY MORE CAPABLE
THAN I WAS 6 MONTHS AGO!**



VOLUNTEER MATCH

The Volunteer Match Program at Extended Families has continued to evolve with the transition to NDIS funding. Whilst this has meant a change in many of our processes, the heart of the program remains, to provide a pathway for supporting people to live their lives with a sense of self-worth, belonging and acceptance. Individuals are supported by volunteer mentors who are there to provide help in building life skills towards greater personal independence and an increased ability to make connections with friends, family and their community.

The mentoring program relies on the heart of its volunteers, who are generous of both time and spirit. We have recently implemented a new targeted process to recruit volunteers for each participant under the NDIS. An initial connection is formed when some things about the participant are shared with the potential volunteer.

Volunteers now begin to form a connection to the role when a snippet of information is shared about the participant. This connection is then built on throughout their accreditation and training, until they finally meet the individual and their family and begin their mentoring journey. With the support of the coordinator, the aim is to facilitate the development of this connection throughout the duration of the match; creating a foundation for progress to be made in the participant's NDIS goals. We are pleased the program is able to continue to provide opportunities for volunteers to be involved in supporting individuals to achieve their NDIS plan goals.

We continue to encourage long-term connections to be made between volunteers and the individuals and families we support, despite the drop in the number of funded matches. It is heartening to see that those who were unable to transition to NDIS funding, have continued with us informally, providing much-needed on-going support for families and individuals. Knowing this program benefits individuals has encouraged us to further develop and grow the program in the coming year.



VOLUNTEERS RECOGNISED

THANK YOU TO OUR VOLUNTEERS FOR THEIR TIME
AND DEDICATION IN HELPING SUPPORT OUR VISION.

Eve Addis
Lesley Allanach
Praba Balasundaram
Natalie Bryant
Naomi Copocean
Samuel Fairbairn
Sylvia Giles
Cassandra Hall
Graeme Hamilton
Han Huynh
Kathleen Kendler
Maree Lay
Yi Lin
Claudia Manibui
Joan McKeegan
Karen Mirfin
Susan Mountford
Elle Nguyen
Tori Pearce
David Raynor
May-lyn Sio
Michael Timms
George Zographos
Laurie Kempton
Mahinthini Paramasivam
Celeste Desaram
Lauren Cameron
Andrew Huxtable
Mary Kanavoutsos
Rafael Fernandez

Zexi Allan
Philippa Baker
Graham Black
Brigitte Caruana
Evelyn Crouch
Jacqueline Francis
Jane Green
Rhonda Hamilton
Nicola Grant
Carolyn Jones
Clare Keogh
Siobhan Zigomanis
Ivy Loo
Joshua Martin
David Merlo
Michelle Motteram
Nilan Munasinghe
Tung Nguyen
Amelia Pietsch
Sophie Rushton
Marlene Tangso
Carlyna Yap
Billie Kempton
Emily Ennca
Miranda Lewis-Mendes
Kalish Vendanayagam
Johnathon Hermann
Marieanne Jankowski
Nhuny Dany
Jin Mei Jiang

BLOSSOMING FRIENDSHIPS

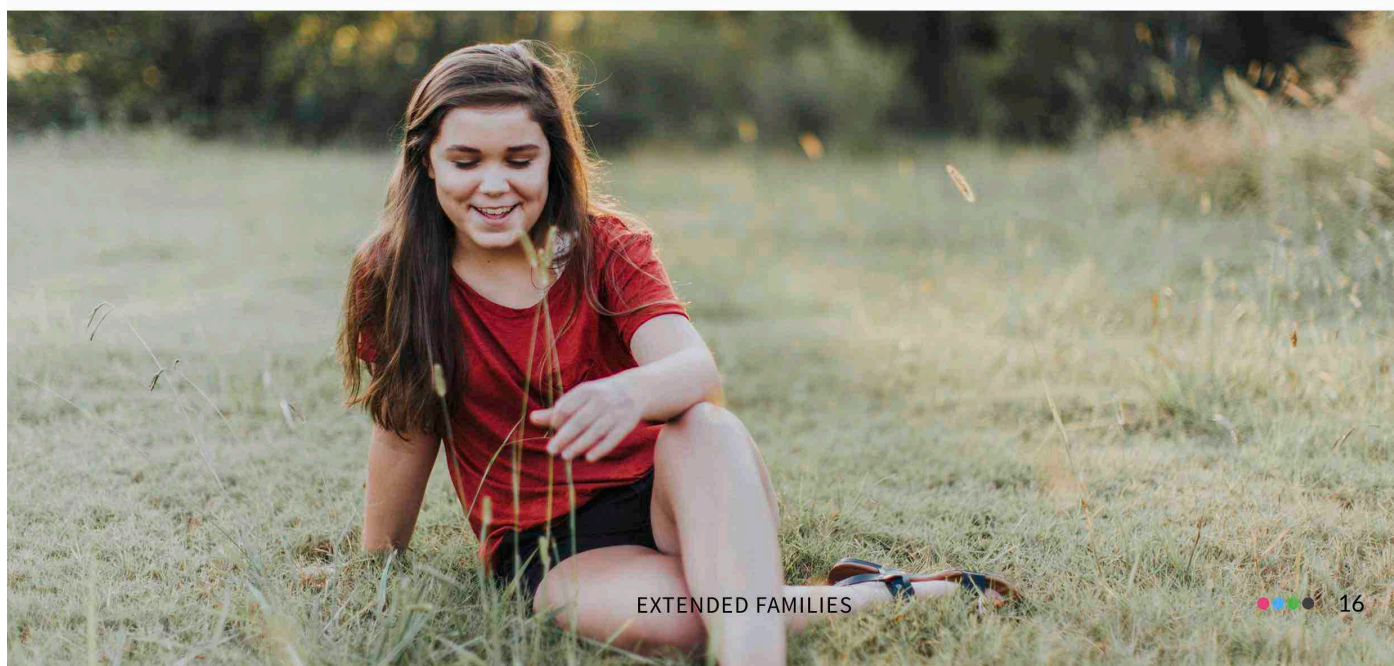
Alisa is a young adult who has recently commenced with the Volunteer Match program. Alisa's mother, Huong, contacted the program in May 2019 to seek additional support for her daughter, who has an intellectual disability and would benefit from the support of a mentor friend to assist Alisa to work on building her social and independence skills. Huong expressed that Alisa had always been reliant on her for support in all aspects of her social life and she was keen to see Alisa develop further in this area as a young adult.

In June 2019, the program was able to introduce Nicola, an accredited volunteer to Alisa and her mother. Nicola has been visiting Alisa on a regular basis since this time, providing friendship and assistance to access the community. Since the involvement of the volunteer match program, feedback from the family and volunteer has indicated that Alisa has begun to make significant gains in her related NDIS goals.

- A very positive relationship has been built between Alisa and her volunteer over the past few months and continues to develop, providing a good foundation for mentoring and other support needs. Alisa has grown very fond of Nicola and really looks forward to their fortnightly contact. Alisa says that Nicola is funny and fun to be around. It is anticipated that the friendship skills Alisa is developing with Nicola can be then transferred to Alisa's interactions with her peers.
- Huong has been very pleased to see that Alisa's ability to plan and organise her own social activities since she commenced the Volunteer Match Program has greatly improved. Alisa's enjoyment of her time spent with Nicola is a clear motivation for her to continue to arrange future activities with her volunteer mentor which will continue to build on this aspect of her independence. Alisa is always thinking ahead to future activities they can do together, which is really heartening to see.
- Alisa and Nicola have begun working on extending Alisa's independence skills when accessing the community through encouragement and modelling of appropriate interactions during outings. For example, Nicola helps Alisa learn about money handling and how to appropriately interact with sales staff.
- Feedback from Huong also indicates that Alisa's volunteer match has assisted in fostering a positive relationship between mother and daughter by allowing them to have regular time apart, giving Alisa a sense of independence as a young adult. Alisa now shares stories with her mother about her time spent with her volunteer mentor, which further supports the maintenance of a positive relationship between Alisa and Huong.

Nicola is very pleased to have been linked with Alisa and has greatly enjoyed their time together and the outings they have shared so far. It is lovely for Nicola to hear about the gains Alisa is making through their connection with one another. It really highlights the importance of friendships in creating a foundation for self-growth and development. Nicola is looking forward to continuing to build on their relationship and support Alisa's development and progress further.

- Thank you to Huong, Alisa and Nicola for sharing their story.





FINANCES

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 2019

	Note	2019 \$	2018 \$
Income			
Revenue		2,393,533	1,631,771
Other income		2,623	2,821
Expenditure			
Administration expenses		(138,520)	(96,040)
Depreciation expenses		(9,972)	(7,627)
Special event expenses		(5,522)	(4,811)
Staffing expenses		(2,101,306)	(1,429,797)
Volunteer payments		(11,376)	(17,072)
		<u>129,460</u>	<u>79,245</u>
Profit		<u>129,460</u>	<u>79,245</u>
Total comprehensive income for the year		<u><u>129,460</u></u>	<u><u>79,245</u></u>

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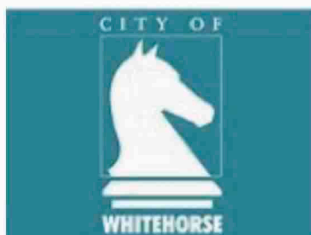


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We acknowledge the support of the Victorian and Federal Governments, with significant funding provided by the Department of Health and Human Services and the Department of Social Services.

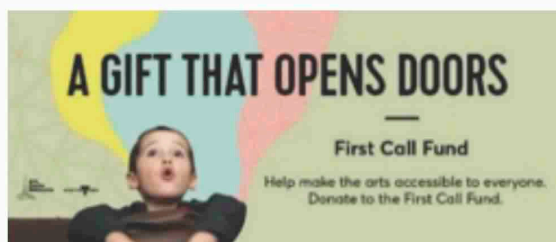


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