

impact
report
2018



contents

about inclusion melbourne	3
our vision, mission and values	4
president's report	5
chief executive officer's report	6
finance overview	9
community support	10
our volunteers	14
personalised support	16
inclusion designlab	20
inclusion training	21
people, performance & culture	22
our staff	24
partners and supporters	26

Inclusion Melbourne acknowledges the traditional owners of the land and pays respect to the Aboriginal Elders, past and present. Our head office is located on the land of the Bunurong people of the Kulin nation and we welcome all Aboriginal and Torres Strait Islander people to our service.

We would like to pay tribute to Sheryl Weinberg (front cover) who sadly passed away this year, she will be missed dearly. Sheryl is pictured with her long term partner Bill Stanley.

about inclusion melbourne

Inclusion Melbourne is Victoria's oldest community support provider for people with a disability. Based in Armadale and founded in the 1940s, we encourage and enable people with an intellectual disability to achieve and maintain a valued quality of life. We support people to create highly personalised and flexible lifestyles based on their needs and desires, and to participate in activities and develop relationships with people in their local community.

Inclusion Melbourne is also a registered training organisation. Since the late 1990s we have been providing highly personalised literacy and numeracy classes to people, utilising the Partner Assisted Learning System that we jointly developed with Deakin University. We continue to utilise this approach today, and are expanding our education and training to meet the growing needs of the community in supporting inclusion and inclusive practices.

Inclusion Melbourne is strongly guided by the fundamental belief in the worth and value of every person, and that it is everyone's right to live in, contribute to and be recognised by their community as an equal. We are the only disability service provider in Victoria to have transitioned into a fully personalised, flexible person-centred service that supports people with an intellectual disability to live the way they want.

We invite you
to join us in
building a
more inclusive
community

our vision

Our vision at Inclusion Melbourne is for people with intellectual disability to live in an inclusive community, where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

our mission

To provide people with every opportunity to do the things they want to do, with the people that matter to them, in accepting and inclusive communities.

our values

individuality. a single person regarded as a unique personality, distinguished from others by special qualities

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

potential. the inherent ability or capacity for growth

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

integrity. to consistently act on sound moral principles

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

relationships. a significant connection existing between people and communities

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

president's report

The year since my last President's Report for Inclusion Melbourne has seen our organisation go from strength to strength. Our team has grown to meet the demands of increased service delivery.

Again, one of our key areas of focus has been continuing our learning and ongoing planning for NDIS. There is no doubt there have been challenges with the roll-out, but we continue to advocate and support our clients through our very capable workforce.

Our passion to drive innovation, undertake research, advocate and contribute to policy development continue through our Designlab. We have initiated a range of Projects, here are a few: 'Circle of Support' in partnership with Belonging Matters and Deakin University. IM has led a project team including Monash Health, Carrington Health, CDDHV and private dentists under the 'Your Dental Health Project', and the 'I Can Vote' project.

"Inclusion Melbourne serves more than 200 participants and their families and with over 200 volunteers we continue to be a strong and proactive organisation that is committed to service excellence."

The current IM Board along with our CEO are continuing to embed our revised organisational strategic imperatives. In recent times we have set a clearer direction and developed a dedicated blueprint for the future that allows us respond to the opportunities and challenges that are and will come our way. We have made

improvements in all areas of our business including a new staffing model that has improved how we respond to the needs of our service users and their families in this climate of change and transition.

IM serves more than 200 participants and their families and with over 200+ volunteers we continue to be a strong and proactive organisation that is committed to service excellence. I need to recognise the wonderful work of our volunteers and over the past year IM has continued to expand the volunteering program in the north/west and south/east. The IM Board and I want to thank our volunteers for their tireless contributions to IM. This year we celebrated the 20th Anniversary of the Volunteer Program at IM. 7 of our volunteers received 5-year awards and 4 received 10-year awards. It is great to see the fantastic connection and friendship between these volunteers and their service users.

As President I can honestly say it is an honour to be at the helm of this organisation. I want to thank my Directors, the CEO, the Executive Team and all the staff and volunteers at IM for their contributions to the team that makes up our excellent organisation.

Chris Allan

President




chief executive officer's report

Welcome to all our families, carers and those who we support both directly and indirectly.

I am pleased to present our 2017-18 Impact Report, one that has been both a rewarding and challenging year for Inclusion Melbourne.

I would like to take the opportunity to say thank you to all our wonderful staff, volunteers and progressive Board for their outstanding contribution and service in assisting those people we support. To my Leadership team, thank you for the cohesive way you have rallied through challenging times and modelled the way for your people. We could not execute upon our Mission without these individuals and for that, we are truly thankful.

Inclusion Melbourne delivered another very successful year of services, in an uncertain and challenging environment, transitioning to NDIS. We are well underway, but not yet where we need to be. As a consequence, we have recently revisited and reset our key Strategic priorities, which I can summarise as follows;

Manage our growth strategy in a considered and measured way

We are not proposing to grow simply for growth's sake, or at the expense of our quality of service provision. We hold a niche and unique position in what we provide. We are experiencing strong demand and growth through Inclusion Training and Personalised Supports. We need to build capacity within our model that then allows us to increase our intake. Expansion in the West and the South East through strategic alliances is assisting.

We also need to be cognisant that retention of our existing DHHS participants as they transition to NDIS, is critical through our transition. The

increase in funding packages will provide significant organic growth in itself, without the benefit of new to business service users.

Workforce Planning

Meeting the challenges of growth for our services is a constant challenge, but also a compliment to our proposition. Unfortunately, managing this can be problematic as we are not the only provider regularly looking to recruit quality people given the projected growth from NDIS. It is a systemic industrywide issue, with a significant shortage of supply in quality trained professionals within the sector. For this reason, we are now looking to train our own people with the inclusion on our Training scope of Certificate III – Individual Support. A vertically integrated staffing model that will train and provide employment for new disability service professionals within our business.

NDIS transition from DHHS

We are still learning the rules of how to play in the NDIS space. There is no past experience we can draw upon. We are building the expertise and intellectual property as we develop how to deliver services in the new world. We are well advanced and doing well, but need to continue evolving and improving with our processes and delivery. We are focusing upon a culture of continuous improvement and process redesign that will hold us in good shape as we move forward.

Systems transition for effective management

Whilst we have implemented new systems and process, with Enritecare and Skedulo, we are not quite there yet with our transition. We need to continue the focus upon driving the system

enhancements, fully embedding the systems and overcoming any blockages. Developing a full 'fit for purpose' suite in cooperation with our vendors is a high priority.

Organisational sustainability and viability

In the face of such significant sectoral change, we need to remain vigilant to ensure that we can transition to a new way of service delivery efficiently and effectively, whilst being cognisant of building a model that is sustainable in the longer term. That will necessitate a regular, iterative review of the business fundamentals as we transition forward. Ideally we are looking to build deep relationships with our service users, providing a wide range, or combination of services that could include support coordination, direct support, training and volunteering packages. The positive is that organisationally, we are in a good financial position that will allow us time to transition. It allows us the opportunity to invest and run deficit budgets to ensure that we have the best in staff and culture, systems and service delivery. We have invested in strategic Marketing and have been reviewing our brand and positioning. This additional investment decision will reflect in our financial results for this year and the next few years as we position ourselves for a successful and sustainable future. I believe the next 2 years will be our most challenging!

Commence the strategic planning process for 2020-23

The Leadership team and the Board have commenced scoping for the next longer term strategic review cycle, which will incorporate a review of our Mission, Vision, Values and the creation of our Guiding Principles that will form the basis of IM's future direction. We expect to be in a position to publish this in 2019.

We will continue to advocate for families in the NDIS planning process and deliver our readiness workshops which are regularly oversubscribed throughout the year. A most valuable source of assistance for families navigating the complexities of the NDIS.

Inclusion Melbourne takes significant comfort in the fact that we have been delivering services for 70 years. We have already transitioned from a congregate group model of service delivery to a fully personalised, tailored and bespoke community based model, the envy of other providers. We have built a track record of credibility, innovation and adaption to an industry undergoing significant change. We will continue to do so. Our brand and reputation is strong within the industry, from Government funders, Agencies, Advocates, peak bodies and our strategic partners and families.

I would like to thank and acknowledge the support provided by all these groups.

Andrew James
Chief Executive






finance overview

Inclusion Melbourne is reporting an operating deficit of \$90k for the 2017/18 Financial Year, and reflects the ongoing transition operationally and financially of our service users moving from the historical state funded model, to the federal funded National Disability Insurance Scheme (NDIS).

Inclusion Melbourne's revenue base continues to increase, with the last twelve months reflecting growth of 21% to \$4.7m. The last three years has seen a positive trend of 36% from a base of \$3.4m. For 2018/19, the revenue base is expected to increase by another 21% to \$5.7m. Lower than planned revenue for 2017-18 included timing differences with our clients transitioning from DHHS to NDIS funding, and lower than expected billing hour ratios of support coordination.

For the past twelve months, Inclusion Melbourne's client numbers have increased by 37% to 203, incorporating current service users transitioning to NDIS of 11, with an additional 40 new NDIS participants as it is rolled out regionally – 34 new participants specifically in Northern Region. In 2018-19, projected growth in service users will increase at a similar rate of 29% or 58 to 261 clients.

To maintain and increase our revenue base to provide our unique service model in a business environment with an increasing cost base, specific focus will continue on volume and rate. The prospect of reducing margins under NDIS will be offset by increasing our share of wallet with the broader provision of services incorporating other Inclusion Melbourne operating units such as training and community support.

Volume will be maintained and increased appropriately notwithstanding the trend in the reduction of support coordination hours with existing NDIS clients. Replacing these potential reducing hours will be a focus on taking on new clients to maintain billable hours and our revenue base. Expanded premises in Sunshine and a new site in Casey continue to be evaluated to provide services.

Our actual expenditure base costs for 2017/18, although lower than planned in the budget, included additional costs for marketing and finance to support the formulation of strategic planning and the implementation of operational and financial systems.

An ICT Reference Group was established in June 2018 to oversee the implementation of significant systems development initiatives including Salesforce (Enrite Care), Quality Management System (QMS), Sharepoint (Intranet), a Learning Management System (LMS), and the integration of our various web sites.

Rick Chapman

Finance and Administration Manager

community support

Our Community Support team has had a very exciting and challenging time in 2017/18 as we work towards establishing ourselves as a successful and responsive business unit within the Inclusion Melbourne organisation. Our new name reflects the changes that are essential to make as we transition and convert to an NDIS model. However, our team remains firmly committed to the Inclusion Melbourne Values and the National Volunteering Standards to guide the way we recruit, train, support and recognise our volunteers.

Our wonderful volunteering program (commencing with the Leisure Buddy program), was 20 years old in 2018! Our heartfelt thanks

go out to all the wonderful volunteers who have supported our service users and the organisation since 1998. Some of our volunteers who commenced as Leisure Buddies in 1999 & 2000 are still with Inclusion Melbourne to this day! I would like to make special mention of former Manager of Volunteers Helen Calandro who developed and commenced the program all those years ago, and Coordinator of Leisure Buddies Lorraine Raskin who has grown the program, and continued to provide wonderful support to the Buddies and their families, since June 2012.

Some highlights from this 2017/18 period include:

Volunteer Sharon Flitman receiving a Service Award as part of the 2017 Premier's Volunteer Champions awards presented by Premier Daniel Andrews at Government House. Sharon has volunteered with Inclusion Melbourne in 4 different volunteer positions (3 currently), since February 2011.

At the National Volunteer Week event in May we celebrated the 10th Anniversaries of volunteers Merril Bennett, Marcia Fyson, Hilary Harland and Annabel Morris, and the 5th anniversaries of 7 other dedicated volunteers.

Our Leisure Buddy program being shortlisted for the 2018 Volunteering Victoria State awards, (for the award for Innovation).



I would like to express my appreciation to all of the volunteers in their many different and varied roles, to my team who are dedicated to supporting those volunteers: Lorraine Raskin, Oranoos Khaligh, Lisa Lewis, Mervyn Singh, Jasmine Yen, Jacque Robinson and Michelle Wilcox, and to CEO Andrew James and the Inclusion Melbourne Board for their ongoing commitment to the continuation of the Community Support/Volunteering program.

Tess Lynch

Community Support Manager

community connectors

Joel has volunteered with us as a Community Connector with Tommy since October 2017, with their particular interest in fitness. Joel is the busy owner of multiple F45 fitness studios around Melbourne and finds time to work out twice a week with Tommy. From Joel's perspective it fits perfectly into his own schedule and his volunteering with Tommy is one of the highlights of his week.

Joel says: "Tommy is an absolute legend who has quickly become part of our F45 family and I am just stoked to be helping Tommy reach his fitness goals and to broaden his links to the local community."

Joel has seen Tommy gain a lot of confidence over the past year and loves seeing Tommy enjoy working out and getting on so well with both the trainers and clients at the studio.

Joel says: "For me the volunteering role was always to give something back but since Tommy has started it feels like a lot more than that. To see him happy and keeping fit means the world."



leisure buddies

I've been involved in the Inclusion Melbourne Leisure Buddy volunteering program for just over 18 months now. Funnily enough, the thing that attracted me to the Leisure Buddy program initially was the flexibility provided as I had wanted to volunteer in some shape or form for a few years; however had always struggled finding something that fit in with my existing commitments. Now, however, it is the underlying work that Inclusion Melbourne do that make me want to continue in the program.

From my involvement in the program, I can see so many benefits of those who get to participate. The ongoing relationships that Inclusion Melbourne facilitates are something that for some people, do not come easily. Prior to starting my position with Inclusion Melbourne, and attending the mandatory training, I hadn't ever put much thought into this, however the program has been built in a way that brings awareness to potential social isolation, and helps us work with our Buddy to break down those barriers.

I feel as though I have created a new, potentially lifelong friend through my volunteering and I can see that in small ways I have helped to change my Buddy's life. I've added additional 'support' to her life in the form of a friend, and over time, I've seen little things change, such as how I get greeted each time we meet – and more and more, our conversations turn to what we will do next time we catch up, and more importantly, when that will be.

Because of the way the program is set up, I don't view my Buddy as a service user; I view my Buddy as a friend. Personally, I think that in itself speaks volumes, and it is always one of the things I communicate when explaining the program. The program aims to improve social inclusion and confidence for those using their service, and by drawing the focus away from disabilities, it helps you to focus on the person. The matching process of my Buddy and I meant

that we had so much in common from the start that I've been able to successfully bring her into my life as a friend. When we were introduced, we found out that my buddy and I both love dogs and coffee/hot chocolate. To this day, our favourite activity is to go dog walking and have a hot chocolate or a coffee. We have a regular café that we go to, but we also like to mix it up and try out new places as well.

In addition to this, I've been very fortunate in my volunteering position that my buddy's family have been very open to having open dialogue with myself and my buddy about her aspirations in life, and parts of her life where she is hoping to improve. As a result, I feel as though I am able to help improve my Buddy's life in small ways. We loosely base our interactions around her goals when we can, with a focus on fostering independence through fitness, healthy eating and working on financial independence. This is done in little ways; choosing to walk instead of driving, substituting in healthy sides when we eat out for dinner, and making sure we discuss the bill before going up to pay and how to best co-ordinate our own individual payments.

We've had a lot of great outings together and in September last year, we even participated in a charity walk, which was not only a chance for us to be active, but also to introduce my buddy to a small group of my other friends.

The Leisure Buddy program has so many positives for those directly involved in the program, however on top of all of this, it also fosters awareness of equality across our community. The things I have learnt through my volunteering as part of the Leisure Buddy program mean that I am now able to share this with other people I cross paths with, as well as apply things I've learnt in my everyday life.

Shana Miller

Leisure Buddy Volunteer

friendly visitor

Friendly Visitor Andrew and older person Maree started their friendship about a year ago. Maree lives alone and does not have many social contacts during the week. Despite the difference in age, the friendship was a hit from the beginning, as they both shared a love for movies, food and good conversation. Since Andrew had newly arrived in Australia, Maree has opened his eyes to what Melbourne used to be as a city and to the "Australian way of life". Their mutual interest in movies has resulted in arranging movie nights together. In Andrew's words: "A real highlight is watching some of the best movies ever made, and being able to have a unique conversation about them at the end"! The pair has also embarked on a mission to try a variety of burger shops across Melbourne in pursuit of what they call "the best burger in town". Andrew says this experience has helped him grow as a person and he finds it rewarding to be able to build a relationship with such a wonderful, happy individual and he looks forward to visit Maree every week or two.



our volunteers

Inclusion Melbourne gratefully acknowledges its wonderful volunteers who have been so generous with their time and giving of their skills to the people we support:

- | | |
|-----------------------|----------------------|
| Melissa Aganetti | Katherine Cail |
| Ishita Agarwal | Linda Cain |
| Aliman Aiyuchi | Hoa Thi Thu Cao |
| Jenny Allen | Margaret Carroll |
| Fahimeh Anari | Kylie Castan |
| Somayhe Anari | Jason Castledine |
| William Anderson | Carl Chen |
| Beatriz Andres-Marino | Clara Chen |
| Barbara Annal | Fernando Chois Borja |
| Vico Aquilini | Crystal Chown |
| Paola Araiza-Alba | Brett Christian |
| Lauren Arancini | Marc Cilia |
| Bridget Armstrong | Greg Colley |
| Mohan Ashwathnarayana | Roni Collyer |
| Grace Astill-Torchia | Anthony Cowan |
| Alejandro Avendano | Eliza Craigie |
| Antonio Badalassi | Jarrah Crane |
| Daniel Baker | Elizabeth Daff |
| Emma Bardon | Nam Dang |
| Ozlem Bayir | Toni Davidson |
| Lindsay Bayne | Khulud Dawa |
| Dini Belgraver | Richard Day |
| Alice Bell | Carolyne Den Hartog |
| Julia Bell | Barbara Dick |
| Merril Bennett | Lancelty Dimokari |
| Adrian Bennett | Hoang Doan Xuan |
| Jane Marie Black | Laura Dockendorff |
| Tetyana Bobokalo | Raissa Donadon Berne |
| Jack Bonner | Deepti Doshi |
| Eddy Borg | Sean Dwyer |
| Amber Bowman | Suzanne Elliott |
| Elizabeth Briggs | Ann Mourel Entona |
| Asha Brodel | Sandra Eterovic |
| Josh Bulafkin | Anne Evans |
| Katherine Byrnes | Peta Faehse |

- | | |
|----------------------------|---------------------|
| Shirley Fan | Deborah Holmes |
| Gabrielle Fanning | Adam Hon |
| Mary Farbrother | Melissa Hopper |
| Yueqi Feng | Jason Hu |
| Stuart Ferguson | Rita (Yun) Huang |
| Rosita Fernandes | Linda Hughes |
| Nithya Fernandopulle | Barbara Hutchinson |
| Victoria Fleiszig-Marton | Mila Iakovets |
| Sharon Flitman | Brian Jackson |
| Kerin Fogarty | Mary Jackson |
| Sebastian Francese | Elizabeth Jacob |
| Marcia Fyson | Chan (Sherry) Jiang |
| Jill Gadsden | Adrienne Joe |
| Jacklien (Jackie) Gai Kuai | Edwin John |
| Mona Gendy | Wendy John |
| Anthea Gibbons | Dusan Jovanovic |
| Katherine Gleeson | Archana Kadam |
| Tanu Goel | Stephanie Kam |
| Karen Gofton | Suangi Karunaratne |
| Kathleen Groves | Edna-May Katalbas |
| Steven Groves | Will Kedmenec |
| Stephane Gurien | Lorraine Kelly |
| Luis (Felipe) Gutierrez | Polly Kenna |
| Richard Habgood | Emma Kermac |
| Terry Hall | Oranoos Khaligh |
| Sebastian Halse | Aziz Khan |
| Paige Han | Ishfaq Khan |
| Colleen Hardiman | Will Kingwill |
| Eleanor Harel | Valia Kladou |
| Hilary Harland | Eitan Klein |
| Dawn Harper | Helen Kludt |
| Kendall Heath | Mayank Koppa |
| Karen Henschke | Ellie Kostoulas |
| Happy Herawati | Dharmarajen (Ash) |
| Norma Herman | Kothandaraman |
| Joy Hinson | Paul Kurta |
| Lee Hirsh | Kenley Kuoch |
| Ely Hochberger | Dennis Kwan |
| Jalisa Hodgson | Shirley Lai |
| Mak (Keomakara) Hoeng | Natalie Lake |
| Emma Holder | Suzanne Lau Gooley |

Amy Lee	Conor Mulcahy	Joy Sanderson	Szendzielarz
Heather Leetion	Sangamithra Murugesan	Hanna Sandvik	Ellen Van Holstein
Kay Lewis	Vishnu Mutthoju	Manasa Saripalli	Natasha Van Leeuwen
Lisa Lewis	Sheenal Nand	Janie Scholes	Sri Veeraraghavan
Jenny Li	Dot Nathan	Robyn Schouten	Muktha Venkataraman
Huiling Lim	Julia Nemec	Kerrie Scott	Daniela Veytia Cortes
Natalie Lim	Elizabeth Nguyen	Christine Scott	Anureet Virdi
Joanne Lin	Mai Nguyen	Janet Self	Anna Vu
Melissa Lionnet	Nga Nguyen	Maria Sevilla	Lori Walker
Heather Little	Tam Nguyen	Bonnie Shale	Jean Wallace
Nikki Lloyd	Lucy Norvill	Bonnie She	Lauren Wallace
Melanie Loncar	Ajulo Omot	Callum Sheard	Shuhan Wang
David Luffman	Mazlina Onn	Merav Sherwinter	Yao Wang
Kate Ly	Jenny Packman	Mervyn Singh	Frances Wheeler
Brian Lynch	Angela Panettieri	Hayley Smith	Tara Willis
Jessica Maddox	Ryan Parker	Joel Smith	Kirsten Wilson
Dac Loc (Jimmy) Mai	Svetlana Pashchenko	Justin Smyrk	Patricia Wilson
Kristy Major	Lefteris Patlamazoglou	Carly Sojka	Robert Wilson
Udeshi Mallawarachchi	Claire Pedersen	Anita Sok	Sayema (Sam) Withers
Marie Mandicos	Lynli Palmer	Hanyu Songh	Angus Wong
Melissa Masutti	Rose Panza	Sheenal Srivastavos	Debra Woodman
Tess McCarthy	Joel Pearce	Romany Stafford	Sara Wurcker
Jeff McLean	Elizabeth Pedler	Elizabeth Suo	Jasmine (Xiaoyan) Ye
Leah McMahon	Ryan Pereira	Alexander (Alex) Sutton	Sangita Yeranagula
Courtney Meachern	Michael Pope	Svetlana Svrkota	Kenneth Young
Elizabeth (Libby)	Jessica Poeszus	Hannah Swartz	Adele Zolott
Meagher	Fay Powell	Jane Tandamrong	David Zulman
Sheila Meaker	Suebsakul Pripanapong	Cecilia Tandoc	Wally Zylberberg
Tima (Chutima) Melia	Harley Richards	Jason Tang	
Kate Melody	Luke Riley	Ilia Tapias Zuniga	
Sachith Mendis	Philip (Pip) Riley	Clara Taylor	
Shana Miller	Carol Robinson	Tina Theofanis	
Teresita Mina	Alison Rogers	Melody Torres	
Prativa Mishra	Anna Rogers	Sheridan Townsend	
Maria Moffat	Maureen Russell	Kelly Tran	
Mike Moffat	Jack Sacchetta	Ngoc Hai Tran	
Rahimi Mohamed Azmi	Shameema Saleem	Peter Tran	
Alba Mollica	Marie Salehi	Thy Tran	
Armoel Montoro	Danya Salinas Guzman	Darren Trinh	
Annabel Morris	Andrew Sandbach	Christopher Trinh	
Anna Mostovaia	Michael Sandbach	Marek Turski-	

Board Members

Chris Allan
Robert Crosthwaite
Paul Gleeson
Mark Hearnese
Beverley Jeffreys
Rebecca King

personalised support

Another year has passed and Inclusion Melbourne has continued to move forward into the new world of the NDIS, managing its challenges and celebrating the positive outcomes experienced by many of the people we support.

As of early October we have had 58 new participants join inclusion Melbourne predominately through our support coordination services. This brings the total number of people supported by Inclusion Melbourne to over 180.

For the first time in our long history, we have also had to create a wait list for people seeking to join our individual personalised support services as we manage the increasing number of people seeking services as well as an increasing demand for the quantity of supports each person is seeking.

It has been approximately 2 years that Inclusion Melbourne has been working with people and their families within the NDIS and while some things are becoming clearer within the NDIS system, there are still at times, challenges. These challenges are sector wide and not specific to Inclusion Melbourne. They include technical compliance, staff shortages, larger bureaucracy and the economic pressure towards the commoditisation of people. However Inclusion Melbourne is well positioned to respond to these challenges, both technical and values based, through its unique underpinning values, ethics and guiding principles.

One element of this is our continual striving to build and safeguard a relationship based service model. This is reflected in our personalised approaches that see each person as a unique individual with very individual needs and requiring personalised supports designed to meet those needs.

This relationship based model of service is not about sympathy, nor is it about technically delivering on an agreed outcome. It is about professionalism. As Hans Rienders said "A technician is someone who is good at what they do, a professional is someone who cares about what they do".

Building "Right Relationship" with the people we support requires a number of things:

Confidence in the service and the people supporting them. This is more than simply being sympathetic and understanding. None of us would want a surgeon who was caring and compassionate, who was not highly skilled and lost most of their patients. This confidence comes with trust and trust must be earned by sincere and effective service.

Shared values and vision for what a good life would look like. Shared values lead to a common purpose that we can all work toward and believe in. This collective vision of a better future can give rise to conditions where the whole is more than the sum of its parts, where people with disabilities, families and service providers all work in a coherent model of shared values and ethics and in right relationship.

Little progress is ever made in relationships where confrontation and disregard prevail, it's just a big waste of everyone's time and energy. An ancient proverb says "it is better to light a candle than to curse the darkness". Imagine if we all just lit one candle and found others who were like minded to stand with - how much we might illuminate the world and show others what possibilities exist all around them.

Although there are challenges, these are heavily outweighed by the many highlights for the year. Some specific highlights include the next stories.

William has made wonderful progress within himself this year. Through gradually introducing William to different activities in the community e.g. baking/cooking and art courses at local community houses, William has significantly built up his self-confidence. In the last four months William has been volunteering every week at a refugee centre. Since taking on this role in helping others, rather than being the one who is helped, William's self-confidence has grown and his anxiety has significantly reduced. William is now working towards his goal of finding paid employment in the cooking and baking sector.



Mesut is an ongoing volunteer at Upfield Soccer Club. The team wanted him to train, but Mesut feels he is not ready at the moment. Therefore, he is assisting with marshalling, equipment etc. and goes there independently on Saturdays. He has also commenced a course on Introduction to Catering.

Nicole volunteers every Friday morning at the Post Opp Shop in Elsternwick. After a short absence, she received a heart warming welcome from all her friends at the Opp Shop that gave Nicole one of her best smiles. She knows she is loved and a valued participant. You are doing great Nicole!

Kate has learned meditation and relaxation techniques this year to better understand and manage her emotions and learn to slow down. With support, this has provided Kate with the ability to be more in control of her own emotions and not need to rely as heavily on others.

Christopher was interviewed by a media company called "Making Media" and will soon be available as a podcast. The topic is about his time at Yarraville Special Development School and the transition to what he is doing now. Congratulations Christopher

Colin loves gardening and the spring weather. Alma road personnel and Colin's supports ensure he is able to continue to pursue this heart warming and meaningful activity.



Tommy continues to enjoy his fitness routine at F45 Training in Preston. Forming great relationship with the people there, as well as his volunteer work at Kinfolk Café in the city making coffees and smoothies.

Ian is a sensitive artist. One of his artworks was picked up to be displayed at the Elwood Learning Centre. This was a big deal for Ian, he felt so proud, and he could not stop talking about. His confidence is boosted and enjoys his art classes even more.



Afi has been doing study with support workers to get his learners permit for driving for 18 months. After an unsuccessful first attempt he recently took the test again at VicRoads in late September and passed with 85%. He is REALLY happy and proud of himself and excited to start learning how to drive.

Michael has attained his Learner's Drivers License this year, has started to go to the gym to improve his fitness and is motivated to find work and sending his resumes to potential employers (particularly Japanese/Korean related stores)

Unfortunately we also acknowledge some losses to Inclusion Melbourne. Earlier this year Sheryl Weinberg passed away Sheryl joined Gawith Villa (inclusion Melbourne) on the 28th of February 1990, she was only 19 years old at the time. I would like to thank all of the staff and volunteers who have supported Sheryl with professionalism and compassion over her time at IM. I know you are rewarded with the memories of the privilege of having got to know Sheryl, as I am. Sheryl was 47 years old.

We also farewelled Robyn Gray who passed away. Robyn had recently left Inclusion Melbourne after almost 20 years of service to be with and support her parents in Queensland. Robyn and Sheryl worked closely together over their time at Inclusion Melbourne and she will be greatly missed.

Finally a big thank you to all the people we support for placing their trust in us, to all the staff, volunteers, students and members of the community who partner with us to be able to offer people the opportunity of a better life.

Carmine Laghi

Personalised Supports Manager





Inclusion Designlab is Inclusion Melbourne's centre for policy, research and development. Our vision is to bring together people with an intellectual disability, community organisations, and the world's leading disability researchers to develop cutting-edge models of practice, choice and citizenship.

Inclusion Designlab's work has attracted the attention of academics, advocates and support organisations globally. Academic, peak body and collegiate organisation partners in 2017-18 included Deakin University, University of Melbourne, RMIT University, Southern Cross University, UNSW, La Trobe University, Monash Health, Microboards Australia, Uniting, National Disability Services (NDS), Centre for Developmental Disability Health Victoria, the Victorian Electoral Commission (VEC), GLHV (Gay and Lesbian Health Victoria), the National Disability Insurance Scheme ILC Program, and BGK LLEN, VALiD, Carrington Health, Transgender Victoria, Victoria Legal Aid, Migrant Resource Centre North West, and the MetroAccess officers of Brimbank and Melton. Inclusion Designlab also has relationships with a range of global organisations and universities in the UK, Canada and Sweden.

our 2018 projects

I Can Vote

A world-first campaign based on five years of Inclusion Designlab research, the I Can Vote campaign allows Victorian election candidates to create a short easy language policy video and place it on the I Can Vote web portal. A partnership with La Trobe University, Channel 31, Scope, Information Access Group and

Access Easy English. Supported by Lord Mayors Charitable Foundation and TAC.

www.icanvote.org.au



National Resources Centre for Circles of Support and Microboards (COSAM)

Inclusion Designlab has partnered with the country's leading Circles and Microboard bodies to produce a dynamic, evidence-based online resource. The NRC portal is a one stop shop for people with disability and their families.

Your Dental Health

Adults with intellectual disability experience poor oral health leading to poor overall health. Your Dental Health has brought together a partnership of prominent disability and dentistry experts to develop a suite of videos, an ADA endorsed dual read publication and a Guide for dentists.

inclusiondesignlab.org.au/dental

Mutuality and support relationships

Inclusion Melbourne has partnered with UNSW, Southern Cross University, and RMIT University to run workshops and produce a workbook for people with intellectual disability and support workers to use when working together. The focus of the project is to achieve greater mutual respect, understanding and equality in the support relationship.

LGBTIQ ID PD

Inclusion Designlab delivered an LGBTIQA+ pilot of the highly successful Sexual Lives and Respectful Relationships program with Deakin University. We have also worked with GALFA, YACVIC, Deakin University, VALiD, and Rainbow Rights and Advocacy to develop a professional development program for organisations that support LGBTIQA+ people with intellectual disability. Led by LGBTIQA+ community representatives and self-advocates.

Support for Justice

Inclusion Designlab has brought together legal advocacy and disability advocacy organisations, disability legal services, disability academics, and people with disability to create a dual read guide for people with disability and their supporters. Support for Justice is all about improving access and connection in the legal system, with a focus on the use of evidence based support practice.

www.inclusiondesignlab.org.au/justice

NDIS Readiness for Families

Inclusion Designlab staff have now supported more than 60 families to transition to the NDIS via our tailored pre-planning workshops which are in high demand. This has led to the development of additional 'Fee for Service' workshops that other providers have utilised.

Nathan Despott

Inclusion Designlab Manager



Inclusion Training is a Registered Training Organisation that has contracts with Skills First and Adult and Community Further Education (ACFE).

In 2018 we applied to Skills First to have Certificate III in Individual Support added to our Funded SCOPE. This was a successful submission and we were allocated 10 funded positions. For 2019 we have been approved 200 funded training places.

Many of our students are transitioning to the NDIS. 50% of our students have gone through this process to date with more transitions happening towards the end of the year.

Sunshine has again seen growth in 2018 and it continues to be a popular campus with the Discovery Program and Certificate I in Initial Literacy and Numeracy program having most interest.

Phoenix Park Community Centre has also seen an increase in interest with many students increasing their days of attendance and new students enrolling.

Stonnington Council provided funding for Inclusion Training to occupy a second classroom at Phoenix Park in 2018. This space was used to deliver our Job Readiness program that was funded by ACFE. It has also been used to offer pre-accredited programs to our students.

Our Volunteer Tutors have again been an invaluable resource. They are committed to supporting both the students and the trainers in the delivery of the courses throughout the year.

With the formation of an Inclusion Training Committee involving Board members the direction for growth has been identified and will be guided by the Strategic Plan.

Judith Price

Inclusion Training Manager

people, performance & culture

recognising our employees

The organisation recognises and celebrates dedication, loyalty and longevity of service to Inclusion Melbourne.

During 2017/2018 we recognise a number of long serving staff members for their years of service and dedication to the people we support:

- Tess Lynch (10 years)
- Karen Henschke (10 years)
- Matthew Hartigan (10 years)
- Brygida Trybala (15 years)

Staff who have been employed at Inclusion Melbourne for more than five years of continuous service are also recognised:

- Michelle Wilcox
- Tanjiv Singh
- Suzanne Lau Gooley
- Alannah Smith
- Lorraine Raskin
- Anna Forbes
- Vilda Gopal
- Jacqueline Robinson
- Jack Kim
- Kathy Lewer
- Nathan Despott
- John Ziino
- Kurt Chu

Congratulations and thank you for your amazing contribution.

reshaping our workforce

Workforce planning continues to be a major focus. We continue to reshape our existing workforce to ensure it reflects our business requirements and meets the challenges of working in an NDIS environment. We continue

to reduce a highly casualised workforce by offering a number of staff the opportunity to convert to permanent part time roles. We have also created new roles to deliver better outcomes for our service users. These initiatives will provide a better experience for our service users and our staff and will ultimately provide greater workforce efficiency and stability.

training & development

The organisation continues to focus training and development in the areas of NDIS transition and systems development with the implementation of the organisation's first customer relationship (CRM) database.

The following provides a brief summary of learning and development opportunities provided to staff throughout the year:-

- Organisational Induction & Training
- Direct Support Professional Induction & Training
- Client Incident Management System (CIMS)
- Positive Behaviour Support Training Strategies for specific clients
- PBS & Restrictive Practice Workshop
- Critical Communication Workshop
- Microsoft Excel Introduction Course
- Skills First: Developing Effective Training & Assessment Strategies
- NDIS Support Coordination Training - Part 1 & Part 2
- Professional Development - Personhood Masterclass
- Person Centred Active Support
- Various NDIS training workshops provided by NDS

staff engagement survey

The 2017 Staff Engagement Survey aimed to measure staff behaviour, perceptions and satisfaction in order to assess their level of engagement with Inclusion Melbourne and to make Inclusion Melbourne a better place to work.

Summary of key findings

The vast majority (98%) of staff who responded to the survey are satisfied with their role. This is a very high level of satisfaction that displays a high level of engagement with the organisation.

Factors driving the high level of engagement:

- liking & valuing the people they support
- liking the people they work with
- liking the organisation's vision and mission
- finding the work rewarding
- workplace flexibility

learning management system (LMS)

Work has commenced on the implementation and further development of the organisation's Learning Management System (LMS), Moodle. The LMS will enable staff, volunteers, and students of Inclusion Training to collaborate, exchange information and provide and receive education and training on-line. The LMS will ensure consistency across the organisation, standardise and streamline current and future business processes and provide an alternative to face-to-face induction and training.

health & wellbeing initiative

Workplace Pilates commenced during 2018. The lunch time program runs over 4 terms throughout the year.

Kathy Lewer

People, Performance & Culture Manager



our staff

We would like to thank and acknowledge all of the staff who worked with Inclusion Melbourne over the past year.

Administration

Julie Birrell	Accountant
Joy Bowman	Manager, Marketing
Rick Chapman	Manager, Finance & Administration
Nathan Despott	Manager, Inclusion Designlab
Andrew James	Chief Executive
Carmine Laghi	Manager, Personalised Supports
Kathlean Lewer	Manager, People Performance & Culture
Lee Long	Administration Officer
Tess Lynch	Manager, Community Support
Catherine McLoughlin	Administration Officer
Stuti Pandey	Finance Officer
Judith Price	Manager, Inclusion Training

Community Support

Masoumeh Rezaei Khaligh	Coordinator, Community Visitors Scheme
Lisa Lewis	Coordinator, Community Support
Lorraine Raskin	Coordinator, Leisure Buddies
Jacqueline Robinson	Trainer
Mervyn Singh	Project Officer, CVS & NDIS
Michelle Wilcox	Trainer

Personalised Supports

Greg Artemiou	Direct Support Professional
Sharyn Beard	Rostering Coordinator
Simone Bowden	Support Coordinator
Stacey Boyd	Direct Support Professional
Therese Breen	Direct Support Professional
Asha Brodel	Direct Support Professional
Denise Cardoza	Direct Support Professional
Jade Chamley	Direct Support Professional
Kurt Chu	Direct Support Professional

Hanna Dajczer	Administration Officer
Corinne Darby	Team Leader - Personalised Supports
Bianca Davis-King	Support Coordinator
Angela De Pasquale	Direct Support Professional
Nadia Del Re	NDIS Support Coordinator
Vanessa Di Bartolomeo	Direct Support Professional
Ella Fitzpatrick	Direct Support Professional
Anna Forbes	Direct Support Professional
Khagendra Gurung	Direct Support Professional
Michelle Hall	Direct Support Professional
Matthew Hartigan	Direct Support Professional
Nicola Hayes	Direct Support Professional
Karen Henschke	Direct Support Professional
Molly Herry-Carscallen	Direct Support Professional
Fiona Huxtable	Direct Support Professional
Wendy John	Direct Support Professional
Denise Jones	Direct Support Professional
Polly Kenna	NDIS Support Coordinator
Jack Kim	Direct Support Professional
Marietta Kokkas	NDIS Support Coordinator
Alice Krupa	Direct Support Professional
Suzanne Lau Gooley	Direct Support Professional
Belle Le	Direct Support Professional
John Ludlow	Direct Support Professional
Pamela Marshall	Direct Support Professional
Natalie Misuraca	Direct Support Professional
Hussein Mohamed	Direct Support Professional
Samwel Njenga	Direct Support Professional
Kathleen O'Leary	NDIS Support Coordinator
Ajulo Omot	Direct Support Professional
Mona Osman	Direct Support Professional
Peter Pecora	Direct Support Professional
Brockwell Perks	Direct Support Professional
Jacqueline Phelan	Direct Support Professional
Pia Prendiville	Support Coordinator

Susan Readman	Direct Support Professional
Julia Rundle	Direct Support Professional
Galit Sarig	Team Leader - NDIS
Nimrod Sarig	Direct Support Professional
Tanjiv Singh	Direct Support Professional
Harriette Slater	Direct Support Professional
Danielle Smart	NDIS Support Coordinator
Monika Sowunmi	Direct Support Professional
Julia Spehar	Direct Support Professional
David Sutherland	Direct Support Professional
Emma Sutton	Direct Support Professional
Sophia Thomas	Direct Support Professional
Thua Tin Van	Support Coordinator
Evelien Van Der Niet	Direct Support Professional
Luke Wachinger	Direct Support Professional
Lorraine Walker	Direct Support Professional
Patricia Wilson	Support Coordinator
Jasmine Yen	Support Coordinator
John Ziino	Direct Support Professional

Inclusion Designlab

Asha Brodel	Project Officer
Marita Dunphy	Grants & Communications Officer
Jenna Hepburn	Engagement and Capacity Building Officer
Alexandra Lewis-Gargett	Project Officer
Paul Matley	Project Officer
Glenda Williamson	Continuous Improvement Officer
Robert Wilson	Project Officer

Inclusion Training

Anisha Baveja	Direct Support Professional
Leonard Chu	Direct Support Professional
Deepti Doshi	Trainer
Fabian D'Souza	Project Officer
Jeanette Haley	Team Leader - Inclusion Training
Elizabeth Hunnekens	Trainer & Assessor
Archana Kadam	Trainer
Heidi Kasper	Trainer & Assessor
Naomi Kruizinga	Direct Support Professional
Bianca Lang	Project Officer
Teng Lee	Direct Support Professional
Joanne McConnell	Direct Support Professional
Christopher Milton	Trainer & Assessor
Susan Petterson	Direct Support Professional
Harley Richards	Direct Support Professional
Mervyn Singh	Project Officer, NDIS
Alannah Smith	Compliance & Administration Officer
Carol Troia	Trainer & Assessor

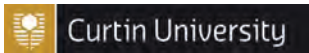
partners and supporters

Inclusion Melbourne would like to acknowledge and thank all of our donors and financial supporters. Without your help, Inclusion Melbourne would be unable to deliver our life changing work to the people we support. Inclusion Melbourne would also like to acknowledge and thank the many local businesses and community organisations who have chosen to become a partner in inclusion, supporting a person to participate as a citizen in their local community.

government partners



community partners





67 Sutherland Road Armadale VIC 3143

T. 03 9509 4266 E. includeme@inclusion.melbourne

W. inclusion.melbourne W. inclusiontraining.org.au W. inclusiondesignlab.org.au



Inclusion Melbourne Inc.



InclusionMelb

ABN: 67 568 450 949 TOID: 6406