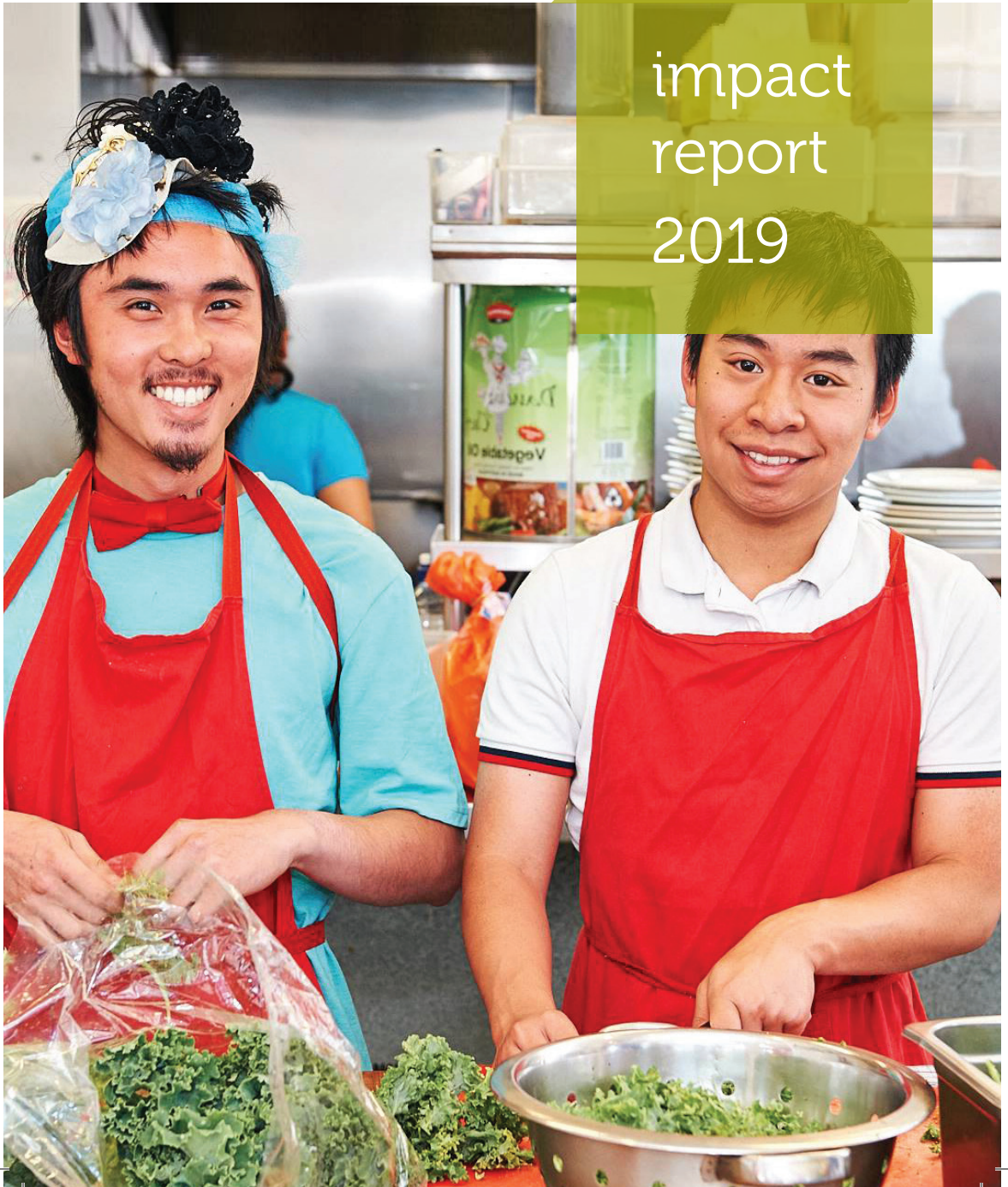


impact report 2019



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Inclusion Melbourne acknowledges the traditional owners of the land and pays respect to Aboriginal elders past, present and emerging. 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.

Photography by Dean Schmideg / dean@sicore.com.au
Design by Justin Smyrk / info@jsmyrk.work

about inclusion melbourne

Inclusion Melbourne is Victoria's oldest community support provider for people with an intellectual 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.

The Community Visitor Scheme is an Australian government initiative that aims at reducing and/or preventing the impact of social isolation amongst older Australians. The program achieves this by matching volunteers with older Australians in the local community. Inclusion Melbourne is proud to have been an auspice of the Community Visitor Scheme since 2014. Our role as an auspice is to:

- recruit, train and support volunteer friendly visitors;
- match friendly visitors to care recipients; support friendly visitor and recipients relationships.

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

our vision

For people with an intellectual disability to live within inclusive communities, where everyone has the same opportunity to actively enjoy a valued life, and to take their place in society as respected citizens

our mission

To partner with people to live a good life!

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

unique value proposition

We work with you to create opportunities and explore possibilities. Services are designed and tailored to fit you. We focus on partnering to build and achieve a good life within local communities

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

I am pleased to provide you with my report for this year which again has been another significant year of change for Inclusion Melbourne. First let's start with the amazing work of our Volunteers, Staff and Board. All our efforts have resulted in significant recognition in the wider sector which saw Inclusion Melbourne being a finalist for the State Volunteering Awards for the Leisure Buddies Program and our 'I Can Vote' Project winning an international Zero Project Award with the team being invited to speak at the Awards Ceremony in Vienna.

"We maintain our commitment and passion to drive innovation and to deliver quality services and experiences to our clients"

Our Oral Health and Intellectual Disability Guide for dentists has been endorsed by the Australian Dental Association (ADA) and has been distributed to every dentist in Victoria and Western Australia through the ADA's State and Federal journals.

Our flagship public event of the annual Gawith lecture was well attended with keynote speakers including, Alistair McEwin AM and Cameron Bloomfield. This event continues to promote awareness of people with a disability and explore opportunities to advance the potential for people with intellectual disability.

Here at Inclusion Melbourne we have focussed our efforts on strategies and actions that are designed to ensure we are doing things as efficiently and effectively as possible whilst maintaining our quality services for all our clients and their families. The current landscape and sectoral environment has presented huge challenges for our organisation with regard to ensuring our viability, changing the

business model to accommodate the new funding arrangements under the NDIS and adopting a commercial realism lens to our investments, costs, systems, leadership capability development, and internal businesses.

We maintain our commitment and passion to drive innovation and to deliver quality services and experiences to our clients. We continue to serve more than 220 participants and their families and with over 150+ volunteers we are a strong and well recognised organisation.

As President I sincerely wish to acknowledge and thank my Directors, the CEO, the Executive Team and all the staff and volunteers at IM for their grace, humour, resilience and efforts as we continue to ensure IM is and remains a great organisation to be part of.



Chris Allan

President



chief executive officer's report

Welcome to all our participants, families, carers, staff, volunteers and those who we support both directly and indirectly within our programs.

It is with great pleasure that I present our 2018-19 Impact Report, reflecting upon a rewarding, but particularly challenging year for Inclusion Melbourne. One which I am sure is reflected in all disability service providers across the sector as we continue transition to the National Disability Insurance Scheme (NDIS).

As I do every year, I would like to pay sincere thanks and appreciation to all our wonderful staff, volunteers and passionate Board for their incredible contribution, guidance and support in assisting Inclusion Melbourne navigate the complexities of transitioning our business model to meet the rigours of the NDIS. In particular, to my Leadership Team, thank you for supporting the vision and the strategy whilst facing difficult times. You have shown wonderful loyalty, leadership, compassion and great development over the year. As we pause and reflective, we have come a very long way in the last 12 months, commercialising our business models and inspiring our staff to be commercial decision makers. We could not continue to deliver upon our Mission without your valued contribution.

"I would like to pay sincere thanks and appreciation to all our wonderful staff, volunteers and passionate Board for their incredible contribution"

Given the state and pace of the sectoral Government reforms and extent of change being forced upon us, surviving another year

under NDIS transition, is a success in itself. I have spoken previously about being 'fit for purpose', possessing the agility and nimbleness to adapt to external pressures, whilst building and commercialising a robust and sustainable business model. Well we have certainly progressed this over the last 12 months, however, we are not quite there yet.

"Our bespoke service delivery model continues to be in high demand, a credit to our department managers"

The rapid recent wind down of all State Government funding during the course of this last year, has now been replaced by the increasing share of the NDIS funding, albeit, not at an equivalent rate to fully equate what has been lost. The challenge this creates is to continually restructure and adjust the micro-economic business levers in an endeavour to closer align the current revenue streams to a lower cost model of service provision. Having fully transitioned now from a State 'in advance' funding arrangement, to a Federal 'in arrears' model of funding, this has also greatly impacted our internal working capital and cash flow management. As most other providers have been doing across the sector, or at least those that have the capacity, Inclusion Melbourne have been drawing upon our reserves to meet these challenges as we reduce and realign our cost model. This has seen a significant financial investment from the Board that has allowed Inclusion Melbourne the ability to enhance and digitise our current systems and processes while improving our intake procedures. Coupled with a revitalised and redeveloped Website presence

and focus upon efficiencies and productivities within the business, we are getting the fundamentals right that will ensure our 'fit for purpose' operation into the future.

In doing so, we need to ensure that whilst our business experiences growth, we need to remain vigilant and continue to pay close attention to our expense management. At every opportunity that presents, we reassess and review our processes in an endeavour to realign our model and administration functions to suit.

"Our public approach to research, development, public policy advocacy and innovative project work with a cohort of high calibre stakeholders/partners is world class"

Our bespoke service delivery model continues to be in high demand, a credit to our department managers. Our public approach to research, development, public policy advocacy and innovative project work with a cohort of high calibre stakeholders/partners is world class. Our Volunteer program is highly regarded and continues to have extraordinary levels of application and participation, allowing us to extend our mission delivery, with our Inclusion Training continuing to provide great outcomes for participants, but also in training new staff for employment opportunities within the industry.

Overall and in summary, what a wonderful organisation we are, delivering profound, measurable change, outcomes and lasting legacies for people with an intellectual disability.

I am so proud to be leading such a quality organisation.

I would like to acknowledge the ongoing support of our stakeholders, partners and funders who all contribute and allow us to make a difference.



Andrew James
Chief Executive



finance overview

For the past twelve months, the Finance team at Inclusion Melbourne has undergone changes as the service users transitioned from the traditional funding model to the NDIS. As the funding model has changed Finance has a bigger role to play within the organisation as the Cash Flow is impacted by the efficiencies and effectiveness of the team.

The Finance team strategy has been to streamline processes to increase efficiencies and reduce errors. To achieve this we have conducted internal workshops with external consultants to reflect upon the things we found most challenging in our roles and to rank hot spots of our tasks and agree on new processes. This has provided many opportunities to review internal processes which we have worked to streamline through the use of technology across all teams. We have worked closely with the Services teams to ensure that they understand what the finance team processes are to enable us to have a seamless claim for services delivered.

Under the NDIS we have to make a claim for services delivered so that we can receive funds, therefore accounts receivable has become a focus for our team as our customer base grows. We now have a dedicated accounts receivable officer who deals with all matters invoicing so that the service users have one person to contact that can assist with their queries.

Currently we are working towards automating our payroll systems to bring about efficiencies and saving time, automate our Timesheet process and also continue work on a costing model to enable us to understand the costs underlying all our services.

We will continue to assist the leadership team to build sustainability through reviewing the source of income and also contribute to effective cost management.

Rohini Padey
Finance Manager





community support

from the manager

The Community Support team wishes to say thank you and acknowledge all of our volunteers and every individual person we support, and their families & carers who have been with us throughout 2018 - 2019. For our team, spending time communicating with people and listening to their stories, feedback and concerns continues to be at the heart of what we do, and something we all enjoy very much.

I would like to highlight three significant developments for the Community Support business unit which have occurred during the year:

- One is the streamlining of our volunteer roles which are now as follows: Board Members, Counsellors, Friendly Visitors, Leisure Buddies, Pen Pals, Project Volunteers and Tutors.
- Secondly, we were pleased to receive advice from the Department of Health of our successful grant application to expand the Community Visitor Scheme service to include Friendly Visitor volunteer support to elderly citizens living in residential care. This is in addition to our already established home care service, (which has been provided since 2014), to socially isolated elderly people who live in their own homes. Also, Inclusion Melbourne CVS services now cover all 4 Metro regions in Melbourne.
- Third, our team has spent significant time and effort researching and planning how to market the benefits of our Community Support service and what it can provide, particularly to NDIS participants. So we have concentrated on



our wonderful Leisure Buddies volunteer service which has continued to thrive and evolve since its inception and establishment in 1998, with its focus on fostering natural and ongoing friendships.

Thanks to the wonderful skills, expertise and generosity of IP Professional Brian Goldberg (who assisted us on a pro bono basis for 12 months), and the creative talents of Design and Web Developer Justin Smyrk, we now have our own unique Leisure Buddies Trademark.

I sincerely thank my Community Support team who never fail to inspire and impress me with their dedication, innovation, hard work, creative thinking and genuine care: Lorraine Raskin, Oranoos Khaligh, Lisa Lewis, Simone Bowden, Catherine McLoughlin, Jacque Robinson & Michelle Wilcox. I would also like to recognise former colleagues Jasmine Yen and Mervyn Singh who are now focussing on other careers and study.

Once again, to our wonderful and generous volunteers, thank you all so much! Our team, the organisation and the people you support all appreciate the important contribution you make.

At our National Volunteer Week event we celebrated the 20th Anniversaries of volunteers Rosita Fernandes and Paul Gleeson; the 15th Anniversaries of Heather Little, David Luffman, Claire Pedersen and Frances Wheeler; the 10th Anniversaries of Leteris Patlamazoglou & Justin Smyrk; and the 5th Anniversaries of Amber Bowman, Elizabeth Daff, Wendy John, Leah McMahon, Fay Powell and Tara Ring.

Rosita Fernandes also received a Higgins Community Award from MP Kelly O'Dwyer.

Last but not least, I would like to acknowledge the ongoing and much appreciated support of CEO Andrew James and the Inclusion Melbourne Board.

jodie - tutor

Jodie has been volunteering for 3 years as a Tutor at Phoenix Park. Jodie really enjoys the interactions with the students at Phoenix Park. Jodie says: "The students are a lovely group of people and it is very rewarding to see them always putting in their best effort. It is also lovely to see how much they appreciate me coming every week and they appreciate any guidance you can offer"

Jodie appreciates the different abilities of the students and feels they have many unique abilities and talents. She loves how the participants and tutors at Phoenix Park are like a small community where everyone is friendly, making the working environment happy and relaxed for both tutors and students. Jodie says: "the biggest highlight of my volunteering would have to be the role itself, doing the tutoring in such a caring, friendly environment with nice colleagues and students."

Jodie enjoys working one-on-one with the students and the challenges this brings in finding the best possible way to assist them in their understanding of the material. She also finds it very rewarding to support the students with their learning goals. The students are very good company and she loves the way that they are always willing to have a laugh. They 'clap & cheer' when they reach a goal or have an achievement. Jodie says: "It is a joy to see how much the students look forward to coming into the class and the greetings from the students upon my arrival at the beginning of the day is something to look forward to." Jodie says that Inclusion Melbourne is a "very supportive, friendly organisation that values volunteer contributions."

"What I have gained with Inclusion Melbourne is priceless and absolutely invaluable. I feel like

I have been learning as well as fulfilling my role as a Tutor. The staff and students are all lovely – and although there have been some challenges I feel it has been a worthwhile endeavour coming in every Thursday.

I work with Archie and Jo in their classrooms every Thursday and both of them have given me a lot of insight on the challenges as well as the rewarding feeling you get every time you step into the classroom. They are both so dedicated and extremely hard-working – always wanting the best for the students and it shows in their work. Archie is really engaging and always creates great resources and activities for the students – while Jo is accommodating, kind and has an insurmountable level of patience.

I have really enjoyed my time with Inclusion Melbourne and will definitely endeavour to keep going as long as the organisation needs me."

sean - project volunteer

Sean says, "Volunteering at Inclusion Melbourne over this past year has been both a rewarding and thoroughly enjoyable experience. As a project volunteer I have worked on a diverse assortment of tasks ranging from helping staff transition to a new quality document management system to writing training programs for organisations to better support LGBTQI people with intellectual disabilities.

My time at Inclusion Melbourne has not only gifted me invaluable workplace skills but also a deep sense of fulfillment. It has been an absolute pleasure working with such a supportive, appreciate and compassionate organisation".



leisure buddies

andy and jarrod

Andy and his buddy Jarrod were matched in March 2019. Andy and Jarrod are both in their 20's. Jarrod has returned to full time study to undertake a Bachelor of Education. Andy and Jarrod meet regularly on weekends. In a short space of time they have built a genuine, informal and flexible friendship. They share many interests, such as going to the movies, playing mini-golf, go-karting and eating out. In addition to providing companionship, Jarrod has supported Andy to engage in community activities and to develop his independence and confidence. Jarrod's support has also enabled Andy to work toward his goals of improving his literacy and numeracy skills through activities such as adding up mini-golf scores at the end of a game, and practising paying for items at coffee shops and restaurants.

Andy says: "I am absolutely thrilled with my growing friendship with Jarrod. I enjoy the time I spend with Jarrod enormously."

Jarrod says: "It's very rewarding to hear that I'm having such a positive impact on Andy's life."

grace and lyn

Grace and her buddy Lyn were matched 1 year ago. Grace and Lyn are in their late 50's. Grace migrated to Australia from Sudan in recent years whilst Lyn migrated 8 years ago from Vietnam. Lyn is currently working in a post office and has been involved in the leisure buddy service for 3 years. Grace and Lyn have been meeting regularly, mainly on weekends. They have developed a strong bond and share many interests and a migrant background.

With Lyn's support, Grace has been able to work toward her goals of going on outings, learning about Australian culture and practising her English. Their outings have included visiting the NGV, attending the Malvern Police community safety open day and visiting the city during Chinese New Year celebrations. They also meet up for coffee and conversation, practising English and discussing world events. They enjoy using Lyn's tablet to browse through websites about various topics such as their individual countries of origin.

Grace says: *"I enjoy going out to new places with Lyn."*

Lyn says: *"We never run out of conversation."*

excerpt from a volunteer's speech (national volunteer week event 2019)

"I have been volunteering at Inclusion Melbourne for almost a year now. My role at Inclusion Melbourne includes one-on-one outings, every fortnight with my buddy. We both, along with his mother, decide where we want to go and what kind of activities we want to do. Every outing is different. We have gone to the movies, have had brunch and have gone bowling. Also, I have had the chance to meet his family and we have had some great times together.

They have been really friendly to me and I thank them for trusting me and allowing me to volunteer. They also greatly assisted me in understanding where my buddy might be having difficulties. For example, I try to encourage him to improve his decision-making skills by giving him options for our outings or ask him what he wants to do. I try to enhance his confidence when paying bills. I do my best to pay attention to what he likes so I can come up with conversations or activities that interest him.

Despite having had a similar volunteering experience in my home country, this was the first time I was able to do one-on-one activities. So it was a bit of a learning curve for me as well. However, all the training opportunities that Inclusion Melbourne has offered me have helped me to enhance my knowledge and feel more confident with the outings. The training that I have received at Inclusion Melbourne has also helped me to know the boundaries, be respectful and know what to do in case something happens.

After one year volunteering, I feel a lot more confident now, I enjoy going out with him and I see this opportunity as another time to go out with a friend. Inclusion Melbourne has taught me that everyone should be seen as an individual.

Everything changed when I started to change my perception into this way.

Volunteering gives me a sense of appreciation for how offering my time to someone can make a positive impact on their life as well as mine. That's why I am happy to be part of the Inclusion Melbourne volunteering community. We have the chance to change stigmas and transform society into a more inclusive society of everyone. So, let's take this chance."

There's never a dull moment when volunteering with James and Noel. We have been able to exchange many laughs through music and it is wonderful to see them having fun when they are playing along to their favourite tunes. I have also enjoyed getting to know what they're passionate about.

Most of our time together is spent around music. Usually, we start with songs that James and Noel are familiar with (James often picking a song from The Lion King, and Noel one from Shrek or Madagascar) and then jam to bongos or electric guitar. From there, we start discovering other songs from the suggestions on YouTube and Spotify.

I definitely feel our sessions are mutually enjoyable, and from the reactions of James and Noel, they seem to always open up a lot more once the music starts playing. James is especially more talkative after a tune or two.

I feel I have had a great opportunity through the Leisure Buddy program to expand my involvement with the community and to be able to be a part of people's lives which I normally would not have the chance to be.

Thanks for the opportunity to be part of the Leisure Buddy program. It has allowed me some great insight into the lives of James and Noel and I continue to enjoy getting to know them and sharing music with them.

(CVS) friendly visitors

"Dorothy and I have developed a great friendship, and I am very much enjoying hearing stories about her life. She teaches me something new every week. Usually, Dorothy and I spend time in her room chatting about a very large range of topics or listen to classical music and discuss who is playing. I will still be there when Dorothy is served lunch or morning tea and we continue chatting and I feel every week is more enjoyable as we get to know each other more".

Sarah (Friendly Visitor)

Mary is an older woman with a German background who arrived in Australia with her husband Peter around 50 years ago. Although Mary has been mostly home bound due to serious health issues since she was forty, this has not stopped her from being the active, creative and sociable lady that she is. I have seen her organising and finding activities which stimulates her mentally, and pursuing her goals so passionately. Mary is extremely passionate about her music and we find ourselves coming back to this topic time and time again during

my visits. Mary started learning how to play organ when she was 45, driving as far as Bendigo to take lessons. She takes great joy in playing and singing hymns. Mary is also extremely passionate about animals and at times I have been able to take a volunteer dog with me for her to play with, including Tess's dog Jimmy. I find myself being in awe of her achievements despite the challenges she has faced. On each visit I find her sitting on her chair facing the window where she can see the street and any visitors approaching. I know that at times I will be the only visitor she will receive during that day, which makes leaving her after the visit so much harder. My life has been so much richer since I have known Mary and I hope I have been able to take away a little bit of her loneliness. Mary's story is incredible but not unique and we hope that through the expansion of the CVS program we will be able to see similar friendships blossoming."

Oranoos (Friendly Visitor & CVS coordinator)



our volunteers

Inclusion Melbourne gratefully acknowledges its wonderful volunteers who have generously provided their time with the people we support and to the organisation as a whole during the 2018-2019 financial year.

Peter Adams	Christian Brett	Raissa Donadon Berne	Deborah Holmes
Melissa Aganetti	Asha Brodel	Ann Mourel Entona	Adam Hon
Bhavna Agarawal	Josh Bulafkin	Sandra Eterovic	Nikki Huang
Ishita Agarwal	Vanessa Byers	Anne Evans	Rita (Yun) Huang
Athba Albazargan	Katherine Byrnes	Peta Faehse	Linda Hughes
Jenny Allen	Katherine Cail	Gabrielle Fanning	Melinda Hutapea
Thuhini Amarasekera	Linda Cain	Mary Farbrother	Barbara Hutchinson
Fahimeh Anari	Daniella Carfi	Yueqi Feng	Amy Huynh
Somayhe Anari	Kylie Castan	Stuart Ferguson	Mila Iakovets
William Anderson	Jason Castledine	Rosita Fernandes	Adrienne Joe
Beatriz Andres-Marino	Jenny Cato	Nithya Fernandopulle	Edwin John
Vico Aquilini	Wing Yan (Yoanna) Chan	Peter Fisher	Wendy John
Paola Araiza-Alba	Ling Fei (Tiffany) Chen	Victoria Fleiszig-Marton	Jack Johnston
Lauren Arancini	Rodney Chen	Timothy Flicker	Suba Jones
Bridget Armstrong	Fernando Choïs Borja	Sharon Flitman	Dusan Jovanovic
Grace Astill-Torchia	Crystal Chown	Marcia Fyson	Stephanie Kam
Alejandro Avendano	Brett Christian	Mona Gendy	Thanushki Kankanange
Daniel Baker	Garry Cliveley	Katherine Gleeson	Suangi Karunaratne
Emma Bardon	Roni Collyer	Tanu Goel	Edna-May Katalbas
Ozlem Bayir	Anthony Cowan	Karen Gofton	Will Kedmenec
Lindsay Bayne	Jarrah Crane	Kathleen Groves	Polly Kenna
Alice Bell	Elise Curwood	Steven Groves	Emma Kermac
Julia Bell	Elizabeth Daff	Stefania Gutta	Oranoos Khaligh
Merril Bennett	Nam Dang	Elfi Haley	Aziz Khan
Adrian Bennett	Richard Day	Paige Han	Seremzhid (Sarah)
Jane Marie Black	Rebekah Delahoy	Eleanor Harel	Khudakova
Tetyana Bobokalo	Carolyn Den Hartog	Hilary Harland	Will Kingwill
Ralph Boehmer	Barbara Dick	Dawn Harper	Eitan Klein
Fernando Choïs Borja	Hoang Doan Xuan	Kendall Heath	Helen Kludt
Amber Bowman	Laura Dockendorff	Karen Henschke	Ellie Kostoulas
		Norma Herman	Dharmarajen (Ash)
		Joy Hinson	Kothandaraman
		Lee Hirsh	Kenley Kuoch
		Jalisa Hodgson	Paul Kurta
		Mak (Keomakara) Hoeng	Dennis Kwan
		Emma Holder	Oliver Lacy

Shirley Lai	Sheenal Nand	Maureen Russell	Ellen Van Holstein
Natalie Lake	Sreedhar (Rahul)	Jack Sacchetta	Natasha Van Leeuwen
Suzanne Lau Gooley	Nannam	Marie Salehi	Meena Vellala
Lena Le	Dot Nathan	Danya Salinas Guzman	Daniela Veytia Cortes
Amy Lee	Julia Nemec	Andrew (Andi) Sandbach	Anureet Virdi
Soak-Mun Lee	Lisa Nguy	Michael Sandbach	Jean Wallace
Lisa Lewis	Linh Nguyen	Hanna Sandvik	Shuhan Wang
Jenny Li	Tam Nguyen	Manasa Saripalli	Yao Wang
Natalie Lim	Lucy Norvill	Janie Scholes	Frances Wheeler
Melissa Lionnet	Mazlina Onn	Kerrie Scott	Stephen Wheeler
Heather Little	Baylee Pakau	Christine Scott	Patricia Wilson
Nikki Lloyd	Angela Panettieri	Janet Self	Robert Wilson
David Luffman	Ryan Parker	Lorin Sen	Angus Wong
Brian Lynch	Svetlana Pashchenko	Sharon Sheah	Debra Woodman
Dac Loc (Jimmy) Mai	Lefteris Patlamazoglou	Mervyn Singh	Vogue Wright
Udeshi Mallawarachchi	Ameena Payne	Joel Smith	Sara Wurcker
Marie Mandicos	Lynli Palmer	Justin Smyrk	Sangita Yeranagula
Charles Manila	Rose Panza	Carly Sojka	Nelson Yeung
Melissa Masutti	Joel Pearce	Anita Sok	Lili Yuan
Tess McCarthy	Claire Pedersen	Hanyu Songh	Wenjia Zhang
Jeff McLean	Elizabeth Pedler	Elizabeth Suo	Adele Zolott
Peter McLeod	MarkPendlebury	Ayn Sunana	David Zulman
Leah McMahon	Ryan Pereira	Alexander (Alex) Sutton	Ivan Zulman
Courtney Meachem	Michael Pope	Svetlana Svrkota	Wally Zylberberg
Elizabeth (Libby)	Jessica Poeszus	Ze Kai Tan	
Meagher	Fay Powell	Cecilia Tandoc	
Kristiaan Meijer	Suebsakul Pripanapong	Jason Tang	
Kate Melody	Anjali Rana	Ilia Tapias Zuniga	
Sachith Mendis	Luke Riley	Clara Taylor	
Shana Miller	Pete Riley	Tina Theofanis	
Teresita Mina	Philip (Pip) Riley	Sheridan Townsend	
Mike Moffat	Tara Ring	Peter Tran	
Rahimi Mohamed Azmi	Carol Robinson	Thy Tran	
Alba Mollica	Alison Rogers	Darren Trinh	
Armoel Montoro	Anna Rogers	Marek Turski-	
Annabel Morris	Inna Ronge	Szendzielarz	

Board Members

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

personalised support

Another year of interesting and exciting challenges and opportunities has passed. We are further along our journey into the world of NDIS and some greater clarity has occurred around how participants, families and Inclusion Melbourne can effectively engage with the NDIS in order to work towards building meaningful lives.

With the adjustments required to adapt to the NDIS, it is possible for implementation issues to distract us from our core purpose of building those meaningful lives and so we must continue to reflect on our purpose in order to ensure that we do not “drift” and that we guard against our objectives and goals becoming displaced.

Keeping this in mind, it is important to remember that the NDIS is essentially a system for resourcing supports and services and that this is its role in contributing to the potential for “good lives” for people. However, it is equally important to recognise that systems, even good systems, will not typically deliver all that is hoped from them. It is possible for people to receive an NDIS plan, have large amounts of funds, receive services and still be quite lonely and unfulfilled. This is because systems and services cannot meet many fundamental needs of people, as some things cannot be bought, like love & friendship. For this we need **good people**.

Systems, schemes and even procedures can only deliver the outcomes desired by the people involved with them. Systems do not think, care, love or imagine a better life for an individual, and to this end, caring is a function of people, not programs or systems. This is

why Personalised Supports has maintained a relationship based model of service at its core and always sought to attract staff who share our values and who are passionate about helping bring about authentic positive change in the lives of the people we support. The way we think of relationship is embodied in the metaphorical “100 cups of Tea” engaged in with each person and family in order to build right relationship and earn trust and confidence through time and conversation, where as professionals, we can demonstrate a true understanding of the needs expressed by the family and share in their **vision for a good life**.

Our department areas have been working hard to implement improvements in service design by maintaining a balanced focus on values driven commerciality by delivering on our mission and managing the practical financial aspects of service delivery under the NDIS. Some more details about the respective departments are below.

support coordination

Support Coordination currently supports 150 people and seeks to build the capacity of the individual to successfully engage with the NDIS, supports or services needed to achieve their goals. At a more fundamental level however, it is a powerful tool to support people to imagine and begin to craft an idea of a better life, one that goes beyond traditional options and roles and considers an authentic and personally fulfilling life. *The following are some examples.*

Russel was a renowned artist in the Western Australian art scene, however, Russel moved to Melbourne three years ago and slowly disengaged from the art world. Through Russel's NDIS plan this year he has been able to reconnect with his true passion and is currently updating his website and preparing for an exhibition in Melbourne. Russel has been collaborating with his Inclusion Melbourne Support Coordinator and support worker to become connected to the art world through his website and upcoming exhibition. Russel's mother has mentioned that she "has seen Russel's eyes light up for the first time since he has moved to Melbourne.

Julia resides in Supported Accommodation and requires full assistance. Due to Julia's serious health and high support needs and her current assistive equipment being inadequate, Julia was unable to access the community was isolated to a lounge chair with 2 pillows beside her head to keep her head up straight. The Support Coordinator applied for a review and maintained constant weekly pressure on the NDIS, including submission of complaints which resulted in a prompt review and Julia receiving a modified wheel chair, princess chair and shower commode. Julia has recently accessed the community for the first time in months and has had the biggest smile on her face.

Walter has suffered from severe anxiety and for the last couple of years and has struggled to leave his home or meet new people. Walter has a passion for baking and cooking and has always wanted to explore this passion, but found it difficult due to his anxiety. In the last year Walter, with the right supports, has taken on two volunteer roles at the Victorian Refugee Centre where he serves food and also as an assistant chef at Lentil as Anything. William has grown in confidence and his anxiety has significantly reduced through contributing to his community through these roles and also being connected to his passion for cooking.

Thomas has often required significant support with managing his emotions which has made life quite difficult for him and reduced his ability to pursue his interests and goals in the way he would like. Through Inclusion Melbourne Support Coordination, supports were discerningly engaged to ensure his needs would be well met, which has resulted in him being able to expand the pursuit of his love of fishing through being sought out by a fishing group to assist them to support and run a local fishing day for children, which he did and excelled at.

Anton resides in an aged care centre. Anton's mobility has declined the past 5 years and support workers have struggled to encourage Anton to leave his room let alone the aged care centre. The last time Anton had left the facility was over 3 years ago. Recently, through persistence and building of trust and relationship, staff were able to get Anton to hold their hand and take two short walks. After each walk, Anton was very proud of himself and kept repeating "we did a big walk! We are dynamite and dangerous, we are champions!!"

personalised (individual) supports

Personalised (individual) Supports currently supports 65 people and maintains its strong focus on providing personally tailored supports that are unique to every individual. These supports are designed to help people build an identity as an ordinary member of the community through taking on various valued roles which then often lead to further inclusive opportunities such as friendships and relationships.

The last 12 months have seen dramatic change in Personalised Supports. The introduction of the Community Inclusion Officer role saw a greater focus toward constant quality assurance through reviews, audits, supervision and most importantly the shared goal of working towards meaningful activities for our service users. This has seen people, Mark and Malcolm, now being valued within roles in hospitality, retail and horticulture respectively. The impact of this has been an exponential growth in confidence within a matter of months, despite years of previous support.

We are gearing up for the above trend to continue with some recent restructuring in the team. Kristy has embraced her new role as Client Services Team Leader, and will continue the good work she has already implemented such as reducing once-common errors that decreased efficiency and affected the bottom line. Meanwhile John the Community Development Team Leader has inducted an ambitious and eager Community Inclusion Officer who has hit the ground running, and is working on building a team of DSPs who are well supported and valued to work towards a shared vision of creating opportunities with our service users.

Some specific examples of outcomes include –

Malcolm

Malcolm had been expressing that he wanted to get a part time job eventually, though had never been given the opportunity to develop his skills and had low confidence in himself. Malcolm began his first ever work role volunteering in a clothing store. It started with a 10 minute meet and greet and each week increased to the point where he would work and carry out tasks. The staff spent time setting this up with store managers and DSP's to create a strategy that would allow Malcolm to have the smoothest possible start to the work place.

One month later, from his initial meeting, the staff went to meet Malcolm to track his progress. Malcolm greeted staff with a smile and a handshake. This is the first time he had been seen by Inclusion Melbourne staff to do so. Malcolm even said that he really enjoyed himself and liked the work. This has been a massive milestone in Malcolm's journey to part time work and his confidence has grown significantly since.

In building on this progress, the staff approached a community centre that ran a gardening program and asked the manager if they had an opportunity for someone to maintain the garden, like a groundsman. Malcolm now goes every Monday to maintain, plant, grown and harvest in the community garden. The DSP working with Malcolm was shocked that after a few weeks, Malcolm had said "you know I have done a Horticulture course before". Malcolm had never told anyone this, and no one knew as he had never been asked or given an opportunity to demonstrate his skills.



Mark

Mark also wanted to get a part time job. He is incredibly capable but has low expectations of himself and not felt able to work independently. He talked about wanting to develop his skills in hospitality. The staff developed a relationship with a very popular restaurant and spent time meeting with various stakeholders to create a plan that would allow Mark to become involved in this role. Mark's first day was filling up salt shakers. Mark now takes customers' orders, provides table service, works in the kitchen and is interested in doing a barista course. His skills have grown exponentially, as has his confidence. Mark takes such a sense of pride in his work and has asked his family, Support Coordinator and staff to come visit him for lunch where he can serve them.

Mark has now begun to build support networks and friendships of the people around him that in the near future, a plan will be developed to slowly reduce supports until Mark is able to go independently and have an entirely self-sufficient valued role with unpaid support.

Elaine

Elaine used to go to a performing theatre company that creates drama productions. She stopped attending due to some logistical issues that the family were unhappy with, however, she had wanted to re-join ever since. Her mother was reluctant due to the history but the staff team spent time liaising with her Support Coordinator, mother and the theatre coordinator and through the rebuilding of trust and solving of logistical concerns, Elaine was able to undertake a trial there and has most recently been accepted to begin her performing again.



Leah

Leah is engaged and she wants to learn to dance for her wedding. The staff have been in contact with a dance studio and has liaised with her Support Coordinator to implement this. Supports have begun to begin building rapport before the first dance class is ready to proceed. The impact of this is important in Leah's life and has been made more likely through the relationship building of staff.



As mentioned above, reflection is an important part of Inclusion Melbourne. This year, we sadly reflect on the passing of Danielle who died unexpectedly in July this year. For those of you who knew Danielle they would remember her friendly, warm and caring nature and someone who was always happy. Danielle came to Inclusion Melbourne (then Gawith Villa) from Ashwood SDS in 1998 and has been with us ever since.

Danielle was born on the 14th January 1977 and passed away during the night at Monash hospital on the 3rd of July. Her funeral was well attended by a large number of Inclusion Melbourne people, a reflection of the high regard we all had for her. Danielle was so loved by her family and friends and will be dearly missed by all, including those of us here at Inclusion Melbourne.

A final word of brief but sincere thanks to all the staff, particularly the passionate, optimistic and ever energetic members of the Personalised (Individual) Support and Support Coordination teams, but also volunteers, students and members of the administration and leadership teams for their ongoing resilience and support.



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 experienced significant transformation in the 2018-2019. In particular, our small team has commenced a transition from relying heavily on grant funded projects to taking on commissioned work and providing consultancy services to other organisations. More information about Inclusion Designlab's consultancy services can be found at www.inclusiondesignlab.org.au

Academic, peak body and collegiate organisation partners in 2018-19 included Deakin University, University of Melbourne, RMIT University, Southern Cross University, UNSW, La Trobe University, Microboards Australia, Uniting, National Disability Services (NDS), Rainbow Health Victoria (formerly GLHV), the National Disability Insurance Scheme ILC Program, Carrington Health, Migrant Resource Centre North West, the City of Brimbank, the Australian Society of Special Care in Dentistry (ASSCID), the Australian Dental Association (ADA), Rainbow Rights and Advocacy, Sotica, National Ethnic Disability Alliance (NEDA), Pride Foundation Australia (formerly GALFA), and Thorne Harbour Health. Inclusion Designlab also has relationships with a range of global organisations and universities in the UK, Ireland, Aotearoa New Zealand, Canada and Sweden.

2018-2019 saw Engagement and Capacity Building Officer Jenna Hepburn receive a Victorian Government Ethel Temby scholarship to visit sites of best practice in planning for citizenship in the UK, Ireland and Canada. Inclusion Designlab's staff also joined a number of panels and advisories, including

NDS Quality and Safeguarding Community of Practice, Deakin University Graduate Courses Advisory Committee, Pride Foundation Australia Disability Advisory Committee, and the Deakin University Disability Oral Health Collaboration, with conference presentations at ILGA World in Wellington (Aotearoa New Zealand), ASID Conference in Gold Coast, ASSCID National Conference, and by video to the Zero Conference in Vienna.

Your Dental Health

The launch of Oral Health and Intellectual Disability, a guide for dentists to help them work with people with intellectual disability. The guide was endorsed by the ADA and was disseminated to more than 6,000 dentists across Australia, leading to exciting future project work.

I Can Vote

Successful launch and implementation of the world-first I Can Vote campaign in the lead up to the November 2018 Victorian State Election. This saw a number of Victorian candidates create a short easy language policy video on the www.icanvote.org.au portal and the development of a suite of resources to support the political development of Victorians with intellectual disability and Acquired Brain Injury. The project won an international Zero Project award and was a finalist in the Victorian Disability Awards.

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

Inclusion Designlab completed our NDIA ILC-funded COSAM portal with a range of partners from around the country. Reports and evaluations were completed with the support of La Trobe University and Sotica.

www.cosam.org.au

Working together well

Inclusion Designlab 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 was to achieve greater mutual respect, understanding and equality in the support relationship.

LGBTIQA+

Inclusion Designlab has co-led three unprecedented projects supporting the inclusion of LGBTIQA+ people with intellectual disability: an LGBTIQA+ pilot of Sexual Lives and Respectful Relationships, the delivery of the LGBTIQ ID PD workshop for service providers, and the soon to be released Our Rainbow Lives guide – a dual-read publication for people with intellectual disability. We have also commenced a partnership with Thorne Harbour Health to build the capacity of LGBTIQA+ self-advocates.

Vietnamese Communities and the NDIS

Inclusion Designlab partnered with the University of Melbourne, Extended Families, NEDA, and the City of Brimbank to run action research workshops on a wide range of NDIS and disability-related topics for parents and carers of Vietnamese people with intellectual disability. The focus of this project is to develop resources with the participants that will support the capacity of the Vietnamese community to express and articulate their rights and entitlements around the NDIS and disability sector.

Quality

Inclusion Designlab continues to support quality and continuous improvement at Inclusion Melbourne. Annual routine processes to maintain quality are coordinated by the

Continuous Improvement Officer Glenda Williamson. Processes include the monthly Continuous Improvement Committee meeting, attended by the CEO and a cross section of Inclusion Melbourne staff, and coordination of routine annual audits. Inclusion Melbourne successfully achieved compliance against the Human Service Standards and the ISO 9000: 2015 standards in a surveillance audit conducted by DN GVL in December 2018.

A major focus for 2019 has been on preparing for the transition to the new NDIS Practice Standards, which have a greater emphasis on quality and safety of service users. The standards came into force in Victoria on July 1 2019. Meeting the standards is a compliance requirement to maintain our NDIS registration later next year. A gap analysis has been undertaken by an expert external auditor identifying key areas of change required. We are establishing a program or work priorities and have started to date on updating essential policies and procedures.

2018-2019 has seen the establishment of a new online Sharepoint-based quality document management system called Document Central. There are immediate and long-term benefits to be gained in making the transition, including no ongoing licensing costs and automated document control. We have also established a staff intranet, called the Staff Hub, with easy access to contact lists, events calendars and news items.

A special mention must be made of our Quality volunteer Stephen Wheeler. Stephen's contribution to the development of Document Central has been pivotal.

Nathan Despott

Manager, Inclusion Designlab

achievements

In 2018 Prairie successfully completed a Course in Initial Adult Literacy and Numeracy and was presented with her certificate at the end of year Presentation. Prairie is a great student who enjoys learning and developing new skills. Prairie regularly skis and also loves to holiday in exotic places. In March 2019 Prairie plans to go to Morocco.



Andrew, CEO, presenting
Prairie with her certificate

During 2018 Lizzie also gained her certificate in Initial Adult Literacy and Numeracy and numeracy. It was great to watch Lizzie grow in confidence and she wants to thank everyone who has worked with her over the year.

Lizzie is keen to continue her studies at Phoenix Park Campus and looks forward to more challenges in the year ahead.

Well done Lizzie!



Andrew, CEO, presenting
Lizzie with her certificate



Lizzie having a practice run
with her Teacher Chris.

When you come to training at Sunshine

At Sunshine in 2018 we have all worked to the best of our abilities.

This means as Trainers and as Students we loved training new skills, we loved heading out to the community and learning or putting our skills into practice.

We had 3 different courses that ran. We worked on maintaining our literacy and numeracy skills by incorporating this in daily life and work skills. We learned by practicing these skills everyday both in class and out in the community.

This is an important and successful program here because it is the passion we all have at Sunshine.

We have fun and successes just look at our Graduation photo!



certificate III individual support

Certificate III has been delivered now to two groups. It is proving a very successful course and the students are really enjoying time in the class. The 2019 class had 10 face to face sessions where they met here at Armadale on a Saturday. This allowed people to continue working their shifts during the week and to study on a weekend. With a large percentage of the course being delivered online (through Moodle) it has proved to be an accessible and self-paced way to study.

Student numbers

Although student numbers haven't increased Student Contact Hours have at both Sunshine and Phoenix Park campus.

NDIS – most of our students have now transitioned to the NDIS and we have a few who are either starting their second plan or even their third. This has continued to prove to be a challenging time.

For the RTO we get two streams of funding;

One is from SVTS and the other from NDIS. They are not used for the same purpose. NDIS covers the costs of activities outside of the Skills First training.

We are currently preparing for the Victorian Registration Qualification Authority VRQA re registration audit in 2020. This is conducted every 5 years. To ensure all areas are compliant

we undergo regular internal audits. This helps to ensure that we are continuously improving and that we are up to date with current standards.

In 2018 and early 2019 Inclusion Training was audited by Skills First - Department of Education. Skills First is the governing body responsible for our training funding. In 2019 we will apply to have our current contract with them extended till December 2020. We are allocated 200 training places each year.

Support from the Board

With the continued support of the Education Committee we have been able to determine the best way forward to continue to promote Inclusion Training and to ensure that we remain viable into the future.

Acknowledgement

I would like to acknowledge the Volunteer Tutors, Disability Support Professionals and the Trainers and Assessors for the work they do with our students over the year. They support and ensure that students who are studying with us do so in an environment that is supportive, stimulating and relevant.

May I also thank the Administration, Compliance and NDIS Team whom work to ensure that we are compliant and that we are able to offer the best programs to our students.



people, performance & culture

recognising our employees

Ethel Temby Scholarship

We extend congratulations to Jenna Hepburn, Engagement & Capacity Building Officer at Inclusion Designlab, in successfully obtaining a Victorian Government Scholarship to visit sites of best practice for inclusion and citizenship planning with people with intellectual disability. Jenna visited Canada, Ireland and the UK in mid 2019.

Service Awards

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

During 2018/2019 we recognise a number of long serving staff members for their years of service and dedication to the people we support:

- Leonard Chu (10 years)
- Kurt Chu (10 years)
- John Ziino (10 years)

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

- Elizabeth Hunnekens
- Bianca Davis-King
- Judith Price

CertIII in Individual Support

Congratulations to the Inclusion Melbourne staff and volunteers who commenced training for the nationally accredited qualification, Cert III in Individual Support qualification

The Inclusion Melbourne course kicked off on June 1st. It is being delivered over one year, with a mix of class based workshops, online learning activities and work placement projects.

Students include Brock Perks, Khagendra Gurung, Laura Leitch, Athba Albazargan, Natalie Misuraca, Charles Manila and Stacey Boyd.

Workshops are delivered on Saturday's, covering the core content of each unit of competency in the qualification. The classes provide a rich source of learning for all, with our multi-talented student group willingly sharing their work and life experiences to bring the course content to life.

Workforce Planning

Workforce planning continues to be a major focus. We continue to reduce a highly casualised workforce by offering staff the opportunity to convert to permanent part time. Internal expressions of interest for vacant positions continues to provide a pathway for existing staff to experience alternative roles as well as providing opportunities for career development.

Training & development

NDIS continues to be the major focus of training and development. A practice coaching system has been developed to meet the requirements of the new NDIS Practice Standards. The coaching system incorporates PBS, PCAS, SDM and SRV and involves on site observation of direct support staff and regular group training sessions. The practice training will also involve completion of on-line training modules, available on the organisation's learning management system (LMS). The LMS will feature components of evidence-based practices.

Technology & information management also remain high on the training agenda. The organisation continues to develop and train staff in new internal systems including the customer relationship database (Lumary), rostering system (Skedulo) and the new quality documentation management system Document Central.

The following provides a brief summary of learning and development opportunities provided to staff throughout the 2018/2019 financial year:-

- › Organisational Induction Training
- › Direct Support Induction Training
- › Client Incident Management System (CIMS)
- › Critical Communication - ActReal
- › Education and Job Readiness
- › EnriteCare/Lumary Training - Administration & Finance Processes
- › HLTAID002 - Provide basic emergency life support
- › HLTAID001 - Perform CPR
- › Microsoft Excel Introduction Course
- › NDIS Support Coordination Training - Part 1
- › NDIS Support Coordination Training - Part 2
- › PBS & Restrictive Practice Workshop
- › Person Centred Active Support
- › Positive Behaviour Support Training and Strategies
- › NDIS Goal Monitoring Documentation and Person Centred Active Support
- › NDIS Support Coordination Workshop
- › NDIS Worker Orientation Module
- › Practice Coaching Combination
- › TAEASS502 Design and Develop Assessment Tools
- › The Occasional Counsellor
- › Various NDIS training workshops provided by NDS

Staff Engagement Survey

The 2019 Staff Engagement Survey was outsourced this year to an independent research company. The survey aimed to measure staff 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

- › While satisfaction with their role at Inclusion Melbourne remains quite high among staff during 2019 it has shown a drop since 2017. This is acknowledged and represents the challenging space that Not for Profits operate in with the transition and impact of the NDIS. Most notably there are now fewer saying they are very satisfied and more who say they are dissatisfied.
- › The factors that are driving this high level of engagement are thematically similar to what was observed in the 2017 survey results. Elements most positively viewed are supporting the Mission and Values, making a difference to the people they support and being motivated to do their job well. In terms of working conditions Inclusion Melbourne is seen to be a flexible workplace.
- › The lowest performing areas and therefore those that should be considered for improvement activity are:
 - › Communications – Their overall quality and providing a clear vision of where the organisation is going.
 - › Training – Availability of follow up training and receiving the training materials and opportunities needed to do their job well.

Subsequent to the Survey results being analysed, the Leadership Group met to discuss and introduce strategies to lift the performance of the lower performing areas.

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 Dajczar	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
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



Australian Government
Department of Social Services



Australian Government
Department of Infrastructure
and Regional Development



Australian Government
Department of Health



Education
and Training



community partners



Avalon
MEETING UNMET NEEDS



ASSCID
australian society of special care in dentistry



BNP PARIBAS



Collier Charitable Fund



LA TROBE
UNIVERSITY



MonashHealth





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