

impact  
report  
2020



## contents

about inclusion melbourne	3
our vision, mission and values	4
president's report	5
chief executive officer's report	6
finance overview	8
community support	10
our volunteers	17
personalised support	21
inclusion designlab	27
inclusion training	29
people, performance & culture	32
ICT & projects	35
our staff	36
partners and supporters	38

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.

## 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

Back in March 2020 our Premier Daniel Andrews signalled that the response to this pandemic would call for some extreme measures. Little did we know then how extreme and for how long. We have seen the devastating effects and impacts of COVID-19 particularly on vulnerable members of our community such as older Victorians and Victorians with a disability.

Inclusion Melbourne of course was not immune and there have been impacts on the business. However, I am so proud of how our Management Team, staff, volunteers, clients and their families have all worked together to stay safe throughout this time. The decisive response of Management in activating a COVID safe plan so we could continue to operate albeit in a reduced capacity showed foresight and a flexibility needed. Critically, the supply of Personal Protective Equipment, infection control measures and ensuring the flexibility of working arrangements has meant that no-one working for or connected to Inclusion Melbourne got COVID 19.

The financial impacts of COVID 19 meant we did have to seek JobKeeper to assist us to continue to provide services. This was all happening whilst dealing with the ongoing transition to the National Disability Insurance Scheme. Inclusion Melbourne has exercised very good fiscal restraint and cost control to manage the situation and to ensure we come out the other side of this current situation in good shape and able to continue to deliver our high-quality services.

Inclusion Melbourne continued its implementation of systems transitions and upgrades to CRM and Microsoft 365 Platforms as part of our overall strategy to ensure the organisation is nimble and able to use a data-evidence base to drive continuous improvement in our service delivery offering.

Most importantly we have been able to maintain continuing very high staff satisfaction results and great staff engagement despite the challenges being faced across the sector. 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. Our relationships with key external stakeholders and our partners are firmly cemented.

At times like this leadership across the business comes to the fore. I am talking about leadership at all levels from the IM Board down to our wonderful volunteers who provide leadership in a variety of ways that perhaps do not fit into the traditional definition. Leadership such as advocating on behalf of their client, leadership in solving problems, leadership in looking to the future.

At the risk of repeating myself from previous President reports I sincerely wish to thank my Directors, the CEO, the Executive Team and all the staff and volunteers at IM for their patience, efforts, resilience and humanity that ensures IM continues to be the great organisation it is.



**Chris Allan**  
President



## chief executive officer's report

A warm welcome to all our participants, families, carers, staff, volunteers and those who we support both directly and indirectly within our programs and across communities.

I am very pleased to present our 2019-20 Impact Report for Inclusion Melbourne and what a year it has been!

Who would have imagined at this time last year, that the world would face a global pandemic. The impacts of which have been felt by everyone and adversely affected the economy, with downstream implications on all businesses across the country. In Victoria particularly, we have been hit very hard, enduring an extended period of lock down with a State of Disaster and stage 4 restrictions, that has never been experienced before. Significant increases in mental health issues and a new social un-connectedness that has seen much suffering across households. Unprecedented times that have necessitated a change to the way we conduct our business operations and how we provide our service delivery in a sector that is already suffering due to the extended rollout and transition to the NDIS.

***“..we began to see some stability in our results, which was pleasing and provided some comfort that our strategy was sound.”***

All of our business funding has now transitioned to the NDIS from the State Government DHHS model. Whilst we have been adjusting to the NDIS and its impacts upon our financial position, towards the end of the 2019 calendar year, we began to see some stability in our results, which was pleasing and provided some comfort that our strategy was sound.

Unfortunately, the Covid-19 pandemic which began in February 2020, has had a significant affect with reductions in our income by circa 30-40% across the business. Whilst managing the same expense base, this is a real challenge for us to manage. However, the Federal Government assistance packages like JobKeeper has been a good support, subsidising our salaries and allowing us to trade on in a diminished capacity.

This has been a game changer for us.

As a business we have needed to redesign our service delivery and staff leadership in order to continue providing support during these unprecedented times. This has included new remote learning and staff support platforms like Zoom and Microsoft Teams. We are quite pleased with how this has been adopted and accepted particularly by our Training students who have relished the challenge. It has allowed us to consider more permanent and innovative future methods for a post lock down environment.

Whilst this has been unfolding, we have continued to develop our internal systems capability towards a 'fit for purpose' environment that allows for streamlined billing, online scheduling of support workers and revised Microsoft Office suites including 365 and Sharepoint for cloud based internal document storage.

Prior to the emergence of Covid-19, we were experiencing growth across our business with recruitment an ongoing challenge within the sector. Our Intake process has been redesigned and now has a whole of business focus which puts the participant at the centre of all we do. Coordinating the full support model proposition across Direct Support, Support Coordination, Training/Education and Community Support

(Volunteer Services). This has been a fundamental shift for us that positions us well for the post-Covid environment.

***“We have continued our public approach to research, development, public policy advocacy and innovative project work with high calibre stakeholders/partners which has been recognised across Australia and internationally.”***

We have continued our public approach to research, development, public policy advocacy and innovative project work with high calibre stakeholders/partners which has been recognised across Australia and internationally.

We send our appreciation to all our stakeholders and partners for their contribution to us.

The Community Support (Volunteer) program remains highly sought after, with amazing numbers of consistent applications. A very well-respected program that enjoys extraordinary levels of application and participation, allowing us to extend our mission delivery.

I would like to express my sincere gratitude and appreciation to all our wonderful staff, volunteers and Board for their incredible contribution, guidance and support. In particular, to all our front-line staff, our support workers, trainers, coordinators, who have continued to provide face to face support and contact during these particularly difficult times and in a high-risk environment. Their passion for human community services has been unparalleled.

To my Leadership Team, thank you for supporting and trusting me, the wider mission and the strategy in unprecedented times. I could not be prouder of the support for your staff and each other. You have all shown great compassion, loyalty and leadership, which makes my role all the more enjoyable.

Special acknowledgement must be noted to the following staff on significant Years of Service achievements;

**Bob Crosthwaite – 25 years as a volunteer and Board Member**

**Carmine Laghi – 25 years**

**Nathan Despott – 10 years**

Thank you for your incredible contribution to Inclusion Melbourne, our participants and the wider sector in general.

Keep inspiring our people and leading the way.

What a wonderful organisation, one that I am so proud to be leading. We continue to make a difference and leave great legacies in lives of people with intellectual disabilities.



**Andrew James**  
Chief Executive



## finance overview

I would like to thank the Finance team Stuti, Joleen and our volunteers Heather and Frances for their hard work, motivation and dedication for delivering on the vision of our team. Stuti ensures that the staff get paid accurately and in a timely manner each fortnight and assists with banking and other financial transactions. Joleen ensures that invoices are prepared and sent out to all our service users and their queries resolved so that we can get paid. A special thank you to Heather and Frances our long standing dedicated volunteers who assist our team.

I would also like to thank Andrew James CEO and the Board of Directors for the trust they place in the team and thus motivate us to achieve our best. All the staff at IM are wonderful and it is amazing to see them strive to make a difference in the life of the people we support, we are happy to play a part in this by ensuring that we support them in all things finance.

Since March we have had to change the way we work and while all of our work can be done remotely it is the interactions and connections that the team does miss.

We have continued our collaborative efforts with internal stakeholders to ensure that we are available when teams need our expertise and advice. Through the year we have worked on improving the payroll system, streamlining the claims process, creating costing models, budgeting and delivering monthly reports to enable us to evaluate the performance of the organisation.

Our collaboration with external stakeholders like NDIS, Plan managers and families of people we support has been increased to ensure that we deliver on their expectations.

A focus this year was on improving our ratios and ensuring that stakeholders are satisfied with the service we provide. We ensure that we respond to queries big and small in a timely manner and resolve the matter at hand to their satisfaction. Any suggestions for change are immediately evaluated and added on to a process if required.

While the process of claiming for services delivered is not yet seamless we are working on improvements and make enhancements to our processes regularly. We are collaborating with the services team to automate the claims for transport and group activities.

***“Through the year we have worked on improving the payroll system, streamlining the claims process, creating costing models, budgeting and delivering monthly reports...”***

The team has kept abreast of changes happening around us whether it is JobKeeper or the price guide changes from NDIS by attending training to keep up to date.

While much work remains, we finish this year with a clear plan and a high quality, motivated team who are committed to improvements and getting things done while keeping the vision and values of Inclusion Melbourne in sight.

Our motto is *“Change is the only constant in life.”* (Heraclitus, the Greek philosopher).

**Rohini Padey**  
Finance Manager



## community support

For everyone in and involved with the Community Support team, the year captured in the 2019-2020 period has been a time of great contrasts, challenges, and evolution of working and volunteering practices. Little did we realise a year ago the impact a worldwide pandemic would have on us all. Throughout this time the focus has been on prioritising the maintaining of connections and connectivity. For Leisure Buddies, Friendly Visitors, Counsellors and Tutors the past year has reflected a combination of face to face and remote interactions with the people they are connected to. There have been many challenges to face and indeed barriers to overcome, but keeping in touch and continuing relationships has been maintained through making phone calls, sending text messages, participating in Zoom, FaceTime & Skype sessions, and writing letters and postcards to one another. The Community Support team has been working hard and with dedication in encouraging these regular and ongoing supports to continue, offering advice, and providing regular updates and health based information from trusted government sources to our volunteers.

In most instances our Admin./Project volunteers have unfortunately not been able to volunteer for the greater part of this year. Nevertheless, their significant contribution to the organisation in a myriad of ways need to be noted and applauded. These supports include Quality documentation work; administrative support for the Finance Team; Circles of Support volunteering; working with the Community Support team with analysis of costs and practices; assistance with filing, archiving and preparation of paperwork and packs; staff and volunteer survey analysis and presentations; proof reading; and support for the Support Coordination team with finding opportunities, activities, classes etc. for NDIS participants.

There have been many reasons to celebrate during 2019 – 2020, and here are just a small number to highlight:

- › The organisation received a generous donation from the Mentone Ladies Golf club who have been our loyal supporters since 1961.
- › IM's Community Visitor Scheme volunteer program continues to expand its reach and provide wonderful supports for both Home Care and Aged Care resident recipients.
- › The official trademark for Leisure Buddies was registered and protected in April 2020. We sincerely thank Brian Goldberg from Trademark Ventures International for his pro bono work in making this happen for the team.
- › The recruitment, training and support for volunteers has all been organised remotely for the past 6 months by the Community Support team, with non face-to-face volunteer information sessions, Zoom sessions for interviews, induction training and introductions.
- › Positive feedback for the Community Support volunteer program has been received via the 2020 annual volunteer survey.
- › The collaboration and completion of the Volunteer Counsellor Handbook by the Counsellors' Project team.

In May 2020 our annual National Volunteer week event had to be postponed due to the covid-19 restrictions in place. Nevertheless, our wonderful and generous milestone volunteers received due recognition within the organisation and on social media for their significant contribution and length of service.

Listed are the names, volunteer roles & length of service of our milestone volunteers:

### 25 YEARS

**Robert (Bob) Crosthwaite** - Inclusion  
Melbourne Board Member

### 20 YEARS

**Richard Day**- Leisure Buddy

**Alison Rogers**- Leisure Buddy

**Maureen Russell** –Tutor ( & former Leisure  
Buddy)

**Patricia Wilson** - Leisure Buddy

### 15 YEARS

**Amy Lee** – Pen Pal (& former Leisure Buddy)

### 10 YEARS

**Crystal Chown** - Friendly Visitor ( & former  
Tutor, Office Admin, Leisure Buddy)

### 5 YEARS

**Laura Dockendorff** - Leisure Buddy

**Nithya Fernandopulle** - Leisure Buddy

**Jalisa Hodgson** - Leisure Buddy

**Polly Kenna** - Pen Pal (& former Tutor & Leisure  
Buddy)

**Paul Kurta** - Leisure Buddy

**Clara Taylor** - Friendly Visitor (& former Tutor  
and Office Admin.)

**Daniela Veytia Cortes** - Leisure Buddy

**Wally Zylberberg** - Leisure Buddy

Many thanks to you all!

In December 2019 Leteris Patlamazoglou who has been an Art Mentor, Administration. Volunteer, and Counsellor since November 2009 received a Higgins Community Award for his significant volunteering contribution. Leteris was quoted as saying “Volunteering is an ongoing life-experience with no limits”.

I would like to wholeheartedly thank my Community Support team: Lorraine Raskin, Oranoos Khaligh, Lisa Lewis, Simone Bowden, Glenda Williamson, and Catherine McLoughlin for their values based work, their unwavering care and consideration for the people we support and our volunteers, their creativity, persistence, and problem solving skills. Sadly for the team and the organisation Lisa is now working for another organisation, but fortunately she remains on our books as a volunteer! Lisa has contributed so much to our team and Inclusion Melbourne over the years as a staff member and a volunteer, and we know she will make a positive & significant impact in her new position. Additionally, I would like thank and recognise the work of Jacque Robinson & Michelle Wilcox who regularly present the organisation’s Induction Training sessions for both staff & volunteers.

As usual I would like to highlight & acknowledge the unwavering support and encouragement of CEO Andrew James and the Inclusion Melbourne Board for everything we do in Community Support, which is very much appreciated by myself and all the team.

**Tess Lynch**

Manager, Community Support (Volunteers)



## leisure buddies under lockdown

Inclusion Melbourne has been matching leisure buddies since 1998. Our Leisure Buddies Service matches carefully screened community volunteers and adult NDIS participants (people with intellectual disability).

Matches are based on shared interests and other criteria. Once matched, the two buddies build their friendship through fortnightly outings together in the community enjoying activities such as walking, movies, bowling, working out, dancing, singing, having a meal together, trips to the city, and attending festivals and exhibitions.

Whilst we thought that transitioning the service to the NDIS funding model was challenging, nothing could have prepared us for the impact of the Corona virus pandemic this year.

Since March 2020, outings have been curtailed due to COVID-19 and buddies have embraced technology to keep connected. For some buddies only telephone calls or emails or messages are an option. For others, video calls such as Zoom, WhatsApp, FaceTime, Skype and House Party are possible.

Whilst these calls cannot replace face-to-face contact in person, they are helping our buddies stay connected and reduce feelings of isolation and rejection, so prevalent at this time.

Phone and video calls are presenting challenges for buddies. They tend to be much shorter than outings and they may feel less personal and limited in the variety of activities.

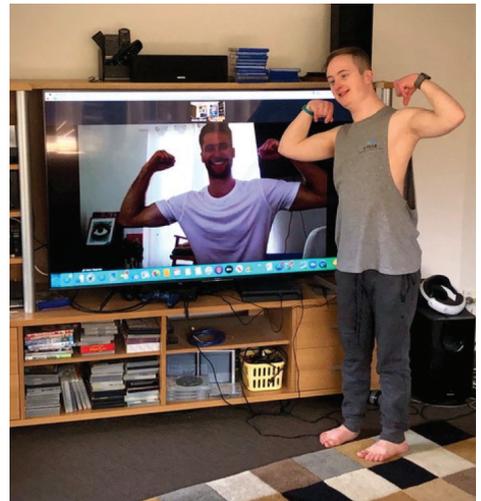
However, many buddies are overcoming these challenges through remaining committed to the friendship and through dedicating time to each other. They are also discussing activity options and are willing to be flexible and try

different ideas. Family and staff support are also playing an important role in encouraging and enabling this type of contact.

Our buddies have been very creative in finding ways to virtually share activities such as ballet, karaoke, doing a work-out, singing, Zumba, playing games and planning what they are going to do post lockdown!

Community Support staff are also embracing technology to sign up new participants and volunteers using Zoom. Introducing buddies over Zoom has also been successful and has meant that new matches can happen under lockdown. Therefore, new applicants and referrals are welcome!

You can find out more and apply to become a leisure buddy participant or a volunteer from <https://inclusionmelbourne.org.au/get-involved/volunteers/leisure-buddies>



Harvey and Adam.

Harvey has really enjoyed maintaining the meet-ups with Adam on zoom.

*They've been chatting with each other and as both the boys are into fitness they've been streaming Zumba classes together as well as having done some gym together. Technology has been a life saver!"* **Harvey's mum**

*"Harvey and I are a great match. We both enjoy working out and sporting based activities. It seems we would both be doing them if we were by ourselves anyway so having someone to workout with is great! Harvey is a very loving friend and often tells me how I'm his favourite, which is really endearing."* **Adam**

## friendly visitor - michelle

I was matched as a friendly visitor in May 2020. But sadly, at that time our world had changed with the COVID-19 lockdown, so the usual process of visiting the person I was matched with was not an option. Instead, our contact has to be written and, if possible, through telephone calls.

So far, all our contact has been written. On average I send a letter or card to her every 10 days or so, and I have been lucky enough to receive a few cards from her. While I try to make sure she is aware that I am interested in her and how she is, I know that she is not able to write much, so our "conversation" is a bit one-sided, and I have only been able to hear a small amount about her life. I have tried to make my letters entertaining (and hopefully funny) for her with stories and photos of some of my travels, my regular funny costume facetime catch ups with my interstate friends and some silly exploits past and present with my family and friends.

Based on her responses, she has appreciated my letters and their content so far. But I have told her that if I am boring her too much, especially with my travel stories or the many photos I have printed, all she needs to do is send me a piece of paper with a red cross on it and I will stop! Thankfully, I have not received a red cross yet!

In our letters, we both talk about how much we look forward to the day some normality returns, and we can have a face to face catch up over a cuppa or two. It will be nice to have a two-sided conversation where I can learn some more about her and her adventures. Until then though, it seems our letter writing, and maybe, if we can finally arrange it, a telephone call or two will suffice to let her know that someone is thinking of her regularly.



## community support project report

by Glenda Williamson

This year the Community Support (CS) team has tendered successfully for a number of funding grants. They include two small grants from local councils, the City of Glen Eira and the City of Melbourne and a larger one from the Commonwealth Community Visitor program.

The guidelines of the three grants focus on the maintaining services and connection during the COVID restrictions, recognizing that extra resources are required by organisations to develop and enable remote access and support.

The CS team has long held a vision to 'flip' their onboarding training program for volunteers to a learner-centred model, in which time in the classroom is used to explore topics in greater depth and compulsory content is delivered in an engaging online format.

The local government grants have provided the opportunity to start work on this vision. With skills & expertise received from Justin Smyrk, work is almost complete on the development of a fully online volunteer information session for prospective volunteers. At this stage, a select group of current volunteers are completing a review to ensure the course meets requirements and is fit for purpose.



To date, some of the Commonwealth funds are being utilized to pilot the use of digital technology within the Friendly Visitor (CVS) program. The pilot will trial two types of digital devices in different environments; an aged care facility and a private home.

The devices will enable video calls and internet access via voice command. This device will be fully supported by an IT company for the duration of the pilot.

The other device is a tablet that will use an app designed and developed by a Brisbane based aged care provider. The app overlays Skype to enable video calls and has visuals to enable

making and receiving of calls very simple. This device will be supported by our team for the duration of the pilot.

We are excited by the possibilities of using digital technology,

with the potential to enable connection of more volunteers with elderly and isolated people. There is also encouraging research demonstrating a marked reduction in feelings of isolation and loneliness reported by elderly people, using in particular the voice command device.

## a volunteer counsellor report

by Dr. Elizabeth Daff

In 2014 I hoped to study postgraduate psychology, but had limited direct experience. I have found many of IM's (Inclusion Melbourne) volunteer counsellors come to the role from a similar background. This has meant the team are already highly educated, but are constantly seeking to improve, are empathic and warm, and are eager for a chance to help others. In addition to counselling, I have enjoyed being a Peer Support mentor, and have also been on the volunteer counsellor Project Committee.

Our counsellors are referred a range of presenting issues. While often appearing to be a 'simple' goal on the surface, the difficulties

those accessing IM face are significant. For counsellors, this requires competency in a range of skills (such as reflective listening, openness, empathy and understanding), and an ability to effectively communicate those. The role also requires an understanding of intellectual disability, both broadly and where an individual service user's difficulties lie, and flexibility in counselling approaches. Most notably, this role requires patience and responding to what your service user's needs are, rather than your own. I have personally found it extremely rewarding to adapt the skills I had to the style of learning of the person I was working with. This included changing environments (i.e., going for a walk, sitting in the garden, counselling on the couch), teaching and practising of new skills



(e.g., through art, writing, or role playing), and adjusting to a service user's presentation on a particular day (e.g., having a shorter session or re-scheduling). This role also provides an opportunity for collaboration between different staff working with an individual, and to see clearly the benefit of a coherent team approach to supporting someone.

A strength of IM's counselling team are the support network. Each counsellor having a mentor has provided a contact for regular debriefing and consultation. Quarterly team meetings has given time to learn from each other, and provide the invaluable opportunity to reflect and debrief, reducing the chance of burnout or vicarious psychological harm which can occur in this field without support. These peer support platforms further strengthen the counselling team's skills, ability to reflect on experiences, and clarity of the role and its responsibilities.

***"A strength of IM's counselling team are the support network. Each counsellor having a mentor has provided a contact for regular debriefing and consultation."***

From these team meetings it became clear that guidelines clarifying the nature of the role, some key ethical considerations, and some basic skills required, would be a helpful additional support. Development of these guidelines involved several counsellors and IM staff and, over time, resulted in the recently completed resource. It was enjoyable to define the role and its boundaries, to consider relevant ethical principles, and how to incorporate best practice in to IM's counselling team. Furthermore, it is reassuring to know that all of the counsellors have a resource they can

refer to when unsure of how to approach a particular problem, or wish to improve their counselling skills. This resource will only continue to enhance the IM counsellor role, and provide service users with access to supportive counselling in a field which is largely under-funded and under-resourced.

Over the past seven years, IM has provided me with much more than "direct experience". I have learnt from service users, staff at IM, and those working in the disability sector more broadly. I have been faced with challenges, responsibilities, and an opportunity to support others. My counselling, organisational, role development, and leadership skills have all been improved as a result of my time with this organisation. I am sad to leave IM and its person-centered staff, though because of this I am confident in its future and the support of the counselling team.

## 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 2019-2020 financial year.

Peter Adams	Nur Ezzatti Daud	Norma Herman
Bhavna Agarawal	Rachel Davis	Breck Hilton
Ishita Agarwal	Richard Day	Joy Hinson
Athba Albazargan	Rebekah Delahoy	Lee Hirsh
Jenny Allen	Carolyn Den Hartog	Binh (Meaghan) Ho
Thuhini Amarasekera	Renuka Dharmaratne	Jalisa Hodgson
Fahimeh Anari	Hoang Doan Xuan	Emma Holder
Somayhe Anari	Laura Dockendorff	Deborah Holmes
Bridget Armstrong	Raissa Donadon Berne	Nikki Huang
Alejandro Avendano	Anne Evans	Linda Hughes
Emma Bardon	Peta Faehse	Barbara Hutchinson
Alice Bell	Mary Farbrother	Amy Huynh
Julia Bell	Yueqi Feng	Mila Iakovets
Ralph Boehmer	Rosita Fernandes	Edwin John
Fernando Chois Borja	Nithya Fernandopulle	Wendy John
Amber Bowman	Peter Fisher	Caitlin Johnston
Christian Brett	Tess Fisher	Jack Johnston
Vanessa Byers	Victoria Fleiszig-Marton	Suba Jones
Katherine Byrnes	Timothy Flicker	Thanushki Kankanange
Katherine Cail	Sharon Flitman	Polly Kenna
Daniella Carfi	Narelle Furner	Emily Kennedy
Kylie Castan	Marcia Fyson	Oranoos Khaligh
Jenny Cato	Mona Gendy	Seremzhid (Sarah) Khudakova
Wing Yan (Yoanna) Chan	Michelle Glanville	Georgina Koeing
Adam Chapman	Katherine Gleeson	Ellie Kostoulas
Ling Fei (Tiffany) Chen	Steven Groves	Kenley Kuoch
Rodney Chen	Stefania Gutta	Paul Kurta
Crystal Chown	Elfi Haley	Oliver Lacy
Courtney Cullen	Judy Hamann	Shirley Lai
Garry Cliveley	Hilary Harland	Natalie Lake
Elizabeth Daff	Karen Henschke	Suzanne Lau Gooye

Lena Le  
 Amy Lee  
 Soak-Mun Lee  
 Lisa Lewis  
 Briony Lewis  
 Ann Marie Li  
 Melissa Lionnet  
 Heather Little  
 Nikki Lloyd  
 David Luffman  
 Eva Lui  
 Brian Lynch  
 Udeshi Mallawarachchi  
 Charles Manila  
 Melissa Masutti  
 Peter McLeod  
 Elizabeth (Libby) Meagher  
 Kristiaan Meijer  
 Kate Melody  
 Shana Miller  
 Mike Moffat  
 Phoebe Moloney  
 Armoel Montoro  
 Sreedhar (Rahul) Nannam  
 Dot Nathan  
 Lisa Nguy  
 Baylee Pakau  
 Angela Panettieri  
 Lefteris Patlamazoglou  
 Ameena Payne  
 Rose Panza  
 Joel Pearce  
 Suzannah Pearce  
 Claire Pedersen  
 Elizabeth Pedler

Mark Pendlebury  
 Jordan Pocock  
 Fay Powell  
 Luke Riley  
 Peter Riley  
 Tara Ring  
 Carol Robinson  
 Alison Rogers  
 Inna Ronge  
 Maureen Russell  
 Danya Salinas Guzman  
 Michael Sandbach  
 Hanna Sandvik  
 Dary Santos  
 Janie Scholes  
 Christine Scott  
 Janet Self  
 Viraj Sellahewa  
 Lorin Sen  
 Mervyn Singh  
 Joel Smith  
 Justin Smyrk  
 Alexander (Alex) Sutton  
 Svetlana Svrkota  
 Ze Kai Tan  
 Clara Taylor  
 Tina Theofanis  
 Edwina Torok  
 Nicola Torrens  
 Silene Torres  
 Peter Tran  
 Thy Tran  
 Marek Turski-Szendzielarz  
 Grace Van Der Merwe  
 Ellen Van Holstein

Meena Vellala  
 Dinushka Vethavanam  
 Daniela Veytia Cortes  
 Yao Wang  
 Rohan Wardan  
 Mark Weber  
 Frances Wheeler  
 Stephen Wheeler  
 Caroline Whitlock  
 Maduni Wickramasinha  
 Patricia Wilson  
 Robert Wilson  
 Angus Wong  
 Sangita Yeranagula  
 Nelson Yeung  
 Lili Yuan  
 Maria Zemskova  
 Wenjia Zhang  
 Ivan Zulman  
 Wally Zylberberg

## Board Members

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

## bob crosthwaite board member - 25 years volunteering service

**“What a milestone Bob has reached - such a wonderful and outstanding contribution to Inclusion Melbourne!”**

Over his 25 years of volunteering service as a Board Member, Robert (Bob) Crosthwaite has seen the organisation’s name change from Gawith Villa to Inclusion Melbourne, the pioneering of community programs, the person-centred philosophy that have become the hallmark of Inclusion Melbourne, the introduction of the NDIS, 4 CEO’s and countless Board members, most of whom were recruited by him. His personal network and circles of influence are a big part of the value that he continues to bring to the organisation.

During his time on the board Bob has been recognised primarily as a big picture person. This, combined with his great technical knowledge and broad understanding of public policy and government, has been one of IM’s greatest assets over those 25 years. Bob has made an outstanding contribution to the Inclusion Melbourne and Gawith Foundation Boards, drawing on his life experience, knowledge and emotional capital. Bob has an eye for detail in reviewing financial reports, and his understanding and practical application of corporate governance has contributed to the stability and policy directions of Inclusion Melbourne.

Fellow Board Member Mark Hearnese remembers that after becoming CEO of Gawith Villa, Mark assessed the level of retraining and cultural change needed to steer

the organisation into the future. He realised that Bob Crosthwaite would be just the right person to contribute to the governance of the organisation and its vision. Mark suggested to Bob that the organisation needed a director with his educational development experience, but more importantly, someone with his broad conceptual and interpersonal skills, humanism, values and principles. The Board agreed with Mark, Bob was duly appointed, and 25 years later, he is still sharing his wisdom, ideas and experience with the same generosity and humility. Bob has guided the organisation through many changes, and significant challenges over the years. Bob is selfless in his commitment to the success of Inclusion Melbourne.

***“Bob’s most striking quality is his ability to remain calm, generous and clear minded which he would probably dismiss with his humour, self-deprecation and not a little embarrassment”.***

Bob continues to provide great leadership with his long history of education and community, which sees Inclusion Training continue to grow and benefit our students’ growth in knowledge and practical skills. Manager of Inclusion Training, Judith Price says that Inclusion Training has been privileged to have Bob work with them over the last 5 years as part of the Board’s Education Sub Committee, and that he has been a driving force that keeps them focused and supported. With his knowledge and understanding he has provided ideas and recommendations that will guide Inclusion Training into the next stages. His sense of humour, wit and willingness makes him such an important part of the team.

***“Thank you Bob, for your commitment and guidance”.***

The Community Support team also recognises the unwavering support that Bob has provided over the years to the volunteering programs and services that are provided to NDIS participants and students, elderly care recipients, and the organisation as a whole. Bob has regularly attended and supported our organisational events, & is always friendly, sociable & welcoming to all the volunteers, staff, service users and their families in attendance.

Here are just some of the many special tributes and accolades for Bob on this milestone occasion:

*“I would like to thank Bob personally for his continued support and mentorship which I truly value”.*

*“It’s fitting that Bob is being acknowledged for his outstanding contribution to IM over the past 25 years”.*

*“Bob has been part of the very fabric of IM for all of those 25 years, and has been a true ‘rock’ during the time that I have served on the Board. He occasionally speaks of retiring from the Board, but his contribution and commitment are every bit as valuable as they were when he began. It has always given me great comfort knowing that we have someone of Bob’s calibre to guide us along the journey”.*

*“Bob can always be relied upon to bring his broad expertise and knowledge to any project - and together with his calm and considered manner is always a joy to work with”.*

*His composed and respectful manner kept our project team members on track as we navigated the ups and downs of implementing a difficult project. Bob also brings these qualities to his personal interactions - a true gentleman”.*

*“His unwavering commitment to the organisation has continued over the whole 25 years. But, to his family, friends and colleagues he has been and remains a champion humanist with many fine values, qualities and talents”.*

*Congratulations Bob  
on a wonderful achievement  
and most of all...  
Thank you*



## personalised support

An old saying goes, “may you live in interesting times” - well, 2020 certainly has been an interesting year and one that will not be forgotten quickly. We had just begun to get a good grasp of the NDIS when we had new challenges related to Covid-19 to contend with.

It is however during interesting and challenging times that we discover things about ourselves and others, including just how much we can manage when we really must. We can often find purpose in times of adversity and people can endure tremendous hardship, struggle, and setbacks, if their journey has purpose and meaning. These difficult times can of course be more easily endured if we go through them with someone by our side who buys into our vision of the destination.

*“The positive roles people undertake, related to what they do, then reinforce the positive roles or identity about who the person is.”*

For Inclusion Melbourne, our purpose is grounded in an understanding of what is important to participants and families and never losing sight of the vision of a “good life” that we share with those we support and the people who care about them. In Personalised Support and Support Coordination, having access to the “good things of life” includes self-worth, personal fulfillment, being valued, a positive identity as a community member, contributing and freely given friendship and relationship.

An important variable for accessing the “good things in life” are the roles people hold. Positive roles about who the person is, such as a family member, will often be built on and lead to positive roles related to what the person does,

such as worker, volunteer or student. The positive roles people undertake, related to what they do, then reinforce the positive roles or identity about who the person is. If, however, we replace the positive roles with less positive or devalued roles, a less valued identity will be reinforced about who the person is, and this will then likely lead to less valued roles related to what the person does. This will then become a self-reinforcing cycle that can be difficult for the person to escape as those around them, and even the person themselves, have only ever known themselves in these less valued roles and identities and therefore believe that they can achieve no more than this. This is why Inclusion Melbourne works hard to help people attain valued roles in their life.

We will look back on 2020 with mixed emotions, but regardless of the challenges, the Personalised Support and Support Coordination teams adapted and adjusted to support people in flexible and creative ways, responding to ever-changing circumstances while providing purposeful support and that aligned to the individual circumstances of each person.

Following are some further details related to each department.



## Personalised (Individual) Support

Direct Support Professionals, Rostering, Community Inclusion Officers and Team Leaders have been working hard to manage supports for participants and maintain to the greatest extent possible, meaningful connection and continuity of supports during the lockdown process. In particular, our front line facing staff have done an outstanding job in retaining as much continuity and connection with people as possible, in difficult and uncertain circumstances.

The team has worked hard over the last 18 months to design systems that can navigate the NDIS and allow us to provide the highly personalised services we have always delivered. In the coming 12 months, the team will be making further improvements to ensure greater quality to our processes, including planning, supports and progress reviews. We will be working closely with participants and carers to support people in the most helpful way possible going forward as we emerge from the current lockdown.

***“...our front line facing staff have done an outstanding job in retaining as much continuity and connection with people as possible, in difficult and uncertain circumstances.”***

The department currently supports 57 people with individual supports as well as 4 people who are funded under the Department of Health continuity of support program. Most of these people are also making use of the support of Community Inclusion Officers who are specifically charged with supporting valued

community inclusion through the sourcing and establishing of opportunities related to the person’s goals and needs.

In the last 12 months, the team has undergone some changes including welcoming Casey Levy to the team in the role of Community Inclusion Officer and welcoming back to the team, Harvey Munday as the Team Leader of Personalised Supports, replacing John Ludlow who is taking on a new role with another organization which will allow him to pursue his passion to study law. We wish John all the very best in his new role.

A few examples of the work being done include:

Jen is a lover of all things beauty and fashion and one of her long term NDIS goals is to become a qualified hairdresser. Jen’s CIO Julia worked closely with her to find a hairdressing course that Jen felt comfortable attending. Before Jen signed up to the class, she and Julia had conversations covering topics such as how Jen would get to class, support with her workload and building informal relationships with other students. This ensured that Jen felt empowered to do this, as she was part of the decision-making processes that affected her life. Jen and her CIO met with course correspondents at TMG and completed the enrolment process together. Jen is now officially enrolled in a Certificate 3 Hairdressing! Before COVID, Jen was catching transport independently to class where she would meet her DSP. Her DSP would support Jen to complete class work and Jen has started building relationships with her teacher and other students. Unfortunately, her class has been put on pause until restrictions lift however, she is keener than ever to return to class and achieve this qualification!

One of Rachel's short term NDIS goals is that she wants to increase and maintain her social community participation. For anyone who knows Rachel, this is a huge and challenging goal for her, as her anxiety has often prevented her reaching her goals. We had the goal to visit the most recent Tesselaar Tulip Festival. Rachel and her CIO worked hard on building her confidence and taking small but consistent steps to reach this goal. We covered every small detail right down to the drive to the festival (which was a long one!). We ended up visiting the festival for a short time before Rachel decided she would like to go home. Now for others, this may seem like an easy task but for Rachel it took a lot of hard work. Even though they only stayed for a short time, just getting out in the community was a huge achievement and Rachel told Julia how proud she was of herself.

During the first of the COVID lockdowns, Lenard discovered an interest in painting. He and his DSP's were using their time together to watch Bob Ross tutorials and following his steps to create beautiful landscapes. His Support Coordinator, Community Inclusion Officer and DSPs have supported Lenard to pursue this passion. As a team, we were able to get Lenard a tablet and assist in setting it up to be accessible. This meant that Lenard was able to watch painting tutorials when DSP's were not present. Lenard has also been supported to set up a Redbubble site, allowing him to sell his art. Lenard has told his DSP's and the rest of the team that he has thoroughly enjoyed creating artwork and he hopes that selling it will allow him to feel a sense of independence as he will be earning his own money.

## Support Coordination

The Support Coordination team has also seen some changes with growth and new roles being added. This year we have introduced a new role of Team Leader and have welcomed Ashleigh Dougherty into that role. In the last 12 months, we have also welcomed to the team, David Van Veldhuisen, Wendy Peters and Louise Parker.

The department currently works with 157 people over 26 different municipalities to assist them to achieve outcomes related to appropriate accommodation, allied health supports, and meeting needs of daily living.

The team has an exciting year ahead with several key initiatives currently underway or being designed for the near future. Among these is a particular focus on team members developing more specialised knowledge in specific NDIS areas including accommodation, employment, health and social inclusion. Also, the team will be investing significant time and energy in training related to progressive disability support design that will assist participants and families to think in different ways about goals and achievements that might lead to more fulfilling and valued roles and experiences.

We have also made a submission to a review being conducted by the NDIA into Support Coordination over September. In summary, some points discussed included–

- Some Participants may have a greater need for Support Coordination, in part, due to factors like not being able to navigate the NDIS on their own, being more exposed to their wellbeing being threatened or harmed if services failed, and not having had many opportunities to think about or try different types of supports or services.

- We also raised the point that it would be beneficial if the role of a Support Coordinator could be more clearly defined and understood by all parties.
- We would like to see the role structured to reduce Support Coordinator turnover
- That a key feature of Support Coordination, in addition to supporting the implementation of plans, is to support participants and families build their capacity to explore options that may better meet their needs and possibly lead to richer more fulfilling lives.



The focus our Support Coordination team has on building the capacity of people to imagine and pursue more fulfilling lives is our point of difference, however, this work faces several challenges, many arising from the NDIS scheme itself. You can see from some of the Victorian June 2020 Support Coordination figures below, there are challenges with some people getting adequate Support Coordination assistance.

- As of 30 June 2020, 46,814 people had Support Coordination funded in their plans against a total of 106078 people with NDIS plans.
- People aged 45-54 were most likely to have Support Coordination in their plans as opposed to children between 0-6, of whom 7% and 7-14 of whom 20 % respectively had Support Coordination funded in their plans.
- The highest proportion of participants by disability type that receive funding for Support Coordination are Psychosocial Disability (84 percent), Acquired Brain Injury (76 percent), other neurological (63 percent) and stroke (63 percent).
- Participants with global developmental delay (10 percent) and developmental delay (7 percent) proportionally receive less Support Coordination funding, while 54% of People with Intellectual Disability received some Support Coordination in their plan.

Regardless of these challenges, Support Coordinators have responded with energy, empathy and creativity. The next page has some examples of the work being done.



"Assisting May in transitioning from her family home to supported accommodation due to May's family developing health issues and not being able to continue providing the same level of care. This process was very difficult for her and her family however May has adjusted well and is learning to live on her own and enjoying some of the new opportunities available. We were also able to retain and re-establish connection, many virtually, with all of May's community groups and activities that she was previously going to before COVID-19."

"I developed an amazing relationship with Susan before her passing. She was so loving and caring to everyone around her. I assisted Susan by being a point of contact if she ever needed any help and ensuring that she always had someone to talk to whether that be myself, her counselor or a support worker. Susan loved to chat about football and how her team was unbeatable."

"Gary's elderly father came into Gary's life quite abruptly after his mother became unwell and had to go live in a nursing home. You could imagine just how overwhelmed Gary's father was to not only instantly become a full-time caregiver to his adult son but also having to navigate the NDIS as well."

For the first two years or so, Gary's father was completely unaware of the supports that were available for Gary; supports that would help build Gary's independence which would help him on the journey to living a fulfilling life and to living independently from his father. Since receiving Support Coordination Gary receives regular and valuable supports that have truly helped him progress in his daily life as well as

open his father's eyes to what Gary is capable of. Also, Gary's father has been able to receive support with becoming Gary's legal guardian as well as receiving carers allowance - both services which he was not aware of before receiving Support Coordination."

"I began working with Tom in the middle of the year and at the time he was moving out of crisis accommodation. Tom had virtually no support other than a Support Coordinator. Tom has always struggled with homelessness, AOD issues and mental health. I managed to connect Tom with a consistent support worker who had worked with individuals with AOD issues, a mental health occupational therapist and a low-cost AT device. Tom has also now been engaged with a homelessness caseworker who has been assisting him to find alternative accommodation. Putting these networks and services in place means that Tom now has a variety of supports and safeguards in his life to help him progress towards his goals."

"When Davey first received support he was quite shy, reluctant to meet new people, didn't like to socialise with others and became nervous when leaving his house.

Within the past 2 years, Davey has been linked to supports that has increased his independence, confidence and social skills. Davey is participating in dance & rap groups, drama & film classes, registered training organisations and is volunteering at a local café as a waiter. Davey also has built the confidence to initiate communication and call his supports independently and be able to confidently communicate with others. Davey has recently shown interest in creating new friendships and wanting to engage in social groups which is the next major goal ahead."



As we can see from the small sample above a great deal of work is taking place to support people to pursue more meaningful lives. I would like to thank the people who have placed their trust in us to support them or their family member build a meaningful and valued life. We do not take this trust placed in us lightly and are honoured that you have chosen us to walk with you on your journey and share your hopes and dreams for the future with us.

*“I would like to thank the people who have placed their trust in us to support them or their family members build a meaningful and valued life.”*

Finally, I would like to thank the staff of the Personalised Support and Support Coordination teams. As we look back on 2020 I know we will be proud of how we conducted ourselves with integrity under trying circumstances, not the least of which is the way staff showed such high regard and concern for the people they supported as well as each other. I am proud to lead a team of highly inspired and values-driven people.

We look forward to a new and improved year ahead with a renewed appreciation for our freedoms, health, our families and friends.

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. Our team's combined work in community development projects, research partnerships, quality, practice training, communications, and project design is unique in Victoria's disability sector.

Inclusion Designlab's project and consulting work expanded significantly in 2019-20. In particular, our team is now delivering a range of consultation projects to partners in oral health, accessibility, marketing collateral design, circles of support, project design, LGBTIQ+ inclusion, and NDIS audit readiness.

Academic, peak body and collegiate organisation partners in 2019-20 included Deakin University, University of Melbourne, RMIT University, Microboards Australia, National Disability Services (NDS), Rainbow Health Victoria, the National Disability Insurance Scheme ILC Program, Carrington Health, Migrant Resource Centre North West, the City of Brimbank, Extended Families, the Australian Society of Special Care in Dentistry (ASSCID), the Australian Dental Association (ADA), the Deakin Disability and Oral Health Collaboration, Rainbow Rights and Advocacy, National Ethnic Disability Alliance (NEDA), Pride Foundation Australia, Thorne Harbour Health, Menzies School of Health Research, the Australasian Academy of Paediatric Dentistry (AAPD), Spectrum Intersections, ARCSHS (La Trobe University), and the Victorian Multicultural Commission. Inclusion Designlab also has relationships with a range of global organisations and universities in the UK, Ireland, Aotearoa New Zealand, Canada and Sweden.

Inclusion Designlab's staff are members of the following panels and advisories: the NDS

Quality and Safeguarding Community of Practice, Deakin University Graduate Courses Advisory Committee, Pride Foundation Australia Disability Advisory Committee, Deakin Disability Oral Health Collaboration, and the City of Brimbank Disability Advisory Committee.

## policy

Inclusion Designlab is a significant contributor to policy processes relating to disability, intellectual disability, and citizenship. Our team also coordinated submissions to the Victorian LGBTIQ+ strategy, the Federal Parliamentary Electoral Matters Committee, and a major oral health submission to the Royal Commission into the Violence, Abuse, Neglect, and Exploitation of Australians with Disability, resulting in a hearing with the Royal Commissioners in Sydney in February.

## your dental health

Inclusion Designlab is now working with some of Australia's leading peak oral health organisations (ADA, AAPD, ASSCID) to run an interdisciplinary community of practice to ensure better planning and interaction between the dental and disability support sectors. [www.inclusiondesignlab.org.au/dental](http://www.inclusiondesignlab.org.au/dental)



## I can vote

Inclusion Designlab's work in electoral inclusion has progressed since the pilot of I Can



Vote ([www.icanvote.org.au](http://www.icanvote.org.au)) during the 2018 Victorian State Election, leading to continued communication with government, with a view to campaigns during future elections.

## **national resource centre for circles of support and microboards (COSAM)**

Inclusion Designlab continued work on the NDIA ILC-funded COSAM portal in 2019-2020 and commenced work with Microboards Australia and other national partners to expand the reach and awareness of Circles of Support, share our resources, and facilitate participatory approaches to project management. [www.cosam.org.au](http://www.cosam.org.au)



## **LGBTIQA+ inclusion**

Inclusion Designlab has now co-led seven projects supporting the inclusion of LGBTIQA+ people with disability: the Our Rainbow Lives guide – a dual-read publication for people with intellectual disability, a project with Thorne Harbour Health to build the capacity of LGBTIQA+ self-advocates, a three-year NDIA ILC-funded project with Deakin University to co-produce accessible resources for LGBTIQA+ people with intellectual disability, and a guide to support self advocacy in healthcare settings for LGBTIQA+ people with autism – co-produced with Spectrum Intersections.



## **vietnamese communities and the NDIS**

Inclusion Designlab continues to work with University of Melbourne, Extended Families, NEDA, and the City of Brimbank to run action research workshops and produce high quality rights-empowering resources on a wide range of NDIS and disability-related topics for parents and carers of Vietnamese people with intellectual disability.

## **quality**

Inclusion Designlab continues to support quality and continuous improvement at Inclusion Melbourne. In 2019-20, annual routine processes to maintain quality were coordinated by the Continuous Improvement Officers Glenda Williamson and Stephen Wheeler. Inclusion Melbourne successfully achieved compliance against ISO 9001: 2015 and the NDIS Practice Standards, a significant achievement following three years of system upgrades and policy transition.

2019-2020 also saw our team present at two seminars hosted by peak body NDS in relation to the application of the NDIS practice standards to organisations' quality systems, particularly in the area of rights, safe guarding, and practice coaching.

I want to make particular note of our Grants and Communications Officer, Marita Dunphy, who has coordinated and maintained our grant application processes for three years, achieving much success and building highly valued relationships in philanthropy, academia and the broader sector.

**Nathan Despott**

Manager, Inclusion Designlab

## graduates of 2019 and 2020

### CHC 33015 Certificate III in Individual Support Awarded Certificate

Stacey Boyd  
 Natalie Misuraca  
 Khagendra Gurung  
 Charles Manila  
 Laura Letch

### 22471VIC Course in Initial General education for Adults Awarded Certificate

Chris Beasley  
 Jessica Giang  
 Samuel Harper  
 Chamidu Mendis  
 Ahn Ngo  
 Caty Nguyen  
 Danielle Sargeant  
 Richard Tran  
 Morgan Turkovic  
 Helen Vassallo  
 Awarded Statement of Attainment  
 Daniel Tran

### 22294 VIC Course in Initial Adult Literacy and Numeracy Awarded Certificate

Jesse Brierty  
 Codie Cook- Dimech  
 Chloe Debono  
 Akuc Deng  
 Duona, Cau Huy  
 Michael Gath  
 Shachin Jayaraman  
 Ozone Nguyen  
 Jithin Thomas  
 Cindy Vassallo  
 Jesse Whelan  
 Awarded Statement of Attainment  
 Ema Breznik  
 Len Nguyen  
 Dihn Ahn Doan

## COVID 19

COVID situation and lockdowns hit us hard. In spite of the challenges all students, families and staff took hold of the situation and hit the ground running. The introduction of Zoom/Virtual classes was embraced by the majority of students and we were able to continue working with most students. Thus they were able to complete units and get ready for assessments.

Early in the year the campuses were forced to close. At Sunshine we trialed very small classes at the tail end of the first lockdown. All was going well for a little while until we were forced into the second lock down.

This required quick thinking on everyone's behalf and the re-introduction of Zoom, face time and phone contact. Usual class activity sheets needed to be posted out to students. Support staff were instrumental in getting this out to everyone. Trainers had to re-design new learning materials to make them suitable for Zoom delivery. A considerable amount of time and work has been put into revising and adjusting assessment methods to meet the new conditions.

We also engaged interpreters to support some of our students and families for whom English is a second language.

## RTO – key points

- In November 2019 Inclusion Training went through an extensive audit process with the Victorian Registration and Qualification Authority (VRQA). We are now registered to deliver accredited courses for another 5 years.
- On the 4th of September 2020 a new course had been added to the list of courses and qualifications Inclusion Training offers the community. VRQA approved our Addition to Scope Application for 22302VIC Certificate I in Work Education.
- Skills First contract has also been reviewed and will be extended into 2021.

- 2019 saw the development of our strategic plan. This was developed with the support of the sub-committee of the Board. It was presented to the board and received favourably. It is a blue print for us moving forward.

## sunshine campus

Inclusion Training Sunshine Campus continued to embrace the dynamic environment of 2020 with positive partnerships and collaborations with our learners, carers and our partners including Visy Cares Hub and the broader community of Sunshine. Our diverse learner cohort embraced our flipped delivery model and the technologies of digital learning and innovation. Our enrolments, learner attendance and engagement remained consistent despite the challenges of 2020.

Trainers' Archie and Anna's key initiatives were "virtual learner check-ins". Each week, in addition to training and assessment sessions, the team members would check in via zoom with each learner and their carer to see how learners progressed with assessment activities and what their individual learning needs are. To further support our learners who are missing their classmates, we used Zoom, iPad and iPhone simultaneously so that learners could have catch ups with their classmates.



DSPs (Jo, Chantell, Harley, Phil, and Madi) had a substantial contribution in keeping the connection between learners, their trainers and assessors, and education support team. It was critical for our students to keep close contact with their fellow classmates and there have been many beautiful moments. This further demonstrates our commitment to overarching goals of social inclusion and fairness.

We updated the learning spaces with more colour, paintings and signs to continue to create a positive and engaging learning space. The team actively participated, collaborated and supported Inclusion Training in achieving the qualification of 22302VIC Certificate I in Work Education on scope and development of other quality resources.



## phoenix park campus

It's been a very interesting and sometimes challenging last 12 months at Phoenix Park. The first half of the year was spent in class, face to face. The second half saw a transition from face to face to online ZOOM sessions as a result of Covid-19 restrictions.

The students have been really amazing, both in terms of engaging and embracing this significant change and the move to use new technology. The impact of covid-19 on the delivery of learning programs and assessment was certainly challenging. The Trainers (Robert, Liz and Mika) and DSP's (Leonard, Mika and Anisha) really committed to ensuring students were able to continue their learning program through weekly Zoom sessions. Inclusion Melbourne support staff and families were hugely helpful in supporting students to connect to the ZOOM platform and provide background support, a big thank you for your support.

One of the subjects we have been working through relates to technology, something that all students have learnt a great deal about, given the need to use a computer, iPad or a smart phone to participate in Zoom sessions.

## NDIS

- Inclusion Training successfully participated in the NDIS audit. The auditor specifically appreciated the motivation and cohesiveness of the Inclusion training team.
- Despite Covid hitting the revenue hard, the team showed resilience and adapted to the ever changing circumstances quickly and with an open mind. The remote training sessions run across phones/video meetings are making sure all our NDIS participants and their families/carers are getting the support they need possible in the scenario. We make every effort to ensure no one is left isolated.
- NDIS price guide introduced a whole new pricing model for center/group based supports this year. Thankfully, given the circumstances NDIS agreed to give providers time till June 2021 to implement the changes. We aim to start these in the New Year. Things to note:
  - One single line-item with 1:1 supports. This is to be distributed with actual worker time with each participant in the group.
  - Non-face-to-face support Provision
  - Capital centre costs – A new line item has been introduced so that providers can claim a capital allowance for each participant, where appropriate, in addition to the cost of the support worker.
  - Establishment fees – one off fees for new participants.

## council support

I would like to acknowledge the support of Stonnington Council, Brimbank Council and Visy Cares Hub for supporting us over the last 12 months.

I would like to acknowledge the outstanding commitment of the Inclusion Training Team

Gabriella Bordos - Compliance Officer

Glenda Williamson – Trainer and Assessor – Certificate III Individual Support

Anisha Baveja – Administration and NDIS support

## phoenix park campus

Robert Wilson – Team leader, Trainer and Assessor

Liz Hunnekens – Trainer and Assessor

Anisha Baveja – Support Professional,

Leonard Chu - Support Professional

Mika Sowunmi – Support Professional

Jane Marie Black and Suzanne Lou Gooley (casual DSPs)

## Volunteer tutors:

Maureen Russell, Ellie Kostoulas, Ivan Zulman, Kylie Castan, Marcia Fyson, Shirley Lai,

Linda Hughes, Steven Groves, Vicki Fleiszig-Marton, Emma Holder, Wenjia Zhang and Claire Pedersen

## sunshine campus

Archana Kadam – Trainer and Assessor

Anna Shelton - Trainer and Assessor

Danny Smith - Trainer and Assessor,

Chantell Leota - Support Professional

Joanne McConnell - Support Professional

Madi Leonard and Phil Panting (casual DSPs)

## Volunteer tutors:

Kris Meijer, Charles Manila

Judith Price

Manager, Inclusion Training

## people, performance & culture

### recognising our employees

#### Service awards

The organisation recognises and acknowledges the contribution staff make to the lives of the people we support. We celebrate dedication, loyalty and longevity of service to Inclusion Melbourne.



**We especially would like to acknowledge Carmine Laghi, Manager Personalised Supports on reaching a career milestone of 25 years of service.**

Carmine commenced working with Inclusion Melbourne in 1995 after hearing of the innovative work being done by the service. He is passionate about social inclusion for people with intellectual disability and is motivated by the belief that everyone, regardless of ability should have the opportunity to live a fulfilling life. Not satisfied with the outcomes traditional models of service could produce dating back 20 years, Carmine embraced the organisation's philosophy of people having opportunities to live ordinary community lives and made it his own.

Carmine has redesigned educational programs, having established Inclusion Melbourne's RTO out of Deakin University Burwood, introduced person centred planning principles, expanded services into the north west of Melbourne through the design and implementation of the Discovery transition program for school leavers, developed a unique set of quality measures and redesigned the practices and culture of the organisation to ensure greater opportunity for people to experience a sense of personal fulfilment.

During 2019/2020 we recognised the years of service of staff who have completed 5, 10, 15, 20 and 25 years of service:

- Carmine Laghi (25 years)
- Nathan Despott (10 years)
- Sharyn Beard (5 years)
- Tin Van (5 years)
- Mika Sowunmi (5 years)



Carmine's passion for authentically implementing the organisations mission is evidenced through the values-based leadership he has provided to staff and the organisation over his 25 years. Carmine's commitment to educating the community and providing leadership for a community-wide shift in attitudes has seen an expansion in the opportunities for social inclusion and contributed to positioning Inclusion Melbourne to be the unique provider that it is today. Thanks to Carmine's commitment and dedication, Inclusion Melbourne has become a leader in its field and is the only disability day service provider across the State to fully transition to a personalised community based support model.

Inclusion Melbourne credits Carmine's work and decision to implement the personalised support model within our organisation as instrumental and crucial to our success and uniqueness, and as a result there are many people with an intellectual disability living richer, rewarding, fulfilling, diverse and connected lives across Melbourne

*On behalf of the organisation and the people and families supported, thank you Carmine and congratulations on achieving this career milestone.*

## nationally accredited certificate III in individual support

It is a great pleasure to announce that four Inclusion Melbourne staff and one member of our volunteer team have successfully completed all of the requirements of the nationally accredited qualification, the Certificate III in Individual Support.



Glenda Williamstown, Trainer & Assessor

Students: Natalie Misuraca Khagendra Gurung, Brockwell Perks, Laura Leitch, Charles Manila & Stacey Boyd (absent in the photograph), Sangita Yerabagula, Inclusion Melbourne Volunteer

Congratulations goes to Khagendra Gurung, Laura Leitch, Natalie Misuraca, Charles Manila and Stacey Boyd. At the time of this report, Sangita Yerabagula, a volunteer with Inclusion Training, is completing final assessments and is expected to successfully complete very soon.

All students are to be commended on their efforts, in particular because of the extra focus and commitment required due to the COVID 19 restrictions imposed in March. The restrictions impacted all students, creating changed personal circumstances, including for some the requirement to home school their children.

Final assessments and activities were completed remotely using Zoom for group workshops and FaceTime for individual coaching sessions. Despite some minor initial difficulties using the technology, the convenience and accessibility of the remote sessions were welcomed by the students,

proving their value for including in future delivery models.

A special mention must be made of the workplace supervisors who supported the final completion of students by reviewing practical assessment workbooks and verifying on-the-job practical experience and activities. Supervisors included, John Ludlow, Harvey Munday, Anisha Baveja, Joanne McConnell and Sharyn Beard. A particular thank you goes to Sharyn Beard, who took on extra, willingly backfilling supervisors when required to ensure students completion.

## learning and development

We continue to invest in learning and development opportunities for staff to develop new skills and enhance existing skills. Staff attended in-house training programs; external training and staff embraced a number of on-line training modules during the COVID-19 pandemic.

The following provides a brief summary of learning and development opportunities undertaken by staff throughout the 2019/2020 financial year:-

- Social Role Valorisation (SRV) Training
- Supported Decision Making & Positive Behaviour Supports
- NDIS Support Coordination Workshop
- NDIS Goal Monitoring Documentation and Person Centred Active Support
- 2 Day Intensive Support Coordination Workshop
- Epilepsy Training
- Autism Training
- Infection Control (COVID-19)

The NDIS has placed greater demands on our ability to recruit and retain staff. Attracting support workers and experienced support coordinators is proving to be difficult in the current environment. The community services sector has grown steadily over recent years, as a consequence the industry is facing significant skill shortages.

We continue to enhance our recruitment procedures to attract staff with the commitment and capacity to provide person centred support to people in engaging and meaningful activities. Our model is based on relationships and shared goals, aspirations and a vision of a good life for the people we support. It is therefore important that potential employees align with our mission and values. We believe we can provide on the job training and coaching to meet other requirements of the role. We also offer opportunities for people wanting to obtain qualifications for working in the disability sector through our Registered Training Organisation. The Certificate III in Individual Support (Disability) is free.

Employment in the disability sector gives people purpose to their work, as it attracts people who want to make a difference in the lives of others. The 2020 Staff Survey results revealed that staff remain highly motivated to do their job well and more of them in 2020 believe that the work they do makes a real difference to the people they support. This demonstrates our approach to recruitment is working.

### staff engagement survey

Staff received the annual Staff Engagement Survey at the beginning of February 2020. 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. The Staff Engagement Survey was outsourced again this year to an independent research company. The overall response rate of 64.4% was slightly lower in 2020 compared with 2019. The results indicate an overall satisfaction rating of 76% percent. We also received feedback about how we need to improve.

### Opportunities for improvement

The Staff Survey highlighted the following key areas that require improvement:

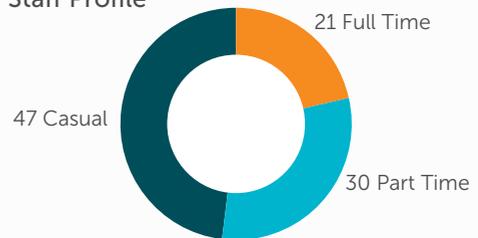
- team collaboration across the organisation
- performance accountability
- communications
- providing regular performance feedback

We want to be better at what we do. In accordance with the theme of communications and organisational collaboration, we commenced a new initiative of a cross organisational Operational Committee that meets monthly to discuss divisional and functional issues, facilitating continuous improvement and to address concerns. In addition, we continue to utilise the Staff Hub intranet page, which has been proving a very fertile ground for organisational information.

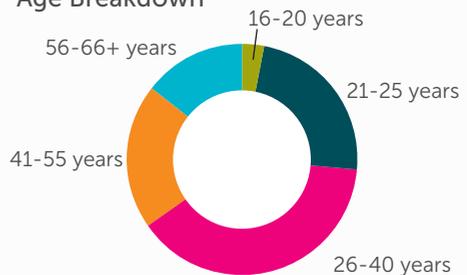
**Kathy Lewer**

Manager, People Performance & Culture

### Staff Profile



### Age Breakdown



### Employee Turnover

Start of Period	Hired	Terminations	Total End of Period
107	+41	-50	98

## ICT & projects

There have been significant developments and improvements in our systems and technology at Inclusion Melbourne this past year.

### microsoft 365 anywhere anytime for our remote teams

Our new Work Anywhere capability has been one of the main benefits of Microsoft 365, particularly this year with the impact of Covid-19, our people can work from anywhere so long as they have internet connectivity.

Because it's entirely cloud-based, all of our Staff can access their email, files and Office programs from any location and on any device. Our teams can more easily collaborate. Now able to work together on tasks, documents or presentations.

We have adopted Microsoft Teams further this year. The telephony and video conferencing capability enabling remote working to be easier and stay connected with each other. Collaborating with video conferencing, share screen functionality, chat capability and file sharing.

### cloud transition

With the introduction of Microsoft 365, enabling us with the opportunity to refine costs further; removing onsite servers could reduce both energy costs and the need for office space to store server hardware. This transition significantly reduces risks around organisational data protection and access rights.

To achieve this, we are migrating off on-premise servers. Migration of F: Drive to Sharepoint for our whole business is well underway. Our Human Resources (HR) Department have begun transition with a staged process for the rest of the organisation to then be completed into early 2021.

## major delivery systems improvements

We have integrated Outlook to Salesforce, which has enabled us to log emails from Microsoft Outlook to Salesforce and email from Salesforce, which will automatically save in account record. We are now also able to sync contact and events between Outlook and Salesforce are calendars are also synced. Able to serve the people we support with more ease.

With the endeavour to meet Inclusion Melbourne requirements, improve and enhance operational activities, significant amendments and modifications have been made to Lumary/Salesforce.

Such as:

- We now capture many of our forms within the system, including Behaviour Support Plans and Incident Reporting
- Our system issues have reduced as a result of more conformance to system processes
- Our client files on F:Drive are now migrated to Lumary
- We are now successfully using the system to help facilitate, manage and provide excellent data and insight
- Better utilisation of reports and dashboards to provide us with management information
- We are further utilising Pendula and have automated sending our brochures and Getting Started Guide to all enquirers

As part of our Springboard Project we have refined our manual intake process and enabled a system intake process. A new Intake Coordinator position was created. This role is responsible for support of business development through the intake service, data accuracy at the start of the process, as well as supporting the alignment and representation of one Inclusion Melbourne service. We welcome Liza Coburn to Inclusion Melbourne, as our Intake Coordinator. Liza has adapted well into her role and our new intake system whilst continuing to be refined our new intake system is progressing well.

## our staff

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

### Administration

Andrew James	Chief Executive
Carmine Laghi	Manager Personalised Supports
Tess Lynch	Manager Community Support
Kathy Lewer	Manager People Performance & Culture
Judith Price	Manager Inclusion Training
Nathan Despott	Manager Inclusion Designlab
Rohini Padey	Manager Finance
Hayley Sen	Manager ICT & Projects
Liza Coburn	Intake Coordinator
Stuti Pandey	Finance Officer
Joleen Hunter	Finance Officer
Sally Baldry	Business Support Coordinator
Zoe Spurling	Business Support Officer
Alannah Smith	Human Resources Officer
Indah Davidson	Administration Officer

### Community Support

Lorraine Raskin	Coordinator Community Support
Simone Bowden	Coordinator Community Support
Lisa Lewis	Coordinator Community Support
Masoumeh Rezaei Khaligh	Coordinator Community Support
Catherine McLoughlin	Administration Officer
Jacqueline Robinson	Trainer
Michelle Wilcox	Trainer

### Personalised Supports

John Ludlow	Personalised Supports-Team Leader
Harvey Munday	Community Inclusion Officer
Julia Rundle	Community Inclusion Officer
Casey Levy	Community Inclusion Officer
Sharyn Beard	Resource Coordinator
Kristy-lee Friend	Resource Coordinator
Kim Richards	Resource Coordinator
Corinne Darby	Personalised Supports-Team Leader
Hanna Dajczer	Administration Officer

Ashleigh Dougherty	NDIS Support Coordinator Team Leader
Tayla Gurnett	NDIS Support Coordinator
Thua Tin Van	NDIS Support Coordinator
David Van Veldhuisen	NDIS Support Coordinator
Jessica Jaensch	NDIS Support Coordinator
Polly Kenna	Senior NDIS Support Coordinator
Marietta Kokkas	NDIS Support Coordinator
Kathleen O'Leary	NDIS Support Coordinator
Nadia Del Re	NDIS Support Coordinator
Katie Streicher	NDIS Support Coordinator
Patricia Wilson	NDIS Support Coordinator
Simon Davis	NDIS Support Coordinator
Cheat Choub	Administration Officer
Chanel Alevizos	Support Professional
Greg Artemiou	Support Professional
Kate Baker	Support Professional
Demi Barton	Support Professional
Daisy Berry	Support Professional
Daisy Bottomley	Support Professional
Stacey Boyd	Support Professional
Therese Breen	Support Professional
Asha Brodel	Support Professional
Amy-Ann Broomhall	Support Professional
Emma Couch	Support Professional
Kurt Chu	Support Professional
Kaitlin Costelloe	Support Professional
Jarrah Crane	Support Professional
Claudia Cuevas Vega	Support Professional
Bianca Davis-King	Support Professional
Campbell Dawes	Support Professional
Vanessa Di Bartolomeo	Support Professional
Joseph Fernando	Support Professional
Ella Fitzpatrick	Support Professional
Anna Forbes	Support Professional
Kylie Frazier	Support Professional
Kimberley Friend	Support Professional
Brianna Gribble	Support Professional

Khagendra Gurung	Support Professional	Kate Van Sebill	Support Professional
Matthew Guthrie	Support Professional	Luke Wachinger	Support Professional
Michelle Hall	Support Professional	Lorraine Walker	Support Professional
Matthew Hartigan	Support Professional	Zara Wall	Support Professional
Karen Henschke	Support Professional	Bridget Watt	Support Professional
Peter Ho	Support Professional	Teaghan Watton	Support Professional
Fiona Huxtable	Support Professional	Kelly Willis	Support Professional
Dylan Jacobs	Support Professional	John Ziino	Support Professional
Wendy John	Support Professional		
Denise Jones	Support Professional	<b>Inclusion Designlab</b>	
Chimangu Kamanga	Support Professional	Jenna Hepburn	Project Coordinator
Connor Karambinas	Support Professional	Marita Dunphy	Grants & Communications Officer
Shae Kelly	Support Professional	Glenda Williamson	Continuous Improvement Officer
Jeong Hoon Kim	Support Professional	Stephen Wheeler	Continuous Improvement Officer
Suzanne Lau Gooley	Support Professional	Paul Matley	Project Officer
Melanie Lawerson	Support Professional		
Belle Le	Support Professional	<b>Inclusion Training</b>	
Laura Leitch	Support Professional	Robert Wilson	Trainer & Assessor
Alivia Lester	Support Professional	Danny Smith	Trainer & Assessor
Natalie Misuraca	Support Professional	Elizabeth Hunnekens	Trainer & Assessor
Abdulqadir Mohamed	Support Professional	Archana Kadam	Trainer & Assessor
Hussein Mohamed	Support Professional	Jeanette Kaley	Trainer & Assessor
Heather Morris	Support Professional	Anna Shelton	Trainer & Assessor
Samwel Njenga	Support Professional	Glenda Williamson	Trainer & Assessor
Ashley Oakland	Support Professional	Gabriela Bordos	Compliance Officer
Jasper Pentland	Support Professional	Anisha Baveja	Administration Officer
Brockwell Perks	Support Professional	Leonard Chu	Support Professional
Stephanie Perrott	Support Professional	Monika Sowunmi	Support Professional
Phi-Anh Pham Hoang	Support Professional	Joanne McConnell	Support Professional
Jacinta Punaro	Support Professional	Chantell Leota	Support Professional
Susan Readman	Support Professional	Maddison Leonard	Support Professional
Natasha Rebello	Support Professional	Susan Petterson	Support Professional
Daniel Riley	Support Professional	Harley Richards	Support Professional
Jessica Rizzi	Support Professional	Jane-Marie Black	Support Professional
Billie Russell	Support Professional	Phillip Panting	Support Professional
Eliza Sheehan	Support Professional	Naomi Kruizinga	Support Professional
Tanjiv Singh	Support Professional	Molly Herry-Carscallen	Support Professional
Tolgahan Sunnetci	Support Professional		
David Sutherland	Support Professional		
Emma Sutton	Support Professional		
Ben Tasker	Support Professional		
Vivek Thomas	Support Professional		
Rose Tickner	Support Professional		

## 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



## community partners





67 Sutherland Road Armadale VIC 3143

T. 03 9509 4266 E. [includeme@inclusion.melbourne](mailto:includeme@inclusion.melbourne) W. [inclusionmelbourne.org.au](http://inclusionmelbourne.org.au)



Inclusion Melbourne Inc.



InclusionMelb

ABN: 67 568 450 949 TOID: 6406