

impact
report
2021



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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 and Wurundjeri Woi Wurrung 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 first 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. Even in the NDIS marketplace, few other Victorian providers offer the same level of genuine choice in personalised support.

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

Over the past 12 months Inclusion Melbourne has weathered the storm of different strains of COVID-19, an earthquake, another extended period of lockdown in Melbourne and another Grand Final played away from our beloved MCG.

We are very proud of our team. They have found new ways of doing business using a range of technology. They have continued to work as a team despite having to work remotely once again for a large part of the year. They have tackled the difficulties and challenges and still have high levels of satisfaction ratings and engagement as evidenced through our independent external ratings agency and in fact these ratings have continued to improve over the last four years and is at a record level. This truly is a credit to the resilience and leadership of our small but highly effective organisation.

The financial pressures experienced this year have been extensive with Inclusion Melbourne being largely supported by reserves built up over 70+ years. The financial management of the business has been excellent adopting strategies that have ensured continuation of services. The lack of Commonwealth Government support during this Lockdown No 6 in Victoria meant we have had to constrain costs and exercise fiscal constraint as we were left with no option due to the abrupt cessation of JobKeeper.

None of us could have imagined that Victoria would be in a much worse position than it was this time last year and as we know vaccination for all our staff and clients is essential to being able to open up again, get together again and see each other again. I strongly urge all our staff to get vaccinated in fact it is now a mandatory requirement for all Authorised Workers. You must do it for our vulnerable clients and their families! Inclusion Melbourne will continue to adhere to our COVID safe plan so we can operate safely. It is likely this will be in place

for some time until the population reaches the highest level of vaccination as this provides a safeguard for our staff and clients.

We have an ongoing programme of continuous improvement focussing on our systems and processes which allows us to use a data-evidence base approach to enhance our service delivery. We have a long-standing commitment and passion to drive innovation and serve more than 220 participants and their families, and over 150+ volunteers. We have a strong brand in the sector and our relationships with key external stakeholders and our partners are firmly cemented.

As you know I have been involved with the organisation for more than 15 years and continue to work alongside many others who have been with Inclusion Melbourne for longer. I believe this is testament to the strong leadership of the Directors, the CEO, the Executive Team and all the staff and volunteers at IM. The humanity, care and compassion that exists within the IM family is something we all need now and into the future to help weather the further storms that may come our way.

Chris Allan

President




chief executive officer's report

I am very pleased to present our 2020-21 Impact Report for Inclusion Melbourne, our participants, families, carers and the wider community. To all those we support across our programs and the wider community, I trust this finds you all well given the current circumstances.

What an extraordinary 18 months we have endured. None of us would have envisaged that we would still be enduring State-wide lock downs in an attempt to defeat Covid-19. But unfortunately, that is the environment that exists. It almost feels unusual to be out of lock down, given Melbourne is the most locked down city in the world!

That said however, lets focus on the importance of who we are and what we do.

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

The last 12 months have been an extraordinarily challenging period in the history of our service. At the time of writing, we have been impacted by Covid for 18 months which has necessitated the change in how we live our day to day lives, but also how we continue to deliver our services. Some areas of the business, particularly in our Training environment have been able to adapt and innovate towards using on-line platforms, that has allowed us to continue delivery of services in some form. Particularly, some of our students have relished the opportunity to use other platforms and develop new skills.

However, our business has been severely impacted. As our unique model supports people in community settings and not institutions, unfortunately, when the community shuts down, it severely impacts upon our ability to continue our supports. We have been endeavouring to find alternate and unique ways to provide ongoing assistance and we are frustrated and disappointed that we cannot do more.

Our wonderful and dedicated group of Volunteers continue to support vulnerable people and the elderly through our Community Visitors Scheme, providing much needed social interaction and stimulation in a time of significantly reduced social connectedness.

All of our frontline staff continue to place themselves at high risk on a daily basis. I wanted to recognise their wonderful contribution and selflessness to following our mission. We all greatly appreciate your service, thank you.

Obviously, when the services you provide are predominantly community based and there have been significant restrictions to access, the reduced service provision has had a significant impact upon our short-term financial position. As a consequence, we as many other businesses are doing nationally, are drawing upon our reserves, which have been accumulated over 70 years of operation. The Board and Executive are committed to do all we can to ensure that we will continue to be relevant across the sector in the future. As we learn to live in a post Covid world and our vaccination rates are maintained, we expect to see a quick recovery in the 2022 year.

We have managed to contain our costs well and we have reduced these to a very tight position. The majority of our Administration staff are working remotely, with very limited attendance at our Armadale head office. I wanted to thank the leaders and staff for working with me to achieve these outcomes.

We have now embedded our new technological platforms across the business with SharePoint, Office 365, Customer Relationship software and online Scheduling/Rostering systems for our Support Workers. We are seeing a more streamlined service delivery which is appearing more normalised to our staff now. Our new Intake and business growth processes are also established, which has resulted in a more holistic, whole of business approach to service delivery and design. Our clients are now more at the centre of what we do, which commences a new intake process.

Inclusion Melbourne continue to be involved across the sector. Our Designlab continues its research and development, to collaborate in many projects, advocating in public policy and working with key stakeholders. We are very proud of their work, our representation, contribution and reputation within the Disability sector. We would like to thank those who have partnered with us across Australia and internationally.

To the Leadership Team, thank you for your amazing support, leadership and trust you have shown in me, following our wider mission and staying true to the strategy in these challenging times. I could not have led without you and I am very proud of the support shown for your staff and each other. We are compassionate, we have learnt to be resilient and continue to inspire.

To the Board, thank you for your ongoing support and vision. We are all united, devoted and pulling in the same direction. You all make a significant contribution to Inclusion Melbourne and its drive to remain a strong organisation within the wider sector.

I wanted to reinforce, to all our wonderful staff and volunteers I am so proud of your incredible contribution and dedication to the cause and our delivery of our mission. Particularly, those at the front-line, our support workers, trainers, coordinators, who continue to provide face to face support and contact during these particularly difficult times in a high-risk environment. Your passion and values are inspiring to witness.

During the last 12 months, we recognise and congratulate the following staff members for their years of service, significant contribution and dedication to the people we support:

- › **Chris Allan** – Board Member 15 years
- › **Jacque Robinson** - 10 years
- › **Kathy Lewer** - 10 years

Inclusion Melbourne is a wonderful organisation, one that I am so proud to be leading.

Andrew James
Chief Executive




finance overview

A big thank you to the Inclusion Melbourne team, we make a great team.

Special thanks to my team – the Finance team Stuti and Joleen for their resilience, 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.

Thank you to Heather and Frances for their contribution in volunteering with the finance team for over 15 years!

A thank you to Andrew James CEO and the leadership team for their support and encouragement. The Board of Directors appreciate the hard work put in by the Team and thus motivate us to achieve our best.

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.

This year was a year of checking whether the changes we had made with our processes were successful. We are happy that the rest of the organisation has come along with us for the journey, thus ensuring that remote working is successful. We have ensured that internal controls are in place and that processes are understood and supported by all staff at IM.

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.

We continue to 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.

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.

We are continuously improving our processes to claim for services delivered to ensure that we adhere to the pricing guidelines issued by NDIA. Currently we are collaborating with the services team to automate the claims for transport and in time our payroll will be even more streamlined when we move over to automated timesheets.

This financial year end is a new beginning for our team as our new Auditors Saward Dawson have audited our financials remotely and we had to establish a new way of presenting our documents and show evidence of internal controls. The team looks forward to recommendations from the auditors that can enhance our processes.

We look forward to resuming normal life, being back in the office and contributing, supporting the team at Inclusion Melbourne.

Rohini Padey
Finance Manager



community support

Whilst reading the words I had written for last year's impact report, I felt a strong sense of déjà vu. Changing practices to suit covid lockdown situations, trying to balance communications so that there is just the right amount of relevant information being shared, continuing and supporting important relationships through virtual contact when face to face outings, visits, and classroom based learning is not possible, have all continued to be a hallmark of the past and current year. There has been and continues to be a lot of negative press surrounding the covid lockdown situation, and I acknowledge that there have been significant and profound challenges for every single person during this pandemic. However, in times of adversity and hardship, there are always many wonderful examples of hope and humanity, caring and compassion, selflessness and perseverance, enduring friendships and the overcoming of what sometimes seems insurmountable barriers. I will let our stories reveal just some of the highlights of the past 12 months. There are many more fine examples that could have easily have been included, but it is not possible to do in this one publication.

My sincere thanks and appreciation go out to CEO Andrew James and the IM Board for their valued support; to all my colleagues on the Leadership Team and in other business units; and to the wonderful volunteers, service users, families, carers and other stakeholders who have continued to have faith in us and have stuck with us for the long haul out of lockdown towards better times!

The respect and admiration I have for my Community Support team members Lorraine Raskin, Simone Bowden, Glenda Williamson, Jacque Robinson and Gaye Berry (who joined our team in April this year), knows no limits. Their dedication, drive, flexibility, collaboration and creativity has been second to none.

My thanks and very best wishes are extended to Oranoos Khaligh, Michelle Wilcox and Catherine McLoughlin who have moved on to seek other opportunities in 2021.

Once again our Annual National Volunteer Week event was unable to be held, but I would like to acknowledge and thank on behalf of the Board and organisation the following milestone volunteers: Listed are the names, volunteer roles & length of service of our milestone volunteers:

20 YEARS

Deborah Holmes - Leisure Buddy

15 YEARS

Chris Allan - Inclusion Melbourne Board Member

10 YEARS

Emma Bardon - Administration Volunteer

Kylie Castan - Tutor (and former Art Mentor)

Sharon Flitman - CVS Friendly Visitor, (and former Leisure Buddy & Tutor)

Lee Hirsh - Pen Pal (and former Art Mentor)

Ellie Kostoulas - Tutor (and former Community Connector and CVS Friendly Visitor)

5 YEARS

Ishita Agarwal - Project Vol (Circles of Support) (and former CVS Friendly Visitor and Counsellor)

Bridget Armstrong - Friendly Visitor (and former Tutor)

Katherine Cail - Counsellor (and former Tutor)

Mona Gendy - Counsellor Peer Support Mentor

Steven Groves - Tutor

Linda Hughes - Tutor (and former Leisure Buddy)

Shirley Lai - Tutor

Christine Scott - CVS Friendly Visitor

Janet Self - CVS Friendly Visitor

Thank you all very much for your commitment, outstanding effort, leadership, and giving valuable time to make a difference in creating and maintaining happier, healthier, and more inclusive communities.

Tess Lynch

Manager, Community Support (Volunteers)

Congratulations to Richard Day, volunteering since January 2000

At the National Volunteer Awards ceremony at the Glen Eira Town Hall held in May this year, Richard Day was presented with a certificate recognising his 20 years of community volunteering with Inclusion Melbourne. In fact, Richard has been volunteering with Ian for over 21 years, having been Leisure Buddies with Ian Lock since January 2000.



Above: Volunteer Richard Day and Glen Eira Mayor Margaret Esakoff

Congratulations Richard! We appreciate your commitment to your Leisure Buddies volunteer role, and we hope you keep on enjoying your ongoing friendship and outings with Ian.

Left: Leisure Buddies Ian and Richard at the 2010 IM AGM

Congratulations to Deborah Holmes for reaching a 20-year milestone.

Debbie commenced as a Leisure Buddy in September 2001 and since this time very close connections have developed with service users who Debbie considers some of her closest friends. Additionally, their friendships have broadened and become larger circles at Avalon Centre, which Debbie founded.

Debbie's commitment to reducing loneliness and isolation has always been extended to and graciously accepted by service users and the wider Inclusion Melbourne family. Weekend day trips, Christmas parties, Volunteer events and of course, anything Tigers are just some examples.

Debbie continues to enjoy her friendship with Francis and the two of them continue to connect a couple of times a week.



LEISURE BUDDIES

leisure buddy stories

evan and daniela

Evan and Daniela became buddies in November 2018.

As you can see from their smiling faces, they quickly developed a strong connection and continue this great friendship to this day. Evan was new to the Leisure Buddies service but Daniela had been volunteering as a buddy since 2015. Evan and Daniela both enjoy the outdoors. Prior to COVID restrictions they usually met monthly to exercise together, walk their dogs and occasionally play golf. During the lockdowns they maintained contact by phone and in between lockdowns they have been able to resume their walks together, in accordance with rules and restrictions. Evan and Daniela enjoy a reciprocal friendship allowing Evan to increase his confidence and sense of inclusion and Daniela to spend time with a great friend that she would not otherwise have met. They are pictured together at Winter Wonderlights where Ballarat's Sovereign Hill comes alive under a kaleidoscope of colour and music. This was a truly amazing experience for them both.

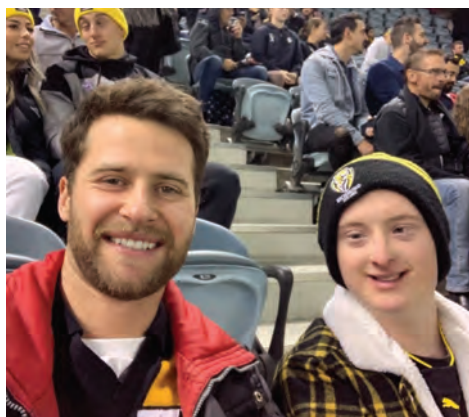


harvey and adam

Harvey and Adam became buddies in February 2020. Despite what ensued soon afterwards with Covid lockdowns and restrictions, this new friendship flourished, they became an intrepid duo (with help from Harvey's mum) and did not let Covid get in their way! Harvey and Adam showed themselves able to pivot and adapt to the rollercoaster of ever changing lockdowns and restrictions.

When they weren't able to see each other in person, they connected via Zoom doing Zumba sessions or other activities. When they could meet outdoors they brought their gym equipment to the park to work out together. When they could go to events they supported their beloved Tigers at one of the best footy games of the season! Go Tigers!

Harvey enjoys having a mate and enjoying more community inclusion, and Adam enjoys sharing his love of sports and building his friendship with Harvey.



nelson and daniel

I have been a leisure buddy with Daniel since 2019 and over this time, we have fostered a great friendship over our shared love of all things music. We originally used to meet in person on a weekly basis, where I would bring portable speakers, guitars and percussion instruments, and we would jam along to Daniel's favourite tunes. However, as I moved interstate for work and the pandemic hit, it seemed that our jam sessions might become a thing of the past.

Luckily, the music never stops! These days, we have taken our two-man band into the virtual realm with the help of FaceTime, and we are fortunate enough to be having just as much fun through these virtual sessions! With a menagerie of musical instruments that Daniel has at home, he is now able to incorporate them all into our jam sessions. From recorders, ukuleles, and guitars, to a healthy dose of air drumming. As for the music choice, variety is the spice of life! In any given session, you might find us jamming to songs from Shrek, or 'Gangnam Style'. Or perhaps we may be barking along to 'Who Let The Dogs Out' by the Baha Men. Nothing is out of the question, even guilty pleasures such as 'Barbie Girl' or Britney Spears tunes might make an appearance. All of these will come with spontaneous dance moves sprinkled here and there.

Overall, although our jam sessions have changed significantly since we started, we have been lucky enough that technology enables us to connect in a meaningful way. I always look forward to jamming with Daniel and it never fails to put us in a good mood. I hope we can do it in person again in the near future, but until that day comes, we will keep on rockin' in the virtual world!

Nelson Yeung – Leisure Buddies volunteer



CVS friendly visitors



Edwina and Glenda

My name is Edwina, and I am a Friendly Visitor at Inclusion Melbourne. In October, 2019 I was fortunate to be introduced to a lady named Glenda; and despite pandemic restrictions, we have maintained a mutually rewarding friendship since this time.

The first half of our friendship we spent meeting in person and the other half meeting online. Glenda has adapted remarkably well to our Skype sessions, which has proven valuable for both of us in many ways.

Glenda is delighted by children, and as my sons are currently home-schooling, they have plenty of opportunities to pop into a Skype call to say hello. When contact visits were possible, I often brought my younger son with me to visit Glenda. It was clear they both enjoyed themselves and got a lot out of their time together.

Sending cards has been a great way to lift Glenda's spirits and keep her connected when we are apart. My youngest actively gets involved; he loves painting and drawing for Glenda. Here is a photo of him after putting his artwork up in her room on one of our visits.

Glenda always has lots of questions for me when I come to visit, she likes to ask what my plans for the day are, what I am having for dinner, and she always asks about the boys. She loves to laugh and finds some things I say quite funny!

Glenda is a popular and much-loved resident of the lovely residential home where she lives. When others stop by to see how she is doing, Glenda says hello and proudly introduces me as her friend.

Our friendship has helped me to interact more deeply and communicate more relevantly with diverse individuals. I feel it has provided Glenda with an additional level of joy in her already happy life, a little extra something for her to look forward to outside her normal routine.

The friendship Glenda and I have formed through the Friendly Visitor Scheme at Inclusion Melbourne has undoubtedly been as rewarding for myself and my family as it has been for Glenda. If anyone is considering coming on board as a Friendly Visitor, I cannot recommend the experience highly enough.

Edwina – CVS Friendly Visitor



Belinda and Molly

Molly and I love to go out and about. We shop, we eat, we sit and just be. Molly's social side feeds her determination to get out and do something no matter the challenges she faces and I admire her for that.

Belinda Prout
CVS Friendly Visitor



2021 community support project

report by Glenda Williamson

This year the Community Support team continued to work on projects from grants received in the previous year and was successful in tendering for two additional grants.

Volunteering Video funded by the City of Glen Eira

One of works in progress from last year, included the development of a short video about volunteering. This video enhances our online information session for volunteers on our website. We are very grateful for the participation of volunteers Sharon Flitman and Adam Chapman and service user Toby Crook in the making of the video. Also for the work of our digital consultant Justin Smyrk.

See a link to Inclusion Melbourne's YouTube channel to watch the video:
<https://youtu.be/pB-dg2pmb-E>

The two additional grants received this year, included one from the Victorian Department of Jobs, Precincts and Regions (Dept. of JPR) and one from VicHealth.

Lets Get Connected Grant – funded by the Dept. JPR

Based on the successful trial last year using digital devices with a small group of elderly Community Visitor Scheme recipients, a more ambitious program to provide digital connection to a larger number of Inclusion Melbourne's service users from across all departments was developed.

Delivered in partnership with Tech Company Innogreen Technologies based in Perth and with the support from Marita Dunphy (Communications and Grants Officer) and Stephen Wheeler (Continuous Improvement

Officer), the program aimed to reduce social isolation and break down the digital divide that many people with disabilities and elderly people experience. Further, in a limited way it enabled Inclusion Melbourne services to keep running remotely during COVID restrictions for some service users.

Thirty-five service user candidates received a voice controlled Google Nest Hub Max device from Innogreen Technologies. Included with their device was full IT support from Innogreen Technologies, device configuration, easy English instructions to plug and play, sixteen remote individualized training sessions, IT support and trouble-shooting and SIM card internet connection for one year.

Feedback to date has been very positive, with some recipients continuing to receive training. One of the candidates, Maree Bean is a Community Visitor Scheme recipient and was recorded discussing her experience with the device. The recording was used as part of our acquittal for the project with the Dept. of JPR.

Maree who had a successful professional career before retiring, had no prior experience with digital technology or access to the internet. She now uses the device daily to listen to music and podcasts, watch videos, check historical facts, do calculations for her budgeting and practise the Japanese language. She has also set up routine reminders and is able to make and receive video calls and messages with her volunteer.

Another candidate, Dominic Xavier an Inclusion Training service user, has completed the training program with support from his father Luis. Dominic uses the device to remind him of daily routines, listen to music and watch videos.

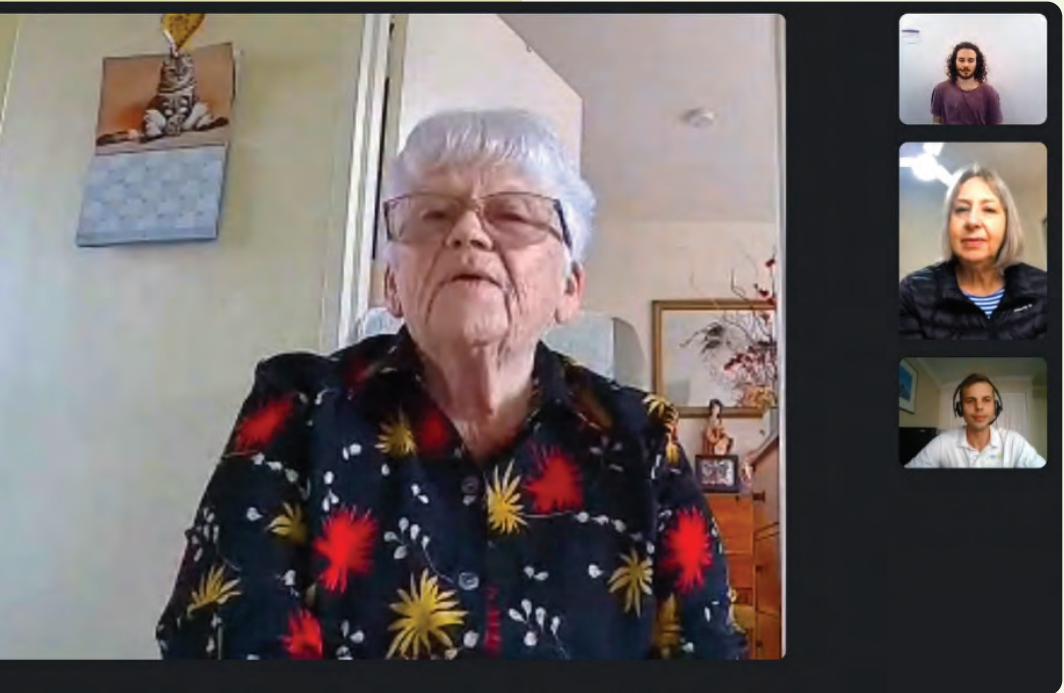
Both Dominic and Maree have formed friendships with their Innogreen Tech trainers (called Digital Mentors) who continue to video call for a chat each month.

We believe this project will seed further development in the use of digital technology at Inclusion Melbourne in the coming years.

Photo: A group video call, with Maree, Glenda Williamson from Inclusion Melbourne and Digital Mentors, Callum and Frank from Innogreen Technologies.

Health Reimagining Grant
VicHealth

This project is designed to provide our Leisure Buddies participants with opportunities to be more active and connected, focusing on interests and fun activities with their Leisure Buddies volunteers. Unfortunately this project has had barriers to its successful delivery, due to the nature of COVID restrictions this year, with a number of bookings made for events postponed. The project due to be acquitted in November this year has been extended to June 30th 2022 and we look forward to our Leisure Buddies enjoying time together and getting out and about in the community later this year and in the New Year!



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 2020-2021 financial year.

| | | |
|------------------------|-----------------------------------|-------------------------------|
| Peter Adams | Leah Daw | Ellie Hearnnes |
| Bhavna Agarawal | Richard Day | Joy Hinson |
| Ishita Agarwal | Rebekah Delahoy | Lee Hirsh |
| Athba Albazargan | Aline De Lellis Costa De Oliveira | Steph Hislop |
| Fahimeh Anari | Carolyn Den Hartog | Binh (Meaghan) Ho |
| Somayhe Anari | Renuka Dharmaratne | Jalisa Hodgson |
| Bridget Armstrong | Hoang Doan Xuan | Emma Holder |
| Alejandro Avendano | Laura Dockendorff | Deborah Holmes |
| Emma Bardon | Jenny Duong | Linda Hughes |
| Alice Bell | Anne Evans | Barbara Hutchinson |
| Fernando Chois Borja | Mary Farbrother | Amy Huynh |
| Amber Bowman | Rosita Fernandes | Mila Iakovets |
| Christian Brett | Peter Fisher | Wendy John |
| Vanessa Byers | Tess Fisher | Caitlin Johnston |
| Katherine Byrnes | Victoria Fleiszig-Marton | Thanushki Kankanange |
| Katherine Cail | Sharon Flitman | Abdelrahman (Boudie) Katamesh |
| Daniella Carfi | Narelle Furner | Polly Kenna |
| Kylie Castan | Marcia Fyson | Emily Kennedy |
| Wing Yan (Yoanna) Chan | Mona Gendy | Oranoos Khaligh |
| Adam Chapman | Michelle Glanville | Georgina Koeing |
| Rodney Chen | Steven Groves | Ellie Kostoulas |
| Crystal Chown | Stefania Gutta | Kenley Kuoch |
| Courtney Cullen | Elfi Haley | Paul Kurta |
| Garry Clively | Judy Hamann | Oliver Lacy |
| Elizabeth Daff | Hilary Harland | Shirley Lai |
| Nur Ezzatti Daud | Jemma Harrington | Natalie Lake |
| Rachel Davis | Abber (Abbey) Hassanein | Soak-Mun Lee |

Alison Lever
Lisa Lewis
Briony Lewis
Ann Marie Li
Chen (Jess) Liang
Melissa Lionnet
Heather Little
Nikki Lloyd
David Luffman
Eva Lui
Brian Lynch
Charles Manila
Melissa Masutti
Peter McLeod
Elizabeth (Libby) Meagher
Shana Miller
Mike Moffat
Phoebe Moloney
Dot Nathan
Yen (Ing) Nguyen
Jane O'Loughlin
Angela Panettieri
Lefteris Patlamazoglou
Ameena Payne
Rose Panza
Joel Pearce
Suzannah Pearce
Claire Pedersen
Elizabeth Pedler
Luke Riley

Peter Riley
Tara Ring
Carol Robinson
Alison Rogers
Inna Ronge
Maureen Russell
Danya Salinas Guzman
Hanna Sandvik
Dary Santos
Janie Scholes
Christine Scott
Janet Self
Viraj Sellaheewa
Lorin Sen
Bethany Smith
Joel Smith
Justin Smyrk
Jieun (Jin) Son
Svetlana Svrkota
Clara Taylor
Cara Teoh
Peter Tran
Tia Tsisanis
Marek Turski-Szendzielarz
Grace Van Der Merwe
Devon Van Haalen
Meena Vellala
Dinushka Vethavanam
Daniela Veytia Cortes
Yao Wang
Rohan Wardan

Mark Weber
Frances Wheeler
Stephen Wheeler
Robert Wilson
Angus Wong
Yen Woo
Sangita Yeranagula
Nelson Yeung
Wenjia Zhang
Ivan Zulman
Wally Zylberberg

Board Members

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

personalised support

It seems over the last few years our reports are repeating a similar story related to restrictions, then easing and then restrictions again. I am sure many of us may be beginning to identify with Sisyphus who was punished by Zeus for all eternity by having to continually roll a large boulder up a hill, only to have it roll back down again just before it got to the top, at which point he would have to start again.

While we have not been in this situation for as long as Sisyphus, one could be excused for feeling like it has been endless. To say it has been challenging for many of us is an understatement, however, I particularly want to acknowledge the people we support and their families, some of whom have struggled even more than most due to uncertainty and changes in routine and loss of connection and relationships.

While there is however cause for optimism in the months ahead, struggle and challenge are not always necessarily bad, particularly if faced with optimism and with some good support. For all of us, facing challenges can often force us to develop latent competencies and potential that unless put under pressure, may never be realised or recognised. Furthermore, facing challenges can provide a sense of purpose. We can bear a great deal of struggle if it has purpose and meaning. Ask any person who has struggled through adversity and even tragedy, particularly those who needed to keep going for others, like family. People often say to them - "I don't know how you did it" the response often is "I didn't have a choice."

For Inclusion Melbourne, supporting people to find purpose and meaning is paramount. When one's life does not contain responsibilities and therefore meaning it can leave a space for

other more negative, even destructive things to move into that space, which can leave a feeling of even more emptiness.

This is why we have such a strong focus on striving to support people to attain and maintain valued roles and encourage them to take on responsibility, as a key response to finding purpose and growth is to take on more responsibility for oneself and others to the extent one is able to. The importance and value of responsibilities are sometimes given little consideration in favour of exclusively looking at rights, however, we have rights, so that we can take on and honour our responsibilities. Also, because responsibilities and valued roles are linked to meaning and purpose, they are perhaps even more important in striving for personal fulfilment, than are rights.

Over the years, Inclusion Melbourne has endeavoured to work with the people it supports and those who care about them, to set aspirational, even difficult goals and visions for the future that give greater opportunities for meaning, positive identity, and personal fulfilment. When someone has a good goal or vision, it gives them a reason to work hard and to endure struggles, setbacks and even forgo some easier or time-filling pleasures which may be temporarily pleasing and easy, but not ultimately fulfilling. The pursuit of a goal can be rewarding and meaningful, and the better and more meaningful the goal, the more rewarding its pursuit and achievement will be.

Our Personalised Individual Support and Support Coordination teams have been working diligently towards assisting in the achievement of goals. Below are some further details related to each department.

support coordination

We welcomed new staff to the team this year and are pleased to have with us Shravani, Fiona and Kate, who all bring a valued and diverse range of skills and experiences to the team and Inclusion Melbourne overall.

Support Coordinators continue to pursue meaningful lives for the people they support through building capacity. There are three primary ways Inclusion Melbourne Support Coordinators do this:

1. Building the capacity of the person and those who support them to take greater autonomy in managing their plan and its implementation.
2. Building the capacity of the sector to adopt more progressive ideas and practices towards supporting meaningful lives for people with disabilities.
3. Building the capacity of the person and those who care about them to imagine something better and move towards it.

The department currently works with 154 people over 26 different municipalities from a diverse range of backgrounds. Over the coming 12 months, the team will be seeking to increase its capacity-building work to include greater opportunities for families to engage in workshops, information evenings, and interest groups related to areas such as employment and accommodation. **The following are a few examples of the activities that have occurred over the last 12 months.**

B was living in a public housing flat where he was suffering violence



and constant harassment and abuse from neighbours, including physical abuse. He felt unsafe in his own home, couldn't sleep and sometimes would prefer to walk the streets at night than stay in his own home. The Housing Office could not do anything about it as B was too fearful to make a complaint to them or the police.

His Inclusion Melbourne Support Coordinator advocated to the NDIS for a plan review where the Support Coordinator explained to the NDIS planner that it was not possible to support B to meet his plan goals, especially as providers could not support B due to it being unsafe to access the property. This resulted in additional Support Coordination funds which were used to support B to move to a hotel for a few months which provided some respite from this situation, however as this was only a temporary arrangement, he was dreading having to return to his flat.

The Support Coordinator then advocated to the local MP and the Housing Minister. As a result, a new residence was found for B. Given that he is now settled and safe in his new home, the Support Coordinator can now assist B to meet his goals related to maintaining health and wellbeing, build independence and living skills and increase social and community participation.

A gentleman who has an ABI and was living in his mum's home and was relying heavily on her to support him and to complete the daily activities needed to maintain the home. His mum went into the hospital earlier this year and was subsequently advised that she needed to reside in aged care and hasn't been able to return to the family home. The man wasn't sure that he could remain in the home. With the assistance of the Support Coordinator, Supports were put in place through domestic assistance and allied health and he is now able to remain in the family home, living independently.

assessment and has decided on attending a respite accommodation that is very far out of his local area, and comfort zone. He has been a big driver behind finding the providers he wants and works with me (his Support Coordinator) to complete referrals. He has found a regular job and enjoys the work. He even has a girlfriend that lives in China who is planning to move over and live with him in his own independent house one day. Bill is someone who has built the skills to live a normal, independent life and his next step is finding the living situation to make that happen.

Support Coordination has ensured that Trae and his mother has someone in their corner supporting them through the trials and tribulations of NDIS bureaucracy, a tribunal hearing, and of course ensuring Trae is linked with the much-needed supports he requires to live a fulfilling life. With the help from his Support Coordinator and care team, Trae is one step closer (so close) to obtaining the funding he requires to live independently with supports, in a forever home suited to his specific needs and wants.



I (IM Support Coordinator) have recently commenced supporting someone with a complex degenerative condition. Their nominee had been struggling and unsure how to obtain supports through the NDIS as well as unhappy with the previous organisations' Coordinators level of engagement. She wanted to engage a new occupational therapist for an Assistive Technology assessment and had been waiting 4 months and received no communication from the previous Coordinator. I located an occupational therapist with immediate capacity and connected them to the participant. The therapist promptly completed an initial assessment and arranged for some technology trials and relative quotations. The participant was very happy and kept thanking me for the prompt action and continuous follow up.



Bill is a young man living with his father who has wanted to live independently for several months, if not years. He was hesitant to move because his family does not approve, however, he has taken the step of accepting an OT to do a housing

After struggling with mental health concerns which culminated with H taking excess over the counter medications, he spent time in hospital before going into a supported residential service boarding house as he was unable to return home due to him needing 24/7 support which was not possible due to insufficient funds in his plan.

I (IM Support Coordinator) worked with his occupational therapist, behavioural therapist, and mainstream allied health professionals to gather information to review his plan. I also arranged a speech pathology assessment, a referral to a psychiatrist, a referral to complete a sensory assessment and a continence assessment in addition to a physiotherapy assessment. This culminated in H receiving a new plan with 24/7 support including active overnights to enable him to achieve his goal of returning to live in his own home. He is now supported for all his care needs by support staff and allied health supports, both NDIS and mainstream. H is now thriving!

personalised (individual) support

In the last 12 months, we have had 5 lockdowns and by the projected end of the current one, we will have been in lockdown for approximately 144 days. The team has been mindful of the difficulties this has presented to people and Direct Support Professionals, Rostering, Community Inclusion Officers, and our Team Leader 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. All staff have done an outstanding job in retaining as much continuity and connection with people as possible, in difficult and uncertain circumstances through their commitment to the people they support as well as their creativity and flexibility. 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.

At present, the department currently supports 61 people with individual supports as well as 3 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 recent months, the team has undergone some exciting changes in line with the team's plan to continue to further personalise supports and reinforce our relationship-based model of service with the people we support and those who care about them. The primary change is that we have a team of three Community Inclusion Officers (CIO), including Julia who



has been in the role for over 12 months as well as Vanessa and Cassie who have joined the team recently.

Our 3 CIO staff now make it possible to further personalise the services we deliver to people by having 3 smaller regional groups where the CIO will support our team leader in overseeing services. This is an exciting development that has been planned for some time and we look forward to seeing the further benefits it brings to the people we support, which will build upon the efforts of the last 12 months.

A few examples of the work over the last year includes:



Lincoln is an amazingly talented person. He predominantly uses signs and gestures to communicate, he is extremely expressive

and easy to talk to when you are with him. When he needs to speak to people on the phone then there are a few barriers to his communication. This is a continual annoyance for Lincoln as he thrives on being independent. Earlier this year he purchased a tablet and keyboard. This has been fantastic as he has learned to type, empowering him to write emails and send SMS messages. Not only has he been able to use a new form of communication, but it has also empowered him to be more independent, particularly when booking appointments, which has been one of his goals. Before learning to type, he would either go to the place to book an appointment or have someone else do it for him over the phone. Lincoln feels amazing after achieving this goal and continues to use his new skills in his daily life.

Sal is a brilliant person, and her confidence has blossomed. One of her goals is to be more independent, specifically with travelling. In the past, Sal would always ask for support about which direction to go, even if she knew the way. With some gentle encouragement and positivity, she has gone from checking in with supports, to actively leading the way. Sal now leads the way independently, whether it be going to Oakleigh station or around her local area, and on walks in general. She has much more confidence in herself and is very pleased that she has achieved this goal and continues to flourish in her daily life.



Mitchel had been having trouble using his smartphone. We explored the barriers together and made it more accessible by removing the passcode (he was having trouble remembering the numbers) and creating icons on his home screen that enable him to press to call his favourite contacts. We practiced using 2 familiar numbers and by the end, he was able to do it independently. When he was able to call someone by himself I have never seen him light up the way that he did, he had a look of accomplishment and excitement. Now Mitchel is contacting his staff without assistance to discuss what he would like to work on with his supports during lockdown. It just goes to show sometimes small things can be so empowering for someone!

Daisey has been volunteering at Lort Smith animal hospital in the laundry for over 6 years. Recently we have been liaising with the volunteer coordinator to transition Daisey into the cattery, an area of volunteering she has expressed she would like to explore and is passionate about. With the supports of her CIO as well as the advocacy from her colleagues at Lort Smith, Daisey was given an opportunity in the Cattery and has very successfully transitioned into her new role. She is now a permanent volunteer in the Cattery and has been continuing her work through Melbourne lockdowns as an essential worker. She volunteers with the same people every week and has developed some incredible freely given relationships.



Mary is a kind and social person. She loves to help other people and is always looking out for her friends. Mary volunteers with the City of Kingston as part of their Delivered Meals program every Friday morning, delivering meals to residents throughout Melbourne's South East. This year marks 15 years since Mary started volunteering with the service and she loves seeing all the people she visits each week. Mary has created some very strong relationships with the people she delivers to and the people she sees know her by name and look forward to having a chat with her each week. Because this is an essential service, Mary has been

able to continue volunteering throughout COVID-19 and carries an essential worker permit. She is very proud of the work she does and looks forward to delivering meals each week.



Jason is a bright and friendly person. One of his goals is to participate in social activities and improve his speech. As a stepping stone to achieving this, he has started a social skills class where he can learn about communication techniques, how to engage in the community and in activities, as well as meeting new people and talking with friends. Along with the support of his DSPs, Jason has made amazing steps forward with engaging in the class and participating in role-play scenarios that would have previously been unthinkable. His confidence has grown to be able to answer questions and participate in the class in the short time he has been attending.



I would once again like to express my thanks to the people we support, their families and all those who care about them for inviting us to join you on your path to the future you imagine for yourself.

I would like to also thank the wonderful staff in our Support Coordination and Personalised Support Teams who bring so much energy and positivity to all that they do, as well as their genuine desire to continue to learn, understand and know more about how to better support more meaningful outcomes, including the important one of relationships. The general community is not accustomed to welcoming people with disability, so our role of inviting them into relationship is a critical one.

We hope that through supporting people to achieve their goals, they will move closer to a feeling of personal fulfillment and contentment. We have seen in the people we have supported over the years a longing for these things and how their absence is felt and expressed in their lives, even if not named by them.

We look forward to moving into the coming 12 months where we can work with people with greater continuity towards the exciting plans, goals, and futures waiting for them.

Carmine Laghi

Personalised Supports Manager





Inclusion Designlab is Inclusion Melbourne’s centre for policy, quality, 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.

In 2020-21, the COVID-19 pandemic saw all activities, consulting, and research shift online. While initially a challenge, this shift saw our work become significantly more national in focus, with new consultancy clients in WA, NSW and Victoria. Inclusion Designlab’s focus continues to be on oral health, accessibility and quality improvement in third party organisations, marketing collateral design and easy language, circles of support, project design, LGBTIQ+ inclusion, voting, NDIS audit readiness, NDIS family readiness for culturally and linguistically diverse communities, and sexuality.

partners and advisory

Academic, peak body and collegiate organisation partners in 2020-21 included:

| | |
|---|--|
| Deakin University | Migrant Resource Centre North West |
| University of Melbourne | City of Brimbank |
| RMIT University | Extended Families |
| Microboards Australia | the Australian Society of Special Care in Dentistry (ASSCID) |
| Rainbow Health Victoria | the Australian Dental Association (ADA) |
| the Department of Social Services ILC Program | |

the Deakin Disability and Oral Health Collaboration

Rainbow Rights and Advocacy

National Ethnic Disability Alliance (NEDA)

Pride Foundation Australia

Thorne Harbour Health

the Australasian Academy of Paediatric Dentistry (AAPD)

Spectrum Intersections

ARCSHS (La Trobe University)

Community Disability Alliance Hunter (CDAH, Newcastle NSW)

Circles Widen

NSW CID, and the Victorian Multicultural Commission

Inclusion Designlab also has relationships with a range of global organisations and universities in the UK, Aotearoa New Zealand, Canada and Sweden.

Inclusion Designlab’s staff were members of the following panels and advisories:

| | |
|---|--|
| the NDS Quality and Safeguarding Community of Practice | City of Brimbank Disability Advisory Committee |
| Deakin University Graduate Courses Advisory Committee | City of Brimbank Disability Network Group |
| Pride Foundation Australia Disability Advisory Committee | NDIA Independent Advisory Council: Intellectual Disability Reference Group |
| Deakin Disability Oral Health Collaboration (and DOHC National Intellectual Disability Health Roadmap Subgroup) | Victorian Government LGBTIQ+ Health and Human Services Working Group |
| | State-wide Disability Network for Culturally Diverse Communities |

policy

Inclusion Designlab has established itself as a knowledgeable, reliable policy voice in human services, health, disability, LGBTIQ+ issues, and related fields. Our team has coordinated submissions or direct consultation for the National Disability Strategy, the State Disability Plan, the Federal and State Parliamentary Electoral Matters Committees, and a range of oral health sector certification reviews. Our team is currently developing an overarching submission on behalf of Inclusion Melbourne.

Inclusion Designlab expanded its contributions to policy development by offering policy and accessibility consultations to non-disability organisations.

Inclusion Designlab has worked with multiple partners to re-produce academic or policy documents into accessible formats for people with intellectual disability.

oral health and disability

In 2020-21, Inclusion Designlab worked with some of Australia's leading peak oral health organisations (ADA, AAPD, ASSCID) to launch its interdisciplinary Community of Practice (COP) pilot to ensure better planning and interaction between the dental and disability support sectors. The pilot's findings are being used to launch a multi-year COP project.

Our team has worked closely with AAPD and ASSCID to develop online training webinars for oral health professionals about creating better experiences and outcomes for patients with intellectual and cognitive disability. Our work with the AAPD has also produced a professional guide for dentists working with children and young people with disability.

See www.inclusiondesignlab.org.au/dental for more about Inclusion Designlab's oral health work.



i can vote

Inclusion Designlab's work in electoral inclusion commenced in 2013 with an ABC article, followed by research trips to Sweden, the UK and Canada in 2016. The celebrated I Can Vote campaign (www.icanvote.org.au) was launched shortly before the 2018 Victorian State Election.

In 2021, Inclusion Designlab partnered with the University of Melbourne to host 2 roundtables for self-advocates, government and electoral representatives, and disability and advocacy representatives. The University of Melbourne will complete research into the consensus developed at these roundtables, with the aim of developing a 2022 Victorian State Election project.



ASSCID
australian society of special care in dentistry

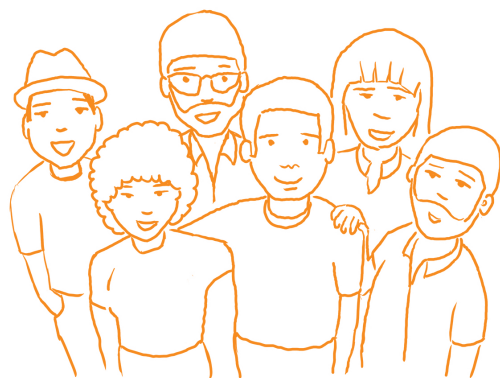


national resource centre for circles of support and microboards (COSAM)

Inclusion Designlab commenced the NDIA ILC-funded COSAM project in 2019 and is now a partner on a national ILC-funded Microboards for Children project with Western Australia-based Microboards Australia and NSW CID.

The team has also run substantial training in Circles of Support facilitation for organisations in Newcastle, Sydney and Melbourne.

Circles of Support and Microboards are powerful models of support that see a person with disability and 8-10 key supporters gather together regularly to set goals and build a good life - with the person at the centre of decision-making. For more information, visit www.cosam.org.



LGBTIQA+ inclusion

Inclusion Designlab has worked with several partners to run training, produce resources, and conduct research into the inclusion of LGBTIQA+ people with disability in healthcare, human services and community life.

In 2020-21, our team completed Our Rainbow Lives, a dual-read guide for people with intellectual disability that introduces this often neglected population to LGBTIQA+ identity, experiences and bodies in an easy language format.

Further projects included:

- An LGBTIQA+ culture transformation project at Yooralla, funded by Pride Foundation Australia
- A self-advocacy development project with Thorne Harbour Health and a team of 12 co-designers with disability
- An unprecedented three-year ILC funded project developing information resources for LGBTIQA+ people with intellectual disability. This project is conducted in partnership with Deakin University.



vietnamese communities and the NDIS

Inclusion Designlab worked with University of Melbourne, Extended Families, NEDA, and the City of Brimbank to run action research workshops and produce high quality rights-empowering resources through co-design on a wide range of NDIS and disability-related topics for parents and carers of Vietnamese people with intellectual disability. The research report completed by the University of Melbourne showed the need to continue working with communities to learn about effectively using disability services and engaging with the NDIS.



quality

Inclusion Designlab maintains the Continuous Improvement and Quality operations of Inclusion Melbourne, ensuring that the organisation meets the requirements of ISO:9001 (2015) and the NDIS Practice Standards.

Continuous Improvement Office Stephen Wheeler runs the organisation's Continuous Improvement Committee meetings, conducts internal audits, and ensures the organisation's quality systems are maintained. This has been particularly challenging during the COVID-19 pandemic. Great work, Stephen!

In 2020, Inclusion Designlab also produced Getting Started, a singular information booklet for service users, their families and supporters. Getting Started uses our dual-read format to present information about all services offered by Inclusion Melbourne, as well as key policies and procedures used in service delivery.

Nathan Despott

Manager, Inclusion Designlab



Another year with COVID amongst us... however we may be "bent ... but not broken".

What a year it's been! We started on a high note, with things returning to somewhat Covid normal. Students back in classrooms and teams back in the office, beating the new felt anxiety of meeting people face to face once again. The first few months were going relatively smoothly before the lockdown # 3 in February. We recovered quickly enough and were back to doing our thing. The lockdown in May and the 3 lockdowns since came as a challenge which brought out stronger resilience in our students, teams and service.

We have continued to run programs and provide our students with the best possible supports for learning and social connection. May I also take this opportunity to thank everyone for their continued support and professionalism in maintaining contact and delivering programs to our students. This has not always been easy, and it has taken great planning and undying determination to keep the lights on. I also want to take this opportunity to thank the Department of Education for supporting RTO's during this period by changing some of their policies to make remote learning more accessible.

Inclusion Training transitioned to the NDIS new pricing model as required by their price guidelines 2020-21. This came into effect on the July 1st, 2021. It has been a labour-intensive project informing families, adapting to what CRM could do and what needed to be done manually, sending updated Service Agreements, follow ups and now in the phase of answering questions when the new look invoices are reaching participants and families. Hopefully as the year progresses, we would have answered most of the questions and would have systems in place that work for us. Thank you to Anisha

and the Finance Team in getting this up and running.

This past year or so has brought our team closer together. Welfare of our students and our peers has been on everyone's mind, and we have been there for each other in every way possible. This year, we welcomed new members to our team, Trishna Paudel, Katie Jones, Ramandeep Kaur and Sangita Yerangula.

May I also thanks Bev, Bob and Mark for their continued support and guidance over the last year.

Congratulations to the following students on completing their course in 2021:

Certificate III in Individual Support
Samuelson, Joshua

22293VIC Certificate I in Initial Adult Literacy and Numeracy

Brierty, Jesse

Buch, Simon

Cook-Dimech, Codie

Debono, Chloe

Deng, Akuc

Duong, Cao Huy

Hogan, Luke

Jayaraman, Shachin Haren

Klingenspor, Chase

Mathews, Timothy

Maughan, Prairie

Nguyen, Ozone

Oliver, Rachel

Robinson, Elizabeth

Thomas, Jithin

Vassallo, Cindy

Wright, Marley

22476VIC Certificate I in General Education for Adults (Introductory)

Giang, Jessica

Mendis, Walimuni Chamidu

Nguyen, Cathy

Nguyen, Len

Sargeant, Danielle S

Tran, Richard

Vassallo, Helen

Words don't always reflect the true impact that we have had with our students. So, we have compiled a montage of photos and screen shots that hopefully will tell the story of a thousand words.



sunshine campus

Sunshine Campus continues to thrive after a long challenging lockdown last year. The start of this year gave us new hope, renewal and excitement for the year with new student enrolments coming from their senior SDS to the vocational adult learning environment. They happily settled into their classrooms and the general wider community.

We have employed new experienced Direct Support Professionals (Katie, Trishna and Raman) to work closely and support our growing number of students and courses. Our support team continues to grow and extend their skills in a Registered Training Organisation (RTO) environment along with our new Life Skills Program.

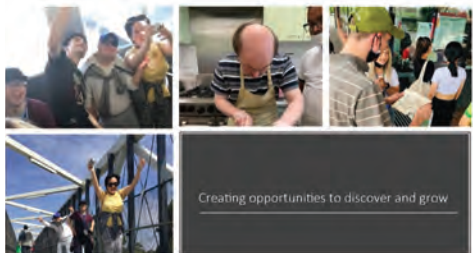


To keep our students engaged and learning we have introduced a "Life Skills" program that is running two days a week to build independence, confidence, social connections, and self-worth. The program offers fun, interactive and rewarding activities to help each student achieve their goals. Some of the activities include travel training, excursions, role plays, meditation, mindfulness and fitness programs etc...

We have commenced our new 22566VIC Certificate I in Work Education course that will develop students' skills to explore employment options, volunteer work or further study and support our learners to improve their employability and work readiness. All our other courses are running as usual.

During lockdown 5 and 6, we have remained resilient and responsive to the return of our zooms and face time lessons. The team was kept busy creating learner resources and worksheets to make it more engaging and meaningful. Additionally, to beat the lockdown blues, we have a Fun Zoom Happy Hour that is social with costumes, trivia and lots of fun!





Ultimately our big and small wins, demonstrate commitment and drive from our team and our dedicated students.

We wish to express our appreciation to our Trainers (Archana and Anna) and to our DSP staff (Joanne, Chantell, Katie, Trishna, Raman, Phil and Erin).

phoenix park campus

This year the Covid-19 impact has continued to create challenges for students, families, volunteer tutors and staff. These challenges have mostly been lockdowns, adjusting from face-to-face class to using technology (zoom, computers and iPads). We have seen students continue to meet the challenges head on, embrace the use of technology and continue to engage with their studies.



In fact, most students look forward to zoom sessions to catch up with their classmates, share what's happening in their lives and to work on completing their qualification. Many

families have expressed their increasing level of gratitude for the opportunity for their son or daughter to continue their education and be able to connect with their class friends.

Recently a parent said, "I really appreciate the work you are doing and your ability to switch from face-to-face classes to zoom".



Valuing Uniqueness and Celebrating differences

Another family member recently expressed their pleasure because we have been able to continue to provide a service to their daughter by facilitating a small group of students at the Armadale site on a Thursday. This family doesn't have access to the technology needed to connect to zoom classes. Their daughter thrives when she is with other students and has really struggled with the work and not being in the class environment. Each of our students have similar stories to share, however we have been encouraged and motivated by a very common feature of each students' story and that is their growing resilience and steadfast commitment to learning.

The pre-accredited students have joined many of the zoom sessions and are managing well. Recently, and prior to zoom, the 4 students have been using recipes to create dishes using an air fryer. They are learning and having fun together. Last time they were in class they cooked crumbed Zucchini chips and I am sure there were none left when I went into the room.

We wish to express our gratitude to our Trainers (Robert, Liz and Mika), to our DSP staff (Leonard Chu, Sangita Yerangula, Karen Henschke and Jane Marie Black) and a big thankyou to our Volunteer Tutors (Linda Hughes, Steven Groves, Kylie Castan, Emma Holder, Claire Pedersen, Marcia Fyson, Shirley Lai, Clara Taylor and Jin Son).

At Phoenix Park we also run pre accredited programs funded by Adult Community and Further Education ACFE. This year has been challenging having to run the program via zoom. During the brief times out of lock down

we managed to run a few sessions at Phoenix Park Community Centre. Learning through doing and being united is key to success and self-worth.



student and family voices

luke

As a result of COVID-19 and the continued lockdowns experienced by many Melbournians, 2020 and 2021 have been challenging years. I have observed firsthand how these significant changes have had an even greater impact on the lives of people with disabilities, like my brother Luke. Luke has been a regular participant at Inclusion Melbourne since 2019. Attending 2 days per week provided Luke with a purpose and a sense of belonging. Prior to this Luke was not engaged with his community and experienced isolation. There was nothing he felt out there that met his learning and social needs. This was until we heard about Inclusion Melbourne. When Luke and I first went and met the staff and participants at Inclusion Melbourne and saw the bright, modern, and inviting premises in Malvern, we got a good feeling. This was reinforced when we observed how professional the staff were and the respectful way, they treated and supported participants with their learning and attainment of goals.

Throughout the continued lockdowns, Inclusion Melbourne have attempted to maintain a level of routine and structure for my brother (and others) by running regular online sessions. The consistent emails and communiqué from the wonderful trainers, Robert Wilson and Elizabeth Hunnekens and the organisation, has meant as a family, we have been able to establish a routine for Luke which involves attending these online classes and connecting with his peers. Whilst the learning has continued, albeit in a different way, I have been impressed and appreciative that a focus of these online sessions is not just about literacy and numeracy, but also about maintaining and nurturing the caring, positive and healthy relationships formed by participants and staff attending Inclusion Melbourne.

Luke's mental health has at times been greatly affected by the current situation as a result of COVID-19.

Having an intellectual disability has meant he has had difficulty understanding why life cannot go back to normal. This is why it has been so humbling for my family and I to see the positive impact the genuine support and care shown by staff at Inclusion Melbourne has had on Luke. The fact Robert and Elizabeth have continued to check in with him, and us as a family to see how we are all going demonstrates Inclusion Melbourne's commitment to always putting the participant at the centre of all they do. Luke recently received messages and pictures from the class and trainers saying how much they missed him when he took some time off. This not only brought a huge smile to his face but let him know he's not alone and that Inclusion Melbourne is committed to supporting people with disabilities like my brother to live a good life!

Luke and Chika

flora

Inclusion Melbourne has supported Flora in many ways. It has helped her to continue learning- particularly around literacy and numeracy with a supportive and positive environment. The teachers are brilliant in understanding the strengths of each participant and bringing out the best in them.

It has helped to give her a structure and to have a sense of achievement in her daily activity. It has also given her great opportunities to socialise with her peer group.

During the difficult COVID times she has looked forward very much to the online sessions and seeing her fellow participants and teachers. We appreciate the efforts too that Inclusion Melbourne has made to bring students together in a COVID safe way.

Flora and Vicky

alex

Alex enjoys the challenges of undertaking Adult Literacy and Numeracy Certificate 1 course at Inclusion Melbourne. He especially likes meeting up with friends Flora, Prairie and other newly made friends at Inclusion Melbourne. He likes the location at Phoenix Park, he enjoys the outdoors at lunch and break times, to get some fresh air in the picturesque environment. Alex catches the tram and train from home and thrives on the independence skills he is learning doing this. It helps with his self-confidence. Unfortunately, recently due to increased covid cases, we have resorted to driving to avoid potential exposure.

He likes the support staff and instructors Liz, Robert, Leonard, Sangita, Mika and Anisha... He feels safe and well supported there.

More recently, due to covid restrictions lockdowns, there has been reduced activity and learning at Phoenix Park, but the staff have kept the students engaged through doing remote learning and activities on zoom at reduced contact hours. None the less, this is better than not engaging and has been a positive effect on trying to help Alex endure these lockdowns which affect every part of the routine he so requires. Alex is always delighted to get together for learning and gatherings, so will look forward to future return to Phoenix Park.

Alex and Anne

dominic

Covid 19 effects started when lockdown was implemented in Melbourne in 2020. How does one explain to Dominic about germs? They cannot be seen, smelt, tasted, touched or felt. Melbourne was in lockdown, Dominic could not go out to the shops, (as per weekly) to school, (see his teachers and other students), to church, visit his family or be visited by family.

Zoom came to the rescue, the classes on zoom were a very good way, to be able to see and keep in touch with his teachers and other students and continue his education without an interruption.

The sessions were an hour in duration but brought a moment of learning and fun when the lockdown could be forgotten. This has helped Dominic's education to continue, and he now looks forward to it. Dominic is learning to read the numbers, use numbers on the microwave, he can recognise money and while it is quite basic, he was not able to do any of that before.

Could it be more fun? Sure, with a little imagination it could be better, just the other day one of the teachers had large glasses on and it was quite funny, the study could also be more fun, perhaps some number nursery rhymes (Ten green bottles) or even music at the start (Rock Around the Clock) great for learning numbers.

The zoom classes were like a lit candle in a dark room, the scope of zoom is endless, now that the lockdown has forced zoom to be an integral part of learning it should be developed and used even after the lockdown has been lifted. In my opinion it is an opportunity for use during the holidays as consistency plays a huge role in a person with learning difficulties. Imagine Dominic holidaying in Singapore and yet attend class, would that not be great?

Dominic and Luis

codie

I look forward to seeing which staff I will meet on zoom each day. They make me laugh when I am sad during lockdown. Together we make each day better! I Love my zoom sessions!

Codie

ralf

Inclusion Training staff - Sunshine have supported Ralf really well. Staff personally deliver Ralf his course work and craft activity sets. It's a pleasure to talk to staff during Ralf's facetime sessions. They are very patient and friendly during his facetime sessions. Ralf always looks forward to his online sessions and never misses them.

Ralf and Rosemary

Judith Price, Manager, Inclusion Training

people, performance & culture

In March 2020 the unprecedented Coronavirus pandemic turned our lives upside down. The challenges brought about by the pandemic continued to test us throughout 2021. The organisation turned its attention to the pandemic, preparing and implementing COVID-19 readiness plans. The pandemic changed the way we work. Staff demonstrated resilience, flexibility, and creativity in carrying out their duties.

As I reflect on the year that was, I think of all of our employees, especially those who continued to work throughout the snap lockdowns providing support to our service users and their families. The employees who helped us quickly transition to remote learning and remote working. Navigating uncharted waters whilst continuing to work throughout the pandemic. When we had to move quickly, we did. From making our workplace COVID safe, arranging and distributing PPE to our front line workers to embracing a new virtual working environment. This was something that didn't happen overnight. How fortunate we are to have such dedicated and loyal employees. Thank you to every one of you.

HR & administration team

Our team faced significant challenges during the year. The quick shift to a virtual world enabled the team to expedite the transformation from paper-based processes, to digital and electronic processes. With uncertainties around the future, we were unable to commit or invest in additional resources, however, we are grateful that we were able to retain our existing workforce, unlike a number of our counterparts. We were pleased to be able to introduce a 'blended' approach to working, approving several individual flexible working arrangements.

We have weathered additional challenges brought about by external pressures. The implementation of the NDIS Workers Screening Check presented staff with many challenges. The simple task of obtaining a workers screening check proved to be extremely frustrating. Again, our staff showed determination and resilience and we managed to meet the government's original deadline.

Our focus will continue to be directed on dealing with the challenges of COVID-19, mitigating risks whilst ensuring the safety and wellbeing of our service users and staff. We will continue to investigate technologies that enable us to work remotely in a new COVID-19 normal environment. We will focus on employee wellbeing and retention in 2021-2022, with the launch of new initiatives, such as the Flare Discounts & Benefits program and the appointment of a trained Mental Health First Aid (MHFA) Officer to complement the existing EAP program. The MHFA Officer is trained to provide initial informal support to other employees in the workplace. We will continue to improve and digitalise our HR processes to become more efficient. This includes developing and launching a new online onboarding software for new employees.

Whilst it has been a challenging year, I am confident we have the right staff, with the right values and skills to provide exceptional service that will help us grow and expand Inclusion Melbourne.

I would like to express my thanks and appreciation to the HR & Administration Team – Sally, Zoe & Alannah. Thank you for providing exceptional support to not only me but to the whole organisation. Your support is unwavering as is your 'Can do attitude'. I look forward to the year ahead!

recognising staff

Tess Lynch

This year it is with great pleasure that we celebrate and recognise the contribution to Inclusion Melbourne made by a valued and long serving staff member Tess Lynch.

Originally from Sydney, Tess settled with her family in Melbourne after a number of years living and working in London and commenced work at Inclusion Melbourne as a direct support worker in May 2007.

Tess has been the manager of volunteers, now called the Community Support team, since December 2008. She brought to the role a wealth of work experience, including nursing, social housing and community gardening. Further, her personal values and passion for the built and natural environment and human rights, ensured she was the perfect fit to develop the then fledgling team and make a difference to the lives of many service users.

Described universally by her team as a passionate, insightful and committed manager, Tess sets the standard by her own hard work and dedication to ensure her team of volunteers and staff can pursue their goals and aspirations while demonstrating compassion and empathy at all times for individual circumstances and work and life balance.

Tess has provided the leadership needed to steer the Community Support team through major organisational changes over the years;

including significantly the NDIS that has required the development of new systems, processes and databases. It is a testament to Tess's patience, tenacity and attention to detail that the programs managed by the Community Support team that includes the patented and award winning Leisure Buddies program, the volunteer Tutor and Community Visitors Scheme services, continue to be successful; no mean feat given the recent difficulties created by the COVID pandemic.

Tess works collaboratively and mentors colleagues across the organisation with the same generosity and sincerity. Many have referenced in particular her advocacy and sense of social justice as a driving force to ensure that adults with a disability are part of the mainstream community.

This cross organisational collaboration is demonstrated by the long standing and successful volunteer tutor program that ensures the students at Inclusion Training have access to individualised support if needed to complete their training.

With Tess's sense of purpose, she embraces innovation and approaches new challenges with a curious and determined mindset. She is prepared to learn new skills and develop herself and her team for the benefit and wellbeing of service users, staff and volunteers.

Tess was instrumental in setting up the successful Volunteer Counsellor service for adults with disabilities. This is a first in the disability sector and is conducted in a way that adheres to the highest ethical code for the counsellors and their counselees. Supported and facilitated by Tess, this ground breaking program and unique counselling practice has fostered the skills of the dedicated volunteers involved who documented their key learnings into a handbook of practice.

Tess was also pivotal in securing the Community Visitors Scheme for Inclusion Melbourne in 2014. This was a major diversion from Inclusion Melbourne’s long history of supporting adults with disabilities and focuses on matching lonely older people with volunteer visitors. Tess recognised that the skill and robustness of Inclusion Melbourne’s volunteer program could quite seamlessly expand to this new service.

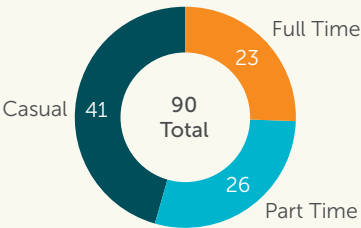
Tess continues to advocate for service users and volunteers when she believes there is any imbalance or injustice within the system and is prepared to jump in and communicate directly with the stakeholders in government to advance important issues and progress the cause. Since the advent of the NDIS her advocacy has been critical at times to ensure policy makers are aware of ‘on the ground’ impacts.

In summary, Tess embodies the philosophy and values of Inclusion Melbourne. Her passion for social justice and inclusion, her respect for all living beings, her view of every person as an individual and her honesty and professionalism are the very best of Inclusion Melbourne and a major part of our success.

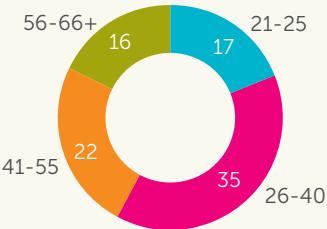
Note: This testimonial is based on many contributions from individual staff and volunteers across Inclusion Melbourne

staff at a glance

Staff Profile



Age Breakdown / years



Employee Turnover

| Start of Period | Hired | Terminations | Total End of Period |
|-----------------|-------|--------------|---------------------|
| 95 | +23 | -28 | 90 |



Congratulations from all of us at Inclusion Melbourne and thank you Tess for making our lives so much richer!

service awards

The organisation recognises and acknowledges the contribution Staff makes to the lives of the people we support. We celebrate dedication, loyalty, and longevity of service to Inclusion Melbourne. During 2020/2021 we recognised the years of service of Staff who have completed 10 & 5 years of service:

Congratulations

| 10 YEARS | 5 YEARS |
|--------------------------------|-----------------------------------|
| Jacque Robinson Kathy Lewer | Anisha Baveja Joanne McConnell |

workforce challenges

Attracting the right people to work in disability continues to challenge Inclusion Melbourne and the sector as a whole. The wider disability sector is experiencing challenges with attracting and retaining skilled employees. As the NDIS creates more jobs in the sector there has been an increase in demand, making it difficult for employers to recruit for positions.

We continue to invest in technology to improve recruitment and onboarding. We ensure new employees undertake mandatory NDIS training and safety screening. We ensure new employees attend comprehensive induction training before commencing their first engagement.

In the year to come, Inclusion Melbourne will strive to overcome these challenges.

We will:

- A. Identify and utilise the most appropriate advertising and recruitment strategies to ensure we are reaching and appointing the right candidates
- B. Develop an employee value proposition, to attract the right candidates
- C. Review our professional learning & development program to focus on upskilling to retain experienced employees
- D. Build a suite of employee benefits and discounts on top of salary packing and novated leasing options as rewards and recognition for our employees.

learning and development

Throughout the 2020-2021 financial year, Inclusion Melbourne offered a range of training opportunities to employees, with the majority being offered online during the COVID-19 pandemic and government restrictions limiting face-to-face interactions. In addition to our Induction training program, staff undertook a variety of in-house and external training opportunities throughout the year.

We are in the process of reviewing our induction training program and introducing a new online learning management system. We will implement and expand our online learning system for all staff. We will be able to offer blended training via our e-learning platform. We will see the introduction of a new induction training program in 2021-2022. I would like to thank Glenda Williamson for her valuable contribution and coordination of IM's learning and development projects.

staff engagement survey

Staff received the annual Staff Engagement Survey at the end of March 2021. The Staff Survey aims to undertake an objective measure of staff behaviour, perceptions, and satisfaction to assess their level of engagement with Inclusion Melbourne.

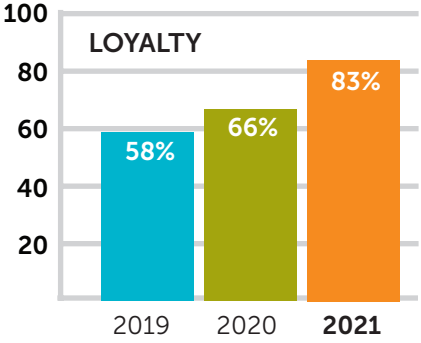
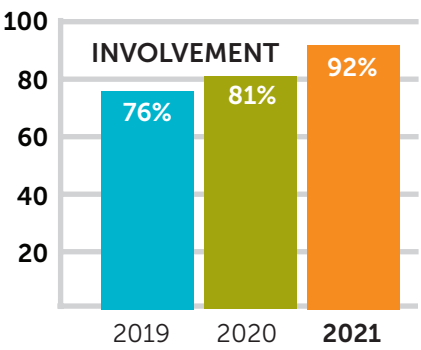
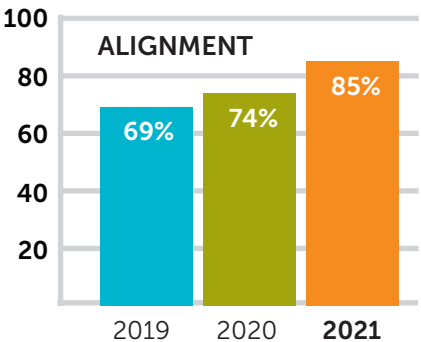
The Staff Survey also identifies issues that are impacting staff performance which will facilitate the development of action plans to continue to make Inclusion Melbourne a better place to work. The Staff Survey also measures any changes in perceptions between the 2020 and 2021 surveys. The first Staff Engagement Survey was developed in 2019. This Survey was retained so that direct comparisons can be made. New questions about operations during the pandemic were included in the 2021 survey. The organisation was universally seen as supportive and communicative during the pandemic.

The Staff Engagement Survey was outsourced again this year to an independent research company. The overall response rate of 64.5% was almost identical in 2021 compared with 64.4% in 2020. The results indicate an overall satisfaction rating of 87% percent. The 2021 results show a huge improvement over those in 2020 with the overall level of staff engagement increasing by 13 points. This equates to a 28% rise in engagement since 2019.

Again, all three major components of engagement have increased with the strongest gain being in Loyalty. It is noteworthy that 8 of the 12 important elements that make up the engagement model have increased significantly since 2020.

Kathy Lewer
Manager, People Performance & Culture

Significant increases in engagement from previous years



95%
AGREE

MY JOB GIVES
ME A SENSE
OF PERSONAL
FULFILLMENT

I FEEL PROUD
TO WORK FOR
INCLUSION
MELBOURNE

95%
AGREE

KEY FINDINGS

- › Staff satisfaction with their job has progressed, with staff in 2021 more likely to agree that they are satisfied while none disagree that this is the case
- › Significant progress has been made in many areas, most notably in terms of feeling proud to work at Inclusion Melbourne and recommending the organisation as a place to work
- › Communication elements have improved. Significant improvements in morale and team collaboration, however, there is still room for further improvement to be made.
- › Although Staff perceives the performance of the organisation to be vastly improved, there is still room for further improvement.



ICT & projects

The impact of Covid-19 remains; our staff continue to work remotely utilising the technology and systems we have in place. There have been remarkable enhancements in our technology and systems at Inclusion Melbourne this past year. We aim to integrate technology into all areas of our organisation, continually improve our processes to create a more efficient and effective working life for our staff and deliver better value to our participants.

Salesforce Multifactor Authentication

Salesforce Multifactor Authentication is now implemented for all our Salesforce users.

Multi-factor authentication is one of the simplest, most effective ways to help prevent unauthorised account access and safeguard our Salesforce data. Usernames and passwords alone do not provide sufficient safeguards against unauthorised account access. Multi-factor authentication (MFA) adds an extra layer of protection against threats like phishing attacks, credential stuffing, and account takeovers.

Data protection and security will remain a focus for us to strengthen.

Conga Sign

We have implemented Conga Sign, which is an eSignature application explicitly made for Salesforce customers. Conga Sign is easy to use, intuitive functionality improving our user experience and automating the manual process of sending our Service Agreements. All signing activity is tracked and updated in Salesforce, the result being a legally valid electronic signature. Additionally, it can secure mobile signatures via SMS with 2-factor authentication.

Audit Trail to document detailed transaction information. Status update, track signature activity from send to sign—flexible interface to sign-on desktop, mobile or in person. Signature data written is recorded directly into Salesforce.

Pendula Upgrade

We have upgraded the Pendula application. The new version is easier to use and leverage value for our business. Specifically, we can use it to enhance customer experience with two-way SMS customer conversational journeys. The capabilities include;

- › Personalised in every conversation
- › Upsell/cross-sell — based on prior responses, Pendula can provide contextually relevant upsell/cross-sell offers
- › Multiple threads, questions and answers — keeping track of what the conversation is about at all times
- › Organisational workflows — Pendula can update Salesforce in real-time or fast workflows
- › Freedom to interact to the same number with other questions or responses, customer or business prompted

Digital Timesheets

All our Direct Support Professionals are now utilising Skedulo to complete their timesheet process:

- › Eliminating manual processes
- › Eliminating human error
- › Increasing efficiency
- › Accessibility – all the resources in one place
- › Eliminating errors in calculations
- › Downstream process efficiencies to our Rostering and Finance Teams.

Cloud Transition

Our F: Drive Migration to Sharepoint Phase 1 is complete. Our Human Resources department is now entirely cloud-based and can access their documents from any location on any device. We have commenced Phase 2 of our migration plan with our Finance department. A staged process for the rest of the organisation to complete.

Major Delivery Systems Improvements

This year, significant system modifications and improvements were implemented. Our core systems, Lumary (Salesforce), Skedulo, Pendula and Conga, all have had new features deployed.

These changes improve our user experiences and enhance operational activities.

The benefits include:

- › Improved data integrity
- › Automation with task creation
- › Automation of reports
- › The Goal Achievement Plan is now accessible on the Skedulo Mobile Application
- › Inclusion Training utilises the participants' team to enter all NDIS participants in Skedulo and automate service deliveries
- › System configuration
- › Our system issues have subsided as a result of more conformance to system processes

We are now successfully using the system to help facilitate, manage and provide excellent data and insight.



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 |
| Kathy Lewer | Manager - People, Performance & Culture |
| Tess Lynch | Manager - Community Support |
| Rohini Padey | Manager - Finance |
| Judith Price | Manager - Inclusion Training |
| Hayley Sen | Manager - ICT & Projects |
| Nathan Despott | Manager - Inclusion Designlab |
| Liza Coburn | Intake Coordinator |
| Stuti Pandey | Finance Officer |
| Sally-Anne Baldry | Business Support Coordinator |
| Joleen Hunter | Finance Officer |
| Alannah Smith | Human Resources Officer |
| Zoe Spurling | Business Support Officer |

Community Support

| | |
|-------------------------|---------------------------------|
| Lorraine Raskin | Coordinator-Community Support |
| Simone Bowden | Coordinator - Community Support |
| Gaye Berry | Coordinator - Community Support |
| Jacqueline Robinson | Trainer |
| Michelle Wilcox | Trainer |
| Glenda Williamson | Project Officer |
| Masoumeh Rezaei Khaligh | Coordinator - Community Support |
| Catherine McLoughlin | Administration Officer |

Inclusion Designlab

| | |
|-----------------|---------------------------------|
| Marita Dunphy | Grants & Communications Officer |
| Jenna Hepburn | Project Coordinator |
| Stephen Wheeler | Continuous Improvement Officer |
| Paul Matley | Project Officer |

Inclusion Training

| | |
|---------------------|------------------------|
| Anisha Baveja | Administration Officer |
| Gabriela Bordos | Compliance Officer |
| Robert Wilson | Team Leader |
| Archana Kadam | Team Leader |
| Elizabeth Hunnekens | Trainer & Assessor |
| Anna Shelton | Trainer & Assessor |
| Monika Sowunmi | Trainer |
| Jane-Marie Black | Support Professional |
| Leonard Chu | Support Professional |
| Katie Jones | Support Professional |
| Ramandeep Kaur | Support Professional |
| Chantell Leota | Support Professional |
| Joanne McConnell | Support Professional |
| Phillip Panting | Support Professional |
| Trishna Paudel | Support Professional |
| Sangita Yeranagula | Support Professional |
| Daniel Smith | Trainer & Assessor |
| Andrea Bridge | Trainer & Assessor |
| Maddison Leonard | Support Professional |

Personalised Supports

| | |
|-------------------|--------------------------|
| Greg Artemiou | Support Professional |
| Kate Baker | Support Professional |
| Cassandra Bayden | Support Professional |
| Sharyn Beard | Rostering Coordinator |
| Daisy Berry | Support Professional |
| Stacey Boyd | Support Professional |
| Shravani Brahme | NDIS Support Coordinator |
| Therese Breen | Support Professional |
| Asha Brodel | Support Professional |
| Erin Campbell | Support Professional |
| Kurt Chu | Support Professional |
| Emma Couch | Support Professional |
| Jarrah Crane | Support Professional |
| Bianca Davis-King | Support Professional |

| | | | |
|-----------------------|---|----------------------|-----------------------------|
| Campbell Dawes | Support Professional | Wendy Peters | NDIS Support Coordinator |
| Vanessa Di Bartolomeo | Support Professional | Hoang Phi-Anh Pham | Support Professional |
| Ashleigh Dougherty | NDIS Support Coordinator - Team Leader | Natasha Rebello | Support Professional |
| Joseph Fernando | Support Professional | Daniel Riley | Support Professional |
| Kimberley Friend | Support Professional | Jessica Rizzi | Support Professional |
| Tayla Gurnett | NDIS Support Coordinator | Julia Rundle | Community Inclusion Officer |
| Khagendra Gurung | Support Professional | Billie Russell | Support Professional |
| Matthew Guthrie | Support Professional | Emma Scally | Support Professional |
| Michelle Hall | Support Professional | Fiona Scarlett | NDIS Support Coordinator |
| Matthew Hartigan | Support Professional | Eliza Sheehan | Support Professional |
| Karen Henschke | Support Professional | Tanjiv Singh | Support Professional |
| Peter Ho | Support Professional | Katie Streicher | NDIS Support Coordinator |
| Emma Holland | Support Professional | Tolgahan Sunnetci | Support Professional |
| Jessica Jaensch | NDIS Support Coordinator | Benjamin Tasker | Support Professional |
| Muhammad Javed | Support Professional | Vivek Thomas | Support Professional |
| Wendy John | Support Professional | Katelin Tucker | Support Professional |
| Chimangu Kamanga | Support Professional | Kate Van Seville | Support Professional |
| Connor Karambinas | Support Professional | David Van Veldhuisen | NDIS Support Coordinator |
| Shae Kelly | Support Professional | Thua Tin Van | NDIS Support Coordinator |
| Suzanne Lau Gooley | Support Professional | Luke Wachinger | Support Professional |
| Belle Le | Support Professional | Zara Wall | Support Professional |
| Laura Leitch | Support Professional | Bridget Watt | Support Professional |
| Casey Levy | Community Inclusion Officer | | |
| Raul Limco | Support Professional | | |
| John Ludlow | Team Leader - Personalised Supports | | |
| Chiyo McCrea | Support Professional | | |
| Frances McNair | Support Professional | | |
| Airam Mendoza | Support Professional | | |
| Harvey Munday | Team Leader - Personalised Supports | | |
| Farhang Nazaryan | Support Professional | | |
| Ashley Oakland | Support Professional | | |
| Louise Parker | NDIS Support Coordinator | | |
| Sophie Pepper | 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



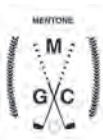
Australian Government
Department of Health



Education
and Training



community partners





inclusiontraining 

inclusiondesignlab 

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InclusionMelb

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