

impact  
report  
2022

MENTONE



*Mentone Golf Club*  
*Celebrating 60 years of support*



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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




## mentone golf club – celebrating six decades of support for inclusion melbourne!

It is fitting that this year we acknowledge and celebrate the extraordinary Mentone Golf Club. The club has been generously donating funds to Inclusion Melbourne (formerly Gawith Villa) for sixty years, contributing more than \$178,000 over that time!

Founding members, Nancy Pike and Edna Coy, set in stone a legacy of generosity that continues today. Year on year, the club has steadily increased its donations – from the first donation of £114-2-6 to a huge \$10,000 this year. Considering the COVID restrictions in recent years, this is a remarkable feat.

The all-women club, formed in 1953 and based at the Sandringham golf course since 1960, runs a charity drive throughout the year that culminates in a Charity Golf Day held in October –

scheduled to coincide with pre-Christmas shopping!

According to Club President Lynda Douth, there is no secret to the sixty years of successful fundraising. She explains, “everyone just learns what they have to do, and having a large committee of thirteen helps!”

Each year, representatives of Inclusion Melbourne’s staff and service users are invited to the annual opening club lunch and are honoured to receive funds on behalf of Inclusion Melbourne. Over the years, some have recorded their experiences in Inclusion Melbourne newsletters and these share a common theme. Apart from the delicious food,



Charity Day Perpetual trophy

they highlight the warmth, sense of fun, and buzz of the event, as well as the Mentone Golf Club’s respect for and deep commitment to the work of Inclusion Melbourne.

Former CEO Andrew James says that fundraising by the club is done with little fuss, due to the team “being purpose-and-values-driven.” Board Member Mark Hearn describes the fundraising success as a reflection of their character. “It’s the strength of their relationships and commitment to making a difference. It’s in their DNA and a driving force.”

The relationships formed and the social aspect of the club are important to members. Lynda Douth describes the club as a community. Together with a love of golf, this sense of community connects members – with many friendships built over the decades. This is supported by a committee with a dedicated welfare role. Life members, who no longer play, continue to enjoy the camaraderie and friendship of the club and join in on regular events, including lunch and a ‘cuppa’ with players each week.

At the annual Charity Golf Day lunch, the sense of common purpose is on display. Generous donations from local businesses and club



Hampers at a Charity Day

members are raffled or auctioned. In any one year, raffle prizes include single items, such as a golf buggy or homemade Christmas pudding, as well as up to twelve bounty-filled, luxury-themed hampers combining member donations. The auction items include coveted experiences, such as entry fees to prestigious golf courses and weekend stays at various holiday locations. Members can also donate online, both when renewing their annual club fees and if unable to attend Charity Golf Day.



From left to right - Emma Bardin and Andrew James receiving a cheque on behalf of Inclusion Melbourne from Viv Bolch, former President of the Mentone Golf Club.

The effect of the Mentone Golf Club on Inclusion Melbourne cannot be overstated. Funds received have made an immeasurable difference to Inclusion Melbourne’s ability to support people to live better and more fulfilling lives. A history of Gawith Villa written in 2003, describes the club’s support as sustained, faithful, and as “giving lifeblood to Gawith Villa over the years”. For the most part, the

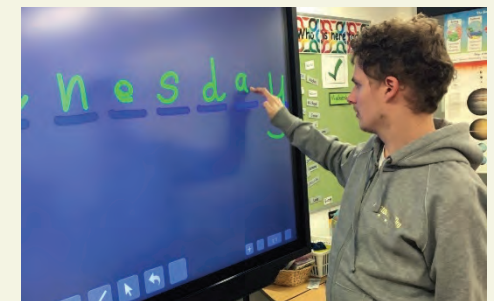
annual funds received have helped Inclusion Melbourne keep up-to-date with modern equipment and technology and expand on programs. This year, Inclusion Melbourne’s registered training organisation, Inclusion Training, upgraded a full set of class iPads.

At the club’s annual presentation night, a perpetual trophy, and a take-home replica for the winners of the Charity Golf Day competition have been presented since 1986. Gifted by Inclusion Melbourne, the trophy commemorated twenty-five years of fundraising for Inclusion Melbourne. The committee of Inclusion Melbourne at the time must have been confident the trophy would live up to its name!

It is rare indeed that a commitment can last this long. Whatever barriers the Mentone Golf Club has come up against over the years, they have jumped over them and stayed on course with the greatest of ease and aplomb and left an incredible mark, building on their success each year. It is truly awe-inspiring!

From all of us at Inclusion Melbourne, sincere congratulations and a heartfelt thank you to the wonderful women that make up the Mentone Golf Club for your unwavering commitment to Inclusion Melbourne.

Student Jordan Birighitti uses equipment purchased with funds from the Mentone Golf Club



## chief executive officer's report

I am pleased, yet very saddened to be presenting my 2021-22 and final Impact Report. At the time of publication and reading this, I would have finished my wonderful period with Inclusion Melbourne and commenced another journey back within Financial Services.

Officially, my last day was 26th August, following the August Board meeting on 24th.

This was not an easy decision for me and one that I agonised over for some time. However, it was driven from my desire to fulfil a long-held career dream that I have had since first commencing in the Banking and Financial Services sector, in 1980.

In order to help everyone understand my decision and for some background context, I had always hoped that I would one day be in a position during my career to run a Financial Institution, but the opportunity appeared to pass me by when I exited the sector in 2012.

However, after 33 years in Banking and Finance, then 11 years in the Disability sector as a CEO across two organisations, an opportunity presented to deliver upon that dream. As I conducted my due diligence, the proposition began to interest me greatly and therefore, I accepted an opportunity to be the CEO with a Bank.

Whilst I feel very saddened to be leaving, I do believe that I have enriched Inclusion Melbourne over my time here. I am very proud of the achievements we have made together, with your support and I fondly highlight some of the legacies that I believe have been left;

- › Developed, supported and mentored the Executive group
- › Instilled a culture of 'values driven commerciality'. Coming to work with one's 'Head (business principals) and Heart (the mission)'
- › Developed a strong culture with year on year increases in Staff Satisfaction and Engagement across the business, as represented in the last 3 Staff Surveys. These are at record levels across any industry benchmark and made even more remarkable given the last few years of the Covid pandemic
- › Ensured that I have led genuinely and was authentic following my own personal values at all times
- › Instilled a sense of calm across the business when challenged as we have been over the last 5 years with NDIS transition, Covid and the constant financial constraints of the sector and the business
- › Made the difficult and tough decisions with empathy and respect when they have been required
- › Navigated and tightly managed the organisations financial position over a very challenging time and significantly managed down the organisations cost base year on year, consistently maintaining expenses well below Budget
- › Ensured we had the financial support from the Gawith Foundation as required to meet business needs
- › Transitioned our systems and IT to be more 'fit for purpose'

*Inclusion Melbourne is a wonderful, purpose driven organisation that changes people's lives every day, led by a dedicated Leadership team and wonderful values driven Board.*

I will greatly miss my time at Inclusion Melbourne and I am leaving with a very heavy heart, but I have another final chapter to write and organisation to enrich.

I judge my own performance based upon how an organisation is when I leave, compared to when I commenced and I can honestly say that we have moved forward, during very difficult times.

The organisation is well placed for the next chapter to be written.

In regard to the past 12 months, what an incredibly challenging period it has been as we suffered another year of Covid-19 and the restrictions that came with that. The community in which we provide our supports was extremely restricted and therefore, our ability to provide those personalised services was significantly impacted. We still managed to assist some participants and our Training services continued to deliver classes in some form, primarily through remote technology.

Our wonderful staff and team of Volunteers continued to work in challenging and high-risk settings, supporting people with intellectual disabilities and also, older, more vulnerable members of community in their homes. We are all humbled by your

continued contribution and resilience, which allows to pursue our mission on a daily basis. On behalf of the organisation, we greatly appreciate your service.

The Covid-19 pandemic has significantly impacted the sustainability of our business. As a consequence, we have been required to manage our expenses tightly, whilst funding our trading position through our built-up reserves accumulated over 70 years. However, as this report is being written, we are seeing the economic recovery commence, which is being reflected in our improving financial results. Our Board and Executive team are completely invested and committed in continuing the relevance of our business within the sector.

A sincere thank you to our Personalised Support and Support Coordination staff who have shown great resilience through the significant challenges over the last 12 months and an unwavering dedication to the people they support and the organisations mission.

I also wanted to acknowledge our Designlab team who continue the research and development, collaborating in many projects across the sector. They are well respected, have a good reputation and a strong voice in policy setting, working with major stakeholders like Government and Universities.

To our back office and administration staff, thank you for providing the frontline support to allow us to deliver the services. Quite often, unsung heroics, but without

you, we can't operate. This has included taken the time to continue developing and maturing our internal systems, that has moved us towards being more paperless, with integrated platforms that deliver efficiencies. Our new intake procedure has been a real positive, putting the client at the centre of how we onboard new business. It will continue to show positive direction now Covid is more behind us.

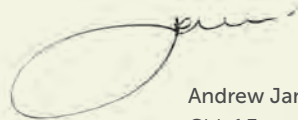
I wanted to express my sincere gratitude and appreciation to the Leadership group for their incredible support in helping to make it all happen. As an organisation, we would be lost without you and the continued contribution you make for us every day. We have supported each other, we are compassionate and It allowed us to follow the strategy, our mission and continue making a difference.

Also, my appreciation to the Board for their amazing support, autonomy and independence that allowed me to execute upon my role without interference. We have all enjoyed a mutually wonderful and trusting relationship which has made my journey even more enjoyable.

I wanted to wish you all, staff, participants, families and carers, the very best for the future. As our working lives meander across sectors and organisations, we are only temporary custodians. But I am very proud of everyone associated with this wonderful organisation, their passion, what and how they conduct themselves.

I will miss you all and your unwavering dedication to the cause.

All the best everyone and the organisation for a prosperous future.



Andrew James  
Chief Executive



## finance overview

**I am grateful to the Inclusion Melbourne team for their dedication and resourcefulness in supporting our participants through yet another challenging year. The teams supported one another and their resilience in these trying times has been remarkable.**

A thank to Andrew James CEO and the leadership team for their support and encouragement. A thank you to the Board of Directors for keeping the welfare of the staff a priority and providing much appreciated advice and support.

A big thank you to Joleen for her hard work and dedication. I will also like to thank Ping, Sharyn, Zoe and Sally who have all supported the Finance team.

The year was a busy one for Finance team as we had now adapted ourselves to working from home and had the benefit of improved processes. We have ensured that internal controls are in place and that processes are understood and supported by all staff at IM.

We have all learnt to collaborate effectively with online tools. The flexible working policy meant we had to have more Teams meetings with our team and other teams we were collaborating with.

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 enhancing the payroll system and processes. We have worked with stakeholders to ensure there are minimal errors in the claims process and any errors are addressed promptly.

We have also collaborated with other teams

to assist them in setting up costing models, budgeting and delivering monthly reports to enable us to evaluate the performance of the organisation.

Our collaboration with external stakeholders like NDIS, Plan managers and families of people we support has continued over the current year in line with previous years.

We have collaborated with the rostering and IT team to work on the project of automation of timesheets for our direct support staff. This has significant impact in reduction of time for payroll and enhanced accuracy for the invoicing process As the direct support service hours have been extended we are currently .working with the rostering team to automate the calculation pays for extended hours

The Auditors Saward Dawson have audited our financials this year as well and it was their first year of working with us at our office. It was a collaborative effort by both the teams and we are in the process of implementing their recommendations from last year.

The Finance team looks forward to this financial year which we are hoping will be a year of growth for Inclusion Melbourne. We will continue working with the internal stakeholders to implement new processes to support the teams and enhance the financial controls within the organisation.

We also look forward to welcoming our new CEO and collaborating with them to achieve the strategic vision for Inclusion Melbourne.

**Thanks Rohini and Joleen.**

**Finance**

## community support

Our mission at Inclusion Melbourne is to partner with people to live a good life!

The Community Support team embraces this mission in every sense and is ever mindful that true partnership means always working closely with, and actively listening to the people we support and their families/carers, to our volunteers, to our colleagues and other stakeholders. This close liaison was especially important during periods of lockdown last year, and also in the present time as we emerge to a less restrictive world whilst the covid-19 pandemic continues.

It is with a strong sense of responsibility and due diligence that the team has ensured a safe 'working' environment where all volunteers (where so required), have completed their NDIS worker screening checks, and that all volunteers have produced evidence of 3 x COVID-19 vaccinations during the past year, and we sincerely thank each of our volunteers for their willingness and cooperation to ensure that this has occurred.

We are acutely aware that there is strong evidence to show that feelings of loneliness and social isolation are on the rise in our society, and we have worked even harder and more creatively to ensure that important inter-personal connections have continued, and that new connections are successfully created and sensitively supported. The Community Support team thank all our service users for the trust you have placed in us, and our volunteers for your constant engagement and for being so very generous with your time!

There are many good news stories from the past year including

- + The rolling out the VicHealth grant funding so that Leisure Buddies participants and volunteers could enjoy special times in the community
- + The establishment of a Volunteer Hub
- + Being a finalist in the 2021 Victorian Disability Awards for Leisure Buddies - Excellence in creating inclusive communities

During National Volunteer Week in May we held our first face-to-face event in 3 years! We limited the numbers of attendees this time, as we were mindful that the occasion should be as 'covid-safe' as possible. (Hopefully we can have a larger event next year!)

Not only did we honour the dedication and achievements of all of our volunteers (including our milestone volunteers), and thank them for the time that they so generously provide, but as part of our event focus we celebrated the 30 years milestone of the Community Visitors Scheme.

Our Inclusion Melbourne Community Support team is proud to have been an auspice of the Community Visitor Scheme since 2014. As an auspice our role is to:

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

You can read more about our service here: <https://inclusionmelbourne.org.au/services/community-visitor-scheme/>

This year marks the service milestones of the following dedicated volunteers:

### 15 Years' Service Award

**Dot Nathan** - Leisure Buddy (& former Community Connector)

### 10 Years' Service Awards

**Brian Lynch** - Leisure Buddy (& former Art Mentor)

**Elizabeth (Libby) Meagher** - Leisure Buddy (& former Art Mentor)

**Mike Moffat** - Leisure Buddy (& former Community Connector)

### 5 Years' Service Awards

**Fahimeh Anari** - Community Visitor Scheme volunteer

**Somayhe Anari** - Community Visitor Scheme volunteer

**Alejandro Avendano** - Community Visitor Scheme volunteer

**Christian Brett** - Leisure Buddy

**Mark Hearn** - Inclusion Melbourne Board Member

**Barbara Hutchinson** - Community Visitor Scheme volunteer

**Beverley Jeffreys** - Inclusion Melbourne Board Member

**Natalie Lake** - Community Visitor Scheme volunteer

**Shana Miller** - Leisure Buddy

**Joel Pearce** - Leisure Buddy (& former Community Connector)

**Carol Robinson** - Community Visitor Scheme volunteer

**Joel Smith** - Leisure Buddy

**Marek Turski-Szendzielarz** - Leisure Buddy (& former Community Connector)

Once again a very big THANK YOU to those milestone volunteers mentioned above, and to all of our wonderful, dedicated and generous volunteers!

The Community Support team and I have a strong belief in a future full of potential and promise, where we will continue to grow our services and be even more inclusive!

We will aim to grow the numbers of Admin./ Project volunteers, Counsellors, Community Visitor Scheme volunteers, Leisure Buddies & Tutor volunteers.

Last but not least I want to recognise and say thank you so much to my team:

**Lorraine Raskin, Simone Bowden, Gaye Berry, Glenda Williamson & Jacque Robinson.**

I would like to make special mention of Community Support Coordinator Lorraine Raskin who has been working with our team for 10 years, and who has had a particular focus during that time on the Leisure Buddies program/service. Lorraine has overseen the continued success of Leisure Buddies by ensuring that it is inclusive, that it transitioned intact from its DHHS model to the NDIS funding model, and that its high standards are consistently maintained. Volunteers and staff alike recognise that Lorraine is a true professional who is very generous with her time, and who has a heart of gold. Thanks so much Lorraine!

Sincere thanks to the IM Board Members and former CEO Andrew James for your unwavering support for our team, for our volunteers, and the services we provide.

**Tess Lynch**  
Manager, Community Support

## recognising lefteris patlamazoglou –volunteer counsellor

Lefteris has volunteered with Inclusion Melbourne since 2009, and over that time has made a significant contribution to the organisation, to his fellow Counsellors, and to a number of service users whom he has supported. Lefteris volunteers his time providing individual counselling sessions on a regular basis to a person with an intellectual disability, is our most experienced Volunteer Counsellor, and is a qualified psychologist and lecturer. He also organises and chairs the quarterly Counsellor Peer Support meetings.

When Lefteris initially signed up to volunteer with Inclusion Melbourne as a new arrival from Europe, he enthusiastically took on a role as Art Mentor with Anton, one of our service users. For the Art Mentor position, volunteers were recruited to work one-on-one with individuals at a local art studio. The idea was to create an environment where artists could fully express themselves, without the constraints of a group activity.

Lefteris, being very interested in art and personally artistic, thrived in his Art Mentor position, and developed a wonderful relationship with fellow artist Anton. In this creative environment Lefteris and Anton were able to spend time together doing something that they both really enjoyed.

Lefteris is a great role model for our volunteers at Inclusion Melbourne. His view is that volunteering is part of his self-care and helps to maintain his work/life balance. It is with this lens that we can promote the reciprocal benefits of volunteering.

Lefteris receiving the Higgins Community Service Award in 2019.



Lefteris says: "My ultimate purpose in life is to create little ripples. To influence others in positive ways; to make changes that will enhance wellbeing; to create opportunities for personal growth; to facilitate ongoing development. I am very fortunate that my job as a psychologist and a lecturer allows me to do this. However, I am privileged and thrilled that my volunteering at Inclusion Melbourne enables me to maximise the impact of these ripples. I probably cannot change the whole world, though I can improve the world of the people that Inclusion Melbourne supports. And this is what keeps me going as a volunteer."

Over the years Lefteris has received the following awards:

- › Higgins Community Service Award 2019.
- › Inclusion Melbourne Volunteer – 5 and 10 Year Volunteering Service Awards

**Thank you Lefteris! Your long term commitment, insight, maturity and unwavering dedication to supporting Inclusion Melbourne fulfills our mission to partner with people for a good life.**

## LEISURE BUDDIES

The philosophy of our Leisure Buddies service is a belief that everyone deserves to have a genuine friendship and an opportunity to enjoy activities in the community.

Matches are created with a focus on shared interests, and our Leisure Buddy volunteers offer an authentic friendship which is based on time freely given.

*"To give your time, energy and commitment to improve the lives of others is a generous gift to give to another".*

### Michelle & Sarah

Sarah is an inspirational Leisure Buddy who spends considerable time and effort organising interesting and fun activities with Michelle. Outings have included ceramic painting, trips to the movies, mini golf, and visits to markets within Michelle's local community. It is no small feat to have become a Leisure Buddy in the middle of a pandemic!

Sarah & Michelle enjoy a mutual friendship, and this has increased Michelle's confidence and sense of inclusion. Michelle is pictured improving her swing at mini golf, and participating in ceramic painting. When I ask Michelle about Sarah there is always a big smile on Michelle's face and she tells me, "She is her friend".

Sarah says, "It is a privilege to be Michelle's Leisure Buddy. Michelle is one of a kind; caring, creative, funny and polite. We both share a love of enjoying life and trying out fun activities together, most recently mini golf where the ball was 'being difficult'. Being a Leisure Buddy has been an enriching experience overall and I think everyone could benefit from having someone like Michelle in their life".

*Michelle at mini golf and a ceramics class.*



### Mark, Shana & Karen

Shana has been a Leisure Buddy with Mark\* since 2019 and Karen was introduced to him in 2021.

Shana has enjoyed being a Leisure Buddy and she says that having the opportunity to meet new friends from different backgrounds is one of the best things about the Inclusion Melbourne Leisure Buddy program. Shana says, "I have such great conversations and spending time together guarantees that we will learn something new each time. Getting together on a regular basis is such an important connection for both of us".

Karen says, "Being a leisure buddy to Mark has served to allow me an opportunity to give back to the community. My time, so far, with him has taught me so much about people with disabilities and their resilience, and it has highlighted how much more work as a community we need to achieve to empower and provide pathways of support and inclusion".

Shana and Karen have become very important people in Mark's life, as they provide an opportunity for him to socialise and chat about his interests. Earlier this year they enjoyed a special outing to the Heide Museum of Modern Art, which was thoroughly enjoyed by all.

Mark's\* real name has not been used at his request.



Heide Museum



### Joel and Cory

In June 2022, I was given the opportunity to expand my Leisure Buddy role with Inclusion Melbourne, by supporting a young man by the name of Cory.

Since then Cory and I have caught up weekly and gone about a number of different activities, ranging from walks, gym sessions, shopping expeditions to Bunnings, coffees and bike rides.

Cory lost his beloved dog in the early stages of our friendship. It's been a challenging time for him as he adjusts to life without her. Cory and I have planned a trip to the Lord Smith Animal Adoption centre to see whether there are any suitable matches for him. I hope he finds his new friend and I can't wait to see how happy he is once he does.

I look forward to my time with Cory. He's an open, articulate and friendly guy with a great outlook on life. He is always smiling and seems to really enjoy our time together too.

I really thank the team at Inclusion Melbourne for giving me the opportunity to regularly interact with Cory and look forward to building our friendship over the coming years.



### community visitors scheme – providing friendship to the elderly

The highly successful Community Visitors Scheme that matches volunteers with isolated, lonely older people celebrates its 30th anniversary this year! Thank you to all our wonderful Community Visitor volunteers.

National Volunteer Week celebration at Inclusion Melbourne, held in May.

National Volunteer Week celebration at Inclusion Melbourne, held in May.

### Kathy and Alex

Kathy is in her 70's, with an independent spirit and a great sense of humour. Due to mobility issues, she has become increasingly more isolated and has welcomed Alex as a treasured friend since the first day they met. Alex is in his 30's and works full time. When he started visiting Kathy, Alex was a new arrival to Australia and she has helped him understand the history and culture of his new country. Alex's warmth and kindness has provided Kathy with companionship and a meaningful friend in her life. Alex visits Kathy regularly and they enjoy chatting or going for lunch at Kathy's favourite place. Kathy and Alex have recently celebrated the 5th anniversary of this special friendship.

### Sam and Boudie

Boudie started visiting Sam in late 2020 and they formed a good connection through regular visits. Sam was already in his late 90's and becoming very housebound due to his health problems. Mutually enjoyable visits involve such activities as Boudie helping Sam with his iPad or bringing a take away meal to enjoy together or watching a movie together or chatting about their lives. Boudie says that Sam is like the grandfather he never had.



### tutors

We would like to acknowledge our wonderful Volunteer Tutors at our East Malvern and Sunshine campuses. Our Tutors freely and generously give their time to help our students on a weekly basis. They undertake one on one activities supporting and empowering students in the classroom, they assist the trainers, and bring to the students a sense of community and belonging.

Our volunteer Tutors say the most rewarding thing about their volunteering is that they develop real friendships with the students. *"They learn from us, and we learn from them".*

Tutor Volunteers have been an integral part of Inclusion Training's Sunshine campus since 2013. As part of this program in excess of 60 Tutor Volunteers have supported students through courses including Initial Adult Literacy and Numeracy, Cert 1 in General Education for Adults, Life Skills and a range of other pre-accredited courses.

Tutor Volunteers build deep connections with students in the classroom and wider community. This commitment is twofold and one that is wholeheartedly appreciated by students, Inclusion Training staff and the wider Inclusion Melbourne family. Some Tutor Volunteers have even gone on to secure Disability Support Professional and Trainer roles and/or pursued other pathways in the industry.



Fur Lama



Cindy & Bree – Sunshine

*“Bree is a cheeky bugger and I like her. She is a good woman. She helps me with art and craft activities, dancing (Abba a favourite) and cooking.”*

*Chloe*

*“Bree is such a nice person to be able to talk to. I laugh a lot which makes Bree laugh and this is a great thing for our body. Bree is very kind and friendly and I like it when she shares stories with me about her children”*

*Codie*

On behalf of Community Support, we thank every Tutor Volunteer past, present and into the future.

### Shirley & Nicole – Phoenix Park

Our Volunteer Tutor Shirley has been volunteering with Inclusion Melbourne since 2016. Shirley is a reliable and valuable member of the team at East Malvern, and is recognised as being patient, kind and caring. Over the years she has developed a wonderful relationship with Nicole, and they are often seen having a laugh and a joke whilst they do their work. On my last visit



Nicole and Shirley



Minh Pham



Hung Pham

*“I enjoy spending time with Carolyne. We go to the library and we have spending a bit of time learning about directions to destinations in the community”*

*Cindy*

to Phoenix Park Nicole said that, “Shirley is lovely, she is kind and helps me do my work”.

Shirley says, “What I love most about Phoenix Park is the vibe; it is warm and fun, and everyone is always happy and greets you with big smile”.

Robert and Liz, our Trainers at Phoenix Park, say that Shirley is very patient with the students; she is understanding, always encourages Nicole to do her work, and helps her stay focused on her learning.

## 2022 community support team projects

### Vic Health – Reimagining Grant Project

This grant has enabled Leisure Buddies (NDIS participants and their volunteers) to expand on their usual activities in the community, and for some, to do something different or out of the ordinary.

Available to all Leisure Buddies, twenty-six participants and their volunteers took up the opportunity and participated in a range of activities, based on their individual interests. There was plenty of choice with Melbourne and Victoria opening up in 2022 with a full calendar of events and activities.

The grant was awarded for the 2020/21 financial year and extended to 30th June this year due to COVID-19 restrictions.

We would like to thank our wonderful Leisure Buddy volunteers who went the extra mile to choose and plan a mutually enjoyable outings with their Leisure Buddy participants.

Examples of the activities included a helicopter joy ride; ‘Frozen the Musical’; a Zoo annual membership and visits; an Archery annual



Christian and Brett on a helicopter joy flight.

membership and sessions; a Sovereign Hill Ballarat visit; an overnight stay at Phillip Island; Gold class Cinema tickets; special restaurant lunches; a manicure and nail treatments; dance classes; a visit to the Heide Museum, AFL footy matches; Ceramic painting lessons; a visit to the Lume Museum; a visit to the Oz Com Melbourne event.

Christian and Brett on a helicopter joy flight.

### Streamlining Projects

A number of projects completed this year have improved our volunteer experience and reduced administration time and effort. They are:

#### The Volunteer Hub

Located on the Inclusion Melbourne website and password protected, the site was completed in May. A competition to launch the site, saw the first eight volunteers to access the site and submit a volunteer activity report win a prize each. Prizes included two ‘as new’ Samsung Galaxy tablets and six \$100 Coles gift card vouchers.

Designed as a ‘go to’ place for volunteers, the Volunteer Hub has up-to-date information about the Community Support team, news

items, articles of interest, important documents, and three new online (Office 365 Forms) forms.

Important documents include Job descriptions, volunteer handbooks and newly drafted Community Support procedures.

### Community Support Procedures

A dedicated suite of easy-to-read procedures specifically for volunteers has been developed and ratified by the Leadership team and Continuous Improvement Committee. The procedures are based on the Community Support team practices, Inclusion Melbourne Policy and Procedures, and the Community Visitor Scheme National Guidelines.

### Online forms (Office 365 forms)

The three new online forms accessible on the Volunteer Hub, enable volunteers to report on their monthly volunteer activity, notify of a change of contact details, and document an incident/accident/injury.

The monthly volunteer activity form is particularly helpful, reducing the time taken to collect data from volunteers each month. Volunteers are sent a text reminder each month with a link directly to the form.

To simplify documentation of an incident, accident, injury, or any concern, a new form called a 'Record of Event' has been developed specifically for volunteers, merging existing forms into one.

### E-recruitment

Replacing manual processes, this project completed over two years is now working successfully. Prospective volunteers accessing the Inclusion Melbourne website, can sight volunteer vacancies, follow prompts to complete an online information session and if interested continue further and complete an online application form.

### Glenda Williamson

## 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	Sarah Curtis	Stefania Gutta
Ishita Agarwal	Nur Ezzatti Daud	Elfi Haley
Athba Albazargan	Rachel Davis	Judy Hamann
Fahimeh Anari	Richard Day	Walter Hanna
Somayhe Anari	Rebekah Delahoy	Jessica Harrison
Daniel Andreotti	Ruby De Luca	Abeer (Abbey) Hassanein
Brendan Annear	Carolyn Den Hartog	Michael Hawkins
Bridget Armstrong	Renuka Dharmaratne	Ellie Hearnes
Alejandro Avendano	Hoang Doan Xuan	Joy Hinson
Emma Bardon	Hayley Douglas	Lee Hirsh
Karen Bassil	Jenny Duong	Steph Hislop
Katherine Bastow	Rosita Fernandes	Binh (Meaghan) Ho
Rania Bishay	Peter Fisher	Jalisa Hodgson
Amber Bowman	Tess Fisher	Emma Holder
Gillian Bourke	Victoria Fleiszig-Marton	Deborah Holmes
Christian Brett	Sharon Flitman	Linda Hughes
Katherine Cail	Narelle Furner	Barbara Hutchinson
Amber Cardwell	Marcia Fyson	Elena Ivanishko
Daniella Carfi	Mona Gendy	Wendy John
Kylie Castan	Dragana Georgioska	Caitlin Johnston
Wing Yan (Yoanna) Chan	Michelle Glanville	Thanushki Kankanange
Adam Chapman	Keeleigh Grant	Abdelrahman (Boudie) Katamesh
Garry Clively	Eliza Grbac	Georgina Koenig
Monica Cooper	Steven Groves	Soumella Konstantinidis

Stephanie Koochew

Cherisha Koshy

Ellie Kostoulas

Kenley Kuoch

Paul Kurta

Oliver Lacy

Shirley Lai

Natalie Lake

Fur Lama

Andrew Lawton

Soak-Mun Lee

Briony Lewis

Alison Lever

Melissa Lionnet

John Lloyd

C. Long

David Luffman

Eva Lui

Brian Lynch

Melissa Masutti

Emma McCaul

Peter McLeod

Aoife McNair

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

Hung Pham

Vu Phuong Uyen (Ellie) Pham

Holly Phillips

Peter Riley

Tara Ring

Carol Robinson

Alison Rogers

Inna Ronge

Maureen Russell

Danya Salinas Guzman

Hanna Sandvik

Janie Scholes

Christine Scott

Janet Self

Lorin Sen

Bethany Smith

Joel Smith

Justin Smyrk

Jieun (Jin) Son

Clara Taylor

Cara Teoh

Edwina Torok

Nicola Torrens

Natalie Townsend

Marek Turski-Szendzielarz

Daniela Veytia Cortes

Yao Wang

Rohan Wardan

Frances Wheeler

Robert Wilson

Angus Wong

Yen Woo

Jordan Wright

Nelson Yeung

Ivan Zulman

### Board Members

Chris Allan

Robert Crosthwaite

Paul Gleeson

Ellie Hearnes

Mark Hearnes

Beverley Jeffreys



## personalised support

Our annual general meeting is always a time for reflection on the year that has passed. We have thankfully begun to see some of the challenges of recent years reduce, which now makes it possible to move forward with a little more certainty and confidence.

Due to improved conditions and circumstances, moving forward has been made easier by never having lost sight of our vision for the future and the goals to be achieved with the people we support. It is particularly during these times that a clear vision of the destination can be so important for people, families and services because if we are not clear on the vision then we will settle for whatever is offered or available. Similarly, you can't get to somewhere better if you can't conceive or envision it.

If we don't know where we are going, someone or something will set the direction and make those decisions for us. These decisions can often be made simply by the circumstances that push us towards reactive and short-term solutions. These solutions will only serve short term needs and ultimately be unfulfilling and leave one looking for the next short-term reactive fix. In the words of Helen Keller "It's a terrible thing to see and have no vision"

A good life enriching vision helps us know where to focus our efforts as well as help us be clear when we are drifting off course and potentially wasting time and energy. A good vision can be arrived at in many ways however an effective starting point is with the identification of important needs first, otherwise you may find yourself implementing solutions before the questions have been explored and clarified. In other words, we should start with the question, "what needs to

be done, what is missing, where can the most good be applied?" rather than start with the answer or what is on offer.

People with disabilities and their families have always believed in and had a vision of a better future, which is why increasingly so many have been seeking more progressive options than the traditional services offered. Major movements for improvement based on vision have often been family led with the first parent movement in the 40's & 50's that led to day and employment services and away from institutions. This model persisted and as families aged, professionally managed services arose to take over and continue these services into the 2000's. We are now experiencing a second family led movement where often parents are increasingly involved in the service design relating to their loved ones, based on their life enriching vision for them.

For people with disabilities and their families it can be easier to establish a vision when surrounded by others who motivate and inspire you. These people can also ask questions that help further clarify or test the vision and help remain "on course" and moving forward when challenges arise or when energy is running low. Over the recent challenging years our services have placed increased attention on this by remaining focused on the vision of a good life we share with the people we support and families.

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

Over the last 12 months, the support coordination team has been joined by 2 new wonderful team members, Michelle and Fiona. Both team members have been a wonderful addition to what is an already passionate and motivated team. Below are a few stories related to outcomes the team has worked towards.

When I first met Jen, she had been living in short term accommodation for several weeks due to her father becoming unwell and needing to go into residential aged care.

Jen urgently needed permanent accommodation and was able to move into a vacant room where a friend was staying, however after initially going well, Jen eventually realised this option was not suitable for her.

The NDIS were not providing responses to Jen's application for accommodation supports even though her accommodation needs had become more critical. Over several months, Jen's IM Support Coordinator continued to escalate Jen's application for accommodation funding, including via lodging formal complaints at Jen's direction. This persistence was critical in securing stable accommodation for her. Her IM Support Coordinator was eventually able to help her locate suitable accommodation where Jen now feels comfortable and happy.

Jen's Support Coordinator has been able to link Jen with good support providers and she is now being supported to increase her community participation and work options through the Personalised Support team at IM as well as continuing to engage with her Occupational Therapist to support her to build independent living skills especially around money management.

With the support of her IM Support Coordinator Julie has recently moved into Supported Independent Living (SIL) accommodation which has been very positive for her.




Julie had been living in the family home with her brother and other relatives in a room that belonged to her mother, who had passed away 5 years earlier. Julie would often speak about her mother as if she was expecting her to return any day and so there was a great concern over her ability to cope with the loss of living in that environment that reminded her of her mum every day.

Julie would never leave her room, except for meal times and to get food from the fridge before going back to her room. She would play video games and watch movies all day and refuse to go into the community even with support and would even neglect her general health and wellbeing.

Julie was supported to understand the move to SIL that was proposed as an option and the family were assisted to introduce the concept of the move to her. Julie accepted and was quite positive about the option of moving into a new home and started talking about the items she would take with her. The Support Coordinator facilitated a few meet and greets with the new house staff Julie would be seeing regularly. She transitioned to the house smoothly. Since moving she has been out of her room most of the time, helping staff with cooking and crafting activities, chatting regularly with staff and going out into the community a couple of times a week. She is now looking to join an art group at her local library.






A new person was referred to our organisation after having recently had a change of over 5 support coordinators at his previous organisation. His mum is understandably worn out and tired of having to explain his situation and put her trust into yet another support coordinator. I was able to jump right in and answer a lot of her questions regarding her son's funding and upcoming plan review. I was able to attend the plan review meeting and supported the NDIA planner to understand the needs of this person and they agreed after much persuasion that this person should have access to the community vs. having to attend a day program (the planner wasn't sure why the person wanted to stop going to the day program and I had to discuss what person-centred planning was and how we were focusing on this as a way to support this young man to achieve his goals and live a more fulfilling life).


## personalised (individual) support

As daily life begins to return to a more familiar routine, the team have been busy locating new opportunities for people we support as well as re engaging with some opportunities that had been put on hold during recent restrictions. In addition, many of the team have been investing time and energy into further training related to highly Personalised employment design and these skills will be further disseminated among all team members in the coming months. A sample of some of the good work being done is outlined below.

Recently, we have supported someone to return to a local nursery where he has volunteered for many years. The role was suspended during Covid and the lockdowns in Melbourne. Finally, after a long wait, the nursery was very excited to welcome them back, asking when his earliest availability would be to return. Many people commented that they missed having him do his job there, as it is a vital part of their system. Everyone remembered his name and he was able to return to his role like no time had passed.




Robin has always had an interest in sport and trying new activities. She came to Inclusion Melbourne wanting to try Karate to learn some self-defense moves to increase her confidence. We supported Robin to find a local Karate dojo where she now attends weekly classes. Robin has loved doing Karate and has already graduated to her next belt with plans to do another exam at the end of 2022.



Callum has recently come to Inclusion Melbourne for personalised support after being enrolled in a day centre. Callum has shown great improvement in many areas in just a few months, like his use of speech and willingness to help with household tasks. Callum's parents have also mentioned how much positive change they have seen in Callum since he began using our supports. Callum also now volunteers at a local riding school helping to feed and care for the horses as this was one of his greater areas of interest.



A young person who previously would be quite withdrawn and not engage with many people or activities, has since started a sewing project and hopes to develop a business from this. They have felt empowered since engaging with a psychologist for the past year, which previously they were opposed to due to negative experiences in the past. This positive outcome has been fostered by having consistent support from Inclusion Melbourne for the past few years, which has enabled them to slowly gain more confidence resulting in them feeling comfortable to engage with a psychologist. This additional support has empowered them to believe in themselves and to dream of a better life for themselves, which in the past seemed impossible to them.



A person we support used to be heavily involved in bowling in their younger years with many trophies displayed across their room. However, in recent months and due to COVID they had not been accessing any form of bowling opportunity. We spoke to them about the possibility of reconnecting them to their past passion and they decided they would like to join a bowling league in their local community. They are now a fully integrated member of the Monday moonshiners league competing under the team name the Leonardo DiCaprio's. She has been welcomed as an equal with many members reaching out to them to offer tips, tricks and a joke or two.

A person who has been with Inclusion Melbourne for a long time and who has a very creative mind likes to write fiction stories about people in their life in their spare time. Recently we spoke to them about using their stories to write, direct and put on a showing of their play to friends, family and the local community. The person was unsure where to start and at first doubted their potential and ability to create something at this level. With encouragement and planning they are now writing their first ever script with plans to have their first showing in February!




Finally, I would like to thank the people we support and those who care about them for placing their trust in us and inviting Inclusion Melbourne to share their vision for a better life. I would also like to thank all other staff at Inclusion Melbourne but particularly the passionate and motivated members of the Personalised Support and Support Coordination teams who continually strive for a vision of a better life for the people they work with, often through challenging times. Their belief in the persons' vision has been so important because for both participants and staff, it provides a destination to strive for and a purpose to keep going, even through the most challenging times. As Nietzsche said, "He who has a why to live can bear almost any how".

**Carmine Laghi**  
Personalised Supports Manager

When I (Inclusion Melbourne Support Coordinator) first met Beth, she wasn't engaged with the community or life really very much. In one case, when attempting to engage in studies, she was escorted from the TAFE grounds for becoming a little overwhelmed and anxious.

Since then, Beth has successfully obtained an ABN and has started selling her flower arrangements at a café close to where she lives and is arranging an account with a wholesale florist shop to source her flowers to make her arrangements to sell as she will make more of a profit buying the flowers wholesale.



She is now enrolled at the Diamond Valley Learning Centre and she is starting Level 2 Certificate in Floristry there next year which is her dream course to do.

Having a vision and clear goals and some understanding, compassion, kindness and belief in Beth has created a positive momentum including her re-connecting with her sisters more often which she really enjoys, and helped Beth see the amazing person she is. It is wonderful to see her so much happier.

I (IM Support Coordinator) have been working with a vulnerable participant to match him with a suitable support worker. I wanted to find someone to provide positive encouragement and ideally speak my participants native tongue, Spanish. I came across a profile for a young Spanish Support Worker who lives close by the person. Since introducing them to each other, I have seen many positive changes in my participant. Changes such as the



participant is now motivated to visit the gym to work on his health and fitness and he has been learning more about being Coeliac and what foods contain gluten by working with his Support Worker and Dietitian. These changes are a big step for the person we support and going to greatly improve his quality of life.

Support Workers play an important part in the life of people with a disability and nothing beats the feeling of finding a great match for someone you support'



I (IM Support Coordinator) was able to support a participant to work towards their NDIS goals of being able to be valued in his community, meet more people, and to be happy and live a good life. The participant was previously in a day program 5 days a week. Through several conversations with the participant and their family, they were more able to envision a better life for the participant. Through effective utilisation of support coordination hours, I was able to facilitate care team meetings, and engage the right providers, and support the participant to reduce the number of days he spends at his day program. The participant now spends two days per week in the mainstream community and has obtained a volunteer role working with horses. The participant has met many new people through engaging in their community. The participant and their family have reported that they are much happier and have grown in confidence. The participant now feels more able to exercise their choice and control and will now express more openly what they do and don't want to do with their life.



Michelle cooking at Armadale

Inclusion Designlab is Inclusion Melbourne's centre for research and development, policy, projects and quality. Our team's combined work and experience in community development projects, research partnerships, quality, practice training, communications, and project design is unique in Victoria's disability sector. Coupled with our independent funding and direct engagement with the Inclusion Melbourne board, the team also functions as a semi-independent systemic advocacy body – one of only a handful across Australia.

The 2021-22 year saw Inclusion Designlab's activities reinvigorated following the long and tedious COVID-19 lockdowns.

Inclusion Designlab's focus continues to be on political and electoral inclusion, oral health, accessibility and quality improvement in third party organisations, marketing collateral design and easy language, facilitating the growth of Circles of support and Microboards, project design, LGBTIQ+ inclusion, NDIS audit readiness, and NDIS family readiness for culturally and linguistically diverse communities.



*Inclusion Designlab worked with the Australian National Research Organisation for Women's Safety (ANROWS) to increase cognitive accessibility in their 2022 National Research Conference.*

## partners and advisory

Academic, peak body and collegiate organisation partners and funders in 2021-22 included a combination of long-term partners and a range of new organisations:

- › Deakin University
- › University of Melbourne
- › La Trobe University
- › Microboards Australia
- › Rainbow Health Australia
- › Department of Social Services ILC Program
- › Transport Accident Commission (TAC)
- › State Trustees
- › City of Brimbank
- › Australian Society of Special Care in Dentistry (ASSCID)
- › Australian Dental Association (ADA)
- › Rainbow Rights and Advocacy
- › Thorne Harbour Health
- › Australasian Academy of Paediatric Dentistry (AAPD)
- › ARCSHS (La Trobe University)
- › Community Disability Alliance Hunter (CDAH, Newcastle NSW)
- › Circles Widen, NSW
- › NSW Council for Intellectual Disability
- › Victorian Multicultural Commission
- › Australia's National Research Organisation for Women's Safety Limited (ANROWS)
- › Yooralla
- › Aruma
- › VALiD
- › Expression Australia
- › C31

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

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

- › Deakin University Graduate Courses Advisory Committee
- › Pride Foundation Australia Disability Advisory Committee
- › Deakin Disability Oral Health Collaboration (and DOHC National Intellectual Disability Health Roadmap Subgroup)
- › City of Brimbank Disability Advisory Committee
- › City of Brimbank Disability Network Group
- › NDIA Independent Advisory Council: Intellectual Disability Reference Group
- › State-wide Disability Network for Culturally Diverse Communities: Victorian Advisory Committee for the National "Speak My Language" program.

## 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 contributes to policy development by offering policy and accessibility consultations to non-disability organisations.

## oral health and disability

In 2021-22, Inclusion Designlab and The University of Melbourne hosted the pilot of an interdisciplinary Community of Practice (COP). The COP brought together an interdisciplinary team of dentists, oral health therapists, speech pathologists, specialists in special needs dentistry, disability support professionals, and people with lived experience of intellectual disability, acquired brain injury, or complex communication needs.

The research findings from this pilot are being used to launch a multi-year COP project and further the planning and interaction between the dental and disability support sectors. The COP research highlighted the gaps in knowledge, awareness, and practice in supporting good oral health, and identified key areas of focus for a longer-term interdisciplinary project.

See [www.inclusiondesignlab.org.au/dental](http://www.inclusiondesignlab.org.au/dental) for more about Inclusion Designlab's oral health work.

## i can vote

a website to help you learn about voting

### i can vote

Inclusion Designlab's work in electoral inclusion commenced in 2013 with articles in ABC Ramp Up and online human rights journal Right Now, followed by research trips to Sweden, Ireland, the UK and Canada in 2016 and 2018. The celebrated first I Can Vote campaign was launched shortly before the 2018 Victorian State Election, with 2022 bringing the second iteration of I Can Vote to the 2022 Victorian State Election later this year.



Roundtables held by Inclusion Designlab and the University of Melbourne in 2021 showed a clear consensus of barriers to political discourse for people with intellectual disability. A national Summit on intellectual disability and political discourse is being planned for 2023.

See [www.icanvote.org.au](http://www.icanvote.org.au) for more about ICanVote.



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

Inclusion Designlab commenced an NDIS-funded ILC (Information Linkages and Capacity Building) 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 Council for Intellectual Disability.

In 2021-22, the team ran 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.au](http://www.cosam.org.au)

## **community of practice – circles of support & microboards (COSAM COP)**

In 2020, Inclusion Designlab invited key organisations involved in our ILC Individual Capacity Building grant to be members of a COSAM Community of Practice (COP). The objective of the COP is to enhance the synergies and economies of scale derived by supporting members in the implementation of the various funded COSAM projects.

The key aspects of the COSAM Community of Practice include a high-level outlook of the projects and the continued integration of material into the National Resource Centre portal [www.cosam.org.au](http://www.cosam.org.au) (a previously NDIS ILC funded project). The Community of Practice is a virtual gathering of approximately 20 members, convened bimonthly, and includes the participation of academic evaluator Deakin University.

A current area of focus is the development of a Guide to support a more reliable and confident process for people seeking a funded Circle of Support or Microboard.

## **Rainbow Inclusion**

Your very rainbow and disability friendly place

### **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 2021-22, our team worked with Deakin University and Rainbow Rights and Advocacy to develop Rainbow Inclusion, a website made with, by and for LGBTIQA+ people with

intellectual disability. This project was part of an unprecedented three-year ILC funded project developing information resources for LGBTIQA+ people with intellectual disability.

Rainbow Inclusion also includes resources about rights, health, identity, self-advocacy, sex and relationships, and communication.

[www.rainbowinclusion.org.au](http://www.rainbowinclusion.org.au)

### **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 Continuous Improvement Committee meetings, conducts internal audits, and ensures the organisation's quality systems are maintained.

In 2022, Inclusion Designlab worked with an external quality consultant to create a report outlining potential opportunities for improvement within the organisation and to create a framework for improved outcome measurement systems. This will guide further continuous improvement activities such as practice coaching, policy updates and training.

Nathan Despott (Manager), Marita Dunphy, Jenna Hepburn and Stephen Wheeler

Inclusion Designlab



## phoenix park report 2022

Another year is almost over, and we have continued to be impacted by Covid-19. The impacts have ranged from; students, staff, and Tutors needing to isolate for several occasions for 7 days to recover from the virus and keep others safe, protocols including masks, sanitizing and social distancing continuing and restrictions on movement within the building. Recently there has been some relief as Stonington Council have removed some restrictions (access to the building is now easier and more access to bathroom areas)

## sunshine campus report 2022

Inclusion Training Sunshine Campus has gone through strength to strength after the pandemic. And back to face-to-face learning in the classrooms and in the community. We are proud of our students and staff who have remained resilient and happy to be back to campus life.

Archana Kadam – Team leader has expressed on behalf of everyone her sincere gratitude and appreciation to the growing team of Trainers and Assessors, Anna and Raman; Student Support



Angelo using technology



Rachel and Sangita cooking

Officers – Joanne, Chantelle, Phil, Raman, Trishna, Archana, Geetha, Claire and Doita who do an amazing job to support our students in their adult learning and well-being.

The highlights of this year were the special visitation from our local Mayor of Brimbank Cr Jasmine Nguyen who came to visit our campus full of zest and enthusiasm to talk about community support for people with an intellectual disability and employment opportunities. At the same time, we hosted our "Biggest Morning Tea" fundraising event for the Cancer Council where we raised up to \$1,150.

## term break program

Over the last 12 months we have run a term break program in the first week of the break. In the lead up to the break students chose activities through a voting process. In the term 2 break students chose a visit to Chadstone, a 10-minute walk from Phoenix Park, a movie day choosing movies to watch and making popcorn and a day of craft activities. The term break programs are being well attended and are an enjoyable break from studies.

## courses/assessments

Currently we are offering four qualification courses across the 5 days of the week. These courses range from a literacy and numeracy certificate through to Certificate 1 in Work Education. There are 6 students completing Work Education which will end in December 2023. This course will finalize the learning journey for this group with an expectation of employment or volunteering roles for those hoping to pursue work.

## pre-accredited students

Students enrolled in a pre-accredited course have engaged in using digital devices (photography), healthy living (food, exercise and community activities) and cooking. Students enjoyed each of these activities especially cooking with air fryers. Some of the recipe's student used were baked potato, spring rolls, scones, nachos and pizza. Mika who delivers these activities has developed many very useful resources not to mention an amazing recipe book for students to take home.

## feedback from students and families

Routinely we seek feedback from students and their families which shapes what we do and how we deliver units across the year.

Feedback is most often positive from both students and their families. Students often comment on their learning, course materials, relationships with other students and the positive environment that we have created here at Phoenix Park.



Families meet with the Trainer across the year both formally and informally at these times families ask about their son or daughter progress. Conversations with family members focus on progress towards a student qualification and support needs.

One family member said, "Continuing education and training is an important part of [my daughter] being able to achieve and sustain a normal life" and this is what Inclusion Training provides.





### staffing

The current support staff team consists of two part time Trainers, two full time DSPs, one full time SSO, one part time SSO and three casual staff. The newly created Student Support Officer (SSO) is similar to the DSP role however the SSO role additionally supports the Trainers and the creation of additional resources. The Phoenix Park staff team has now been working together for the last 4 months and work effectively and consistently to provide every student with quality learning outcomes.

### friendships

Most if not all students will say that friendship is one of the main goals, they have in attending Phoenix Park. We have seen a significant increase in relationships between students while at Phoenix Park but more importantly between student outside of attending class. A number of students have shared their phone numbers with each other and connected on social media, some students have engaged within community with other Phoenix Park students.

### volunteer tutors

We are so grateful to the volunteers who support Inclusion Training and more importantly student attend class. We have a dedicated group of volunteer tutors who turn up regularly to support students with their education all of which are absolutely committed to ensuring that students have the best experience on their learning journey. Thank you to each volunteer (Shirley, Kylie, Marcia, Emma, Jin Son, Ivan, Claire, Linda and Vicki)

### networking (schools and neighborhood centre)

We continue to work with our community to develop links and to have a better understanding of our local community. Recently we discussed the weekly program at the Phoenix Park Neighbourhood House and have organized with some students to 'come and try' some of their regular programs

We are also in the early stages of setting up a student committee and have discussed this with students who think it's a great idea and are keen to participate. Soon we will have elections, committee development sessions and expect the committee to start in term 4.

### work education

We have continued our 22566VIC Certificate I in Work Education course that has developed



our students ready for pre-employment skills and work readiness. Some of the course units such as "Prepare and present sandwiches" and "Prepare and serve espresso coffee" allowed students to show off their gourmet sandwich making and Barista making skills. Followed by; work placements in Retail at Dimmeys and Community Volunteering at The Nourish Project (A food relief program that provides support in the local community). Our students have immensely enjoyed the course gaining new work skills, confidence building and insights to what can be possible for their future employment aspirations and other pathways. This has demonstrated our involvement in the community and blueprint in fostering positive partnerships and collaborations with local businesses and the community.



### other accredited courses

Our other courses 22554VIC Course in Initial Adult Literacy and Numeracy and 22476VIC Certificate I in General Education for Adults



Alex with his gold medal won in Victorian Winter Snow Sports – Skiing

(Introductory) are continuing well with great participation from our students.

This year's journey is made up of beautiful memorable moments and fruitful growth in our campus and we keep working and striving together to create an abundance of learning, growing, creating and fostering meaningful opportunities within our students, families, staff and volunteers.

### pre-accredited courses

Starting Term 3, Inclusion Training has rolled out the pre-accredited course on our campus. The course is designed to be flexible to meet the learner's needs so as to improve their literacy and numeracy skills, confidence and find qualification pathways.

### skills development program

We continue with our 'Skill Development Program' to develop and improve creativity, problem solving and decision-making skills and the ability to communicate and collaborate with others through role play, sports, community participation, music, dance arts & craft activities.

**Judith Price**  
Manager, Inclusion Training

## people, performance & culture

**Our people are our most valuable asset. We would like to acknowledge and thank our dedicated and passionate team of over 80 employees working in various roles, supporting the organisation to achieve its mission!**

There is a lot of heart in our organisation, and we readily share our values, seeing the potential in a person's future.

### celebrating karen henschke's 15 years of service

**We are delighted this year to celebrate Karen's work as a Disability Support Professional (DSP) and long-standing Volunteer at Inclusion Melbourne!**



Karen with former Board member Rebecca King recognising her 10 years service'

Karen, described universally as an exceptional DSP first started at Gawith Villa and has seen the transformation of our organisation to Inclusion Melbourne. Through her volunteering and employment, Karen has supported many service users over the years, first supporting service user Pam as a volunteer with swimming lessons and continuing in that role until the recent advent of COVID restrictions.

As a full-time carer and mother of five children, Karen describes volunteering at Gawith Villa as a major life transition and she loved it from the very first shift.

Encouraged by her friend Brygida Trybala, a coordinator of Gawith Villa at the time, Karen commenced employment after two years of volunteering. Building on her volunteer experience, she supported groups of people with high support needs with swimming lessons and continued to volunteer for thirteen-plus years, in addition to her fifteen years of employment. A wonderful achievement!

Swimming lessons were held at pools in the area including the Harold Holt, Ashburton and Glen Waverley pools. Karen became a strong advocate for the benefits of swimming, especially for those with physical disabilities, and describes it as a joy to see service users' faces light up and their bodies relax when in the pool. Testimony to Karen's advocacy is that she continued to support swimming groups for ten years, up to three days a week. Karen has fond memories of friendships formed at the pool, including the caring taxi drivers who became part of the team.

For Karen, who gained vital work skills when volunteering, the emphasis has always been on enjoyment, teaching new skills, and encouraging independence. Brygida describes Karen's impact on Pam's life in particular, as pivotal to her transition to life in the community, after moving out of the large state institution Children's Cottages Kew. Brygida says Karen's patience and gentle encouragement helped Pam overcome significant barriers to engage in the community. Pam went on to enjoy many community experiences, including a regular coffee and her favourite 'blonde' cake at a local cafe.

Karen says she developed a strong bond with Pam and loved her sense of humour. She says she also learnt from Pam not to make assumptions about a person's abilities. As she



got to know Pam, she realised how skilled she was. Pam didn't have speech, but was able to communicate with gestures and facial expressions and had good receptive language.

Over the years Karen has been involved in a range of goal-oriented group and individual activities at Inclusion Melbourne, including cooking at a local church hall, sailing on Albert Park Lake with 'Sailability', gardening, and many others. She has many delightful stories, about lessons learnt, skills gained, and inclusive, collegiate colleagues, passionate about making a difference in the lives of people with disabilities.

The testimonies of past and present colleagues highlight the qualities that make Karen an exceptional DSP. Described by Brygida as funny, grounded, responsible, honest, down to earth and smart, Tess Lynch, the Manager of Community Support and volunteer supervisor, says that on first meeting Karen, she was impressed by her friendliness, infectious sense of humour, and most importantly her respect for and gentle, caring attitude towards the people she was supporting. Sharyn Beard, the Rostering Coordinator with Personalised Support, says that amongst her many strengths Karen's ability to build rapport and trust with service users and their families stands out.

Currently working at Phoenix Park, Karen is supporting students with pre-accredited training programs that aid work skills and participation in volunteering. Her colleagues Robert Wilson and Liz Hunnekens reiterate the qualities described by others. Robert adds that Karen is also an exceptional Brownie baker; everyone looks forward to the days when she brings in a large batch to share!

To Karen from all of us at Inclusion Melbourne, a sincere thank you for your years of exceptional service and for making a difference in the lives of so many.

You display the best of our organisation: Individuality, Potential, Integrity, and Relationships, and we look forward to your continuing service for many more years to come.

### service awards

The organisation recognises and acknowledges the contribution our employees make to the lives of the people we support. It is a testament to their commitment and dedication. We recognise the following employees who have completed 15, 10 & 5 years of service in the 2021 & 2022 period and extend our heartfelt thanks.

#### 15 YEARS

Tess Lynch - Manager, Community Support  
Karen Henschke - Support Professional

#### 10 YEARS

Lorraine Raskin - Community Support  
Coordinator

5 YEARS

- Marita Dunphy - Grants & Project Officer
- Jenna Hepburn - Project Coordinator
- Simone Bowden - Community Support Coordinator
- Stuti Pandey - Finance Officer

Quotes from our new employee survey

- "It's very rare you get to work for a place that does what you all do. I'm proud to be apart of it"
- "I'm very grateful to be a part of Inclusion Melbourne"
- "Nice to work with people who are passionate about making other peoples lives the best they can be."

digital projects

Prior to the COVID-19 pandemic, the HR & Administration Team considered a number of ways to transform various manual systems, processes and procedures. Last year we set a target to improve efficiency with our systems and software to ensure all HR operations could be processed electronically.

Digital transformation commenced at a steady pace. As a consequence of the pandemic, our digital transformation journey gained momentum. The organisation and our team moved quickly to automate our systems and processes. While the impact of COVID-19 has been difficult in an already challenging environment, and heart-breaking for some families, we can be positive and grateful about

how our employees, particularly our front-line workers, responded.

As part of HR's digital strategy, we have been utilizing the Office 365 suite to automate many of our existing processes to reduce admin time, errors and improve security. This has included developments such as automating digital forms and designing and using online lists, whilst decommissioning our paper-based forms and checklists.

A key digital transformation project involved implementing an employee onboarding process. The onboarding platform integrates with our existing HR and Payroll software. The project's intricacies ensured numerous legislative compliance matters were considered in the process, including; NDIS mandatory screening requirements, Victorian Government COVID Vaccination guidelines and Fair Work legislation. The result is a new online system where HR generates contracts for new employees to accept and complete their new employee documentation online. The system automatically imports details into the payroll module, reducing data-entry time and the potential for errors. Digital transformation projects will continue throughout 2022/2023.

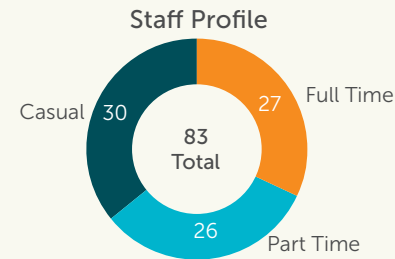
individual flexibility agreements

We recognise that our personal lives continue to pivot as we adjust to our 'new normal' which may impact our professional lives. Inclusion Melbourne continues to demonstrate that we are a family-friendly, equal opportunity employer. We aim to facilitate flexible working arrangements for our employees when required. While ensuring the requirements of the role are still being met, we have approved several individual flexibility agreements throughout 2021-2022.

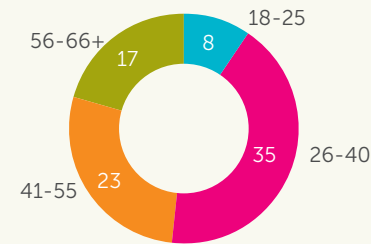
health & wellbeing initiatives

Inclusion Melbourne is committed to the health, safety and wellbeing of its workforce. This year we have focused on promoting and supporting Mental Health & Wellbeing within the workplace. A new Wellbeing portal has been developed for employees to access resources and information. The Wellbeing portal promotes and supports positive mental health and wellbeing. We recognise the importance of a culture where our employees can freely discuss concerns so that they can receive the most suitable support. Our employees are skilled, passionate and engaged. Their health and wellbeing continue to be a key priority for Inclusion Melbourne.

staff at a glance



Age Breakdown / years



Employee Turnover

Start of Period	Hired	Terminations	Total End of Period
89	+24	-30	83

workforce challenges

Changes in legislation with Casual Conversion and SCHADS award changes

The past 12 months have seen changes to Fair Work legislation regarding casual employees and updates to our modern award (SCHADS) following its 4-year review. The implications of these changes have required us to pivot and review our workforce, as well as look into the future for the provision of our services. We collaborated with our rostering team to ensure we are meeting our employer obligations and provided training to the relevant personnel on how these changes would impact our operations.

Staff shortages

Many external factors have impacted our ability to recruit suitable talent for our vacancies in the past 12 months. Our sector in particular has faced a significant struggle with workforce shortages, and we too have felt this in our Personalised Supports department. Low unemployment rates, high demand for skilled employees and an imbalance with more vacancies than jobseekers have created the perfect storm for recruiters. To overcome these challenges, we have strategised and adapted our recruitment process to suit the changing environment. This has also caused a shift in thinking about how we advertise and how we recruit to get the best results in the most time-efficient way. The HR team will continue to improve and adapt to meet the changing needs of the sector and the market to remain competitive and an employer of choice in the future.

Vaccination mandates

This year has seen vaccination mandates introduced by the government for our sector.

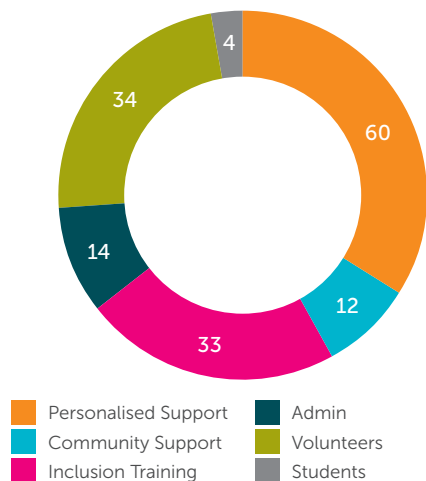
This was enforced to protect the people we support and our employees. It presented a challenge with relatively short timeframes for employers to securely collect employees' evidence of vaccination. A time-consuming task, yet completely necessary from a health and safety perspective as well as a compliance perspective. We are pleased to report that Inclusion Melbourne continues to fulfil the requirements for these mandates as we recruit our future employees.

## learning and development

### Professional development 2021/2022

This year, employees, volunteers, and placement students participated in forty-one professional development events and training courses. Interestingly in comparison to recent years, the majority of courses undertaken by employees, were live webinars or online training, highlighting an increase in the availability of e-learning training programs for professional development.

Professional development participation 2021/2022



### New induction program

Inclusion Melbourne has a new induction program for employees and volunteers. The program, developed with a working party of key stakeholders, includes new and revised content, delivered as a blended program, with a face-to-face workshop and three online learning modules.

The workshop content is structured to reflect that all new workers and volunteers complete the mandatory NDIS new worker module before commencement and explores topics through discussion and case study activities.

The online modules are in Inclusion Melbourne's Learning Portal and include an introduction to Inclusion Melbourne, manual handling and infection control.

### Online training for 2023

In addition to the induction program, work has commenced on a suite of online professional development courses. Using content from our subscription to ETrainU's 'Workforce Essentials' (for disability workers) employees and volunteers will be able to enroll in any one of over thirty-five online courses via Inclusion Melbourne's Learning Portal.

Courses cover a wide range of topics and are categorised under the NDIS Practice Standards of Provider Governance, Provision of Supports and Rights and Responsibilities.

### Employee value proposition project

Throughout the year, we have been researching and investigating the benefits of developing and implementing a meaningful EVP. In the year ahead, the HR team will focus on this project in greater detail to launch Inclusion Melbourne's EVP in 2023. Existing employees will be consulted and encouraged to participate

in conversations and surveys seeking feedback and suggestions. We trust that defining and committing to our EVP will encourage retention within our workforce and assist us to attract top talent in the market when we recruit, as an employer of choice.

### Employee benefits

All our employees now have membership and access to an App providing retail and hospitality discounts across the country. The App also hosts online wellness events and useful mindfulness resources.

## our people

We acknowledge and thank all of our employees who worked with Inclusion Melbourne during 2021-2022. our staff

### Leadership

Andrew James	Chief Executive
Carmine Laghi	Manager Personalised Supports
Hayley Sen	Manager ICT & Projects
Judith Price	Manager Inclusion Training
Kathy Lewer	Manager People Performance & Culture
Nathan Despott	Manager Inclusion Designlab
Rohini Padey	Manager Finance
Tess Lynch	Manager Community Support

### Administration/Finance/HR

Alannah Smith	Human Resources Officer
Joleen Hunter	Finance Officer
Liza Coburn	Intake Coordinator
Sally-Anne Baldry	Business Support Coordinator
Stuti Pandey	Finance Officer
Zoe Spurling	Business Support Officer

### Community Support

Catherine McLoughlin	Administration Officer
Gaye Berry	Community Support Coordinator
Glenda Williamson	Project Officer
Jacqueline Robinson	Trainer
Lorraine Raskin	Community Support Coordinator
Simone Bowden	Community Support Coordinator

### Inclusion Designlab

Jenna Hepburn	Project Coordinator
Marita Dunphy	Grants and Project Officer
Stephen Wheeler	Continuous Improvement Officer

### Inclusion Training

Anisha Baveja	Administration Officer
Anna Shelton	Trainer & Assessor
Archana Kadam	Team Leader
Archana Yadav	Student Support
Chantell Leota	Student Support
Claire McConnell	Student Support
Doita Datta	Student Support
Elizabeth Hunnekens	Trainer & Assessor
Geethanjali Edara	Student Support
Jane-Marie Black	Student Support
Joanne McConnell	Student Support
Katie Jones	Student Support
Leonard Chu	Student Support
Monika Sowunmi	Trainer/Student Support
Otto Toth	Student Support
Phillip Panting	Student Support
Pik Lee Foong	Student Support
Ramandeep Kaur	Trainer/Student Support
Robert Wilson	Team Leader
Sangita Yeranagula	Student Support
Siqi Ai	Student Support
Stephen Wheeler	Compliance Officer
Trishna Paudel	Student Support

## Personalised Supports

Airam Mendoza	Support Professional
Asha Brodel	Support Professional
Ashleigh Dougherty	Team Leader - NDIS Support Coordinator
Ashley Oakland	Support Professional
Ayden Reiss	Support Professional
Belinda Tankard	Support Professional
Belle Le	Support Professional
Bianca Davis-King	Support Professional
Billie Russell	Support Professional
Bryley Burns	Support Professional
Campbell Dawes	Support Professional
Cassandra Bayden	Community Inclusion Officer
Chiyo McCrea	Support Professional
Connor Karambinas	Support Professional
Daisy Berry	Support Professional
Daniel Riley	Support Professional
Danielle Wijesekara	Support Professional
David Tasker	Support Professional
Eliza Sheehan	Support Professional
Emma Couch	Support Professional
Emma Holland	Support Professional
Emma Scally	Support Professional
Erin Campbell	Support Professional
Farhang Nazaryan	Support Professional
Fiona Scarlett	NDIS Support Coordinator
Frances McNair	Support Professional
Greg Artemiou	Support Professional
Harvey Munday	Team Leader - Community Development
Jarrah Crane	Support Professional
Muhammad Javed	Support Professional
Jessica Jaensch	NDIS Support Coordinator
Jessie Skillkicorn	Support Professional
Joseph Fernando	Support Professional
Julia Rundle	Community Inclusion Officer

Karen Henschke	Support Professional
Karis Hawkins	Support Professional
Kate Van Sebillie	Support Professional
Katelin Tucker	Support Professional
Katey Lander	NDIS Support Coordinator
Katrina Smart	Support Professional
Khagendra Gurung	Support Professional
Kurt Chu	Support Professional
Leticia Hodson	Support Professional
Louise Parker	NDIS Support Coordinator
Luke Wachinger	Support Professional
Matthew Guthrie	Support Professional
Matthew Hartigan	Support Professional
Melissa Takada	Support Professional
Michael Rutter	Support Professional
Michelle Hall	NDIS Support Coordinator
Ruth Baigorria	Support Professional
Sharyn Beard	Rostering Coordinator
Shravani Brahme	NDIS Support Coordinator
Stacey Boyd	Support Professional
Stephanie Mobbs	NDIS Support Coordinator
Suzanne Lau Gooley	Support Professional
Suzanne McCarthy	NDIS Support Coordinator
Therese Breen	Support Professional
Thua Tin Van	Support Professional
Vanessa Di Bartolomeo	Community Inclusion Officer
Wendy John	Support Professional
Wendy Peters	NDIS Support Coordinator

*I would like to acknowledge and extend my personal thanks to the following team members; Sally & Zoe, Business Support, Alannah, Human Resources & Glenda, HR Projects for their unwavering support not only to myself but to the whole organisation.*

**Kathy Lewer**  
Manager, People Performance & Culture

## ICT & projects

We are moving past the impact of Covid-19; our staff are now working in a blended working arrangement utilising the technology and systems put in place. Our efforts to make further enhancements in our technology and systems at Inclusion Melbourne remain a priority. Our aim is to continually improve our processes and systems to create a more efficient and effective working life for our staff in order to deliver better value to our participants by integrating technology into all areas of our organisation.

### microsoft 365

We have completed Microsoft and Adobe Document Cloud integration for all our SharePoint / One Drive Users has been implemented. This enables us integrated, seamless tools for viewing, creating, and modifying PDFs in the cloud (no need to download PDF's to edit, then upload).

Visio for Microsoft 365 has also been enabled into our tenant for ease of creating diagrams and flowcharts for our staff.

We are further utilising the capabilities of Microsoft 365 by using functionalities such as Forms, Power Automate, Flow to streamline and ease manual tasks.

### conga

The implementation of Conga Sign has been finalised, a new Service Agreement template developed. All our Service Agreements are now automated, utilising an electronic signature functionality. This intuitive functionality has proven to improve our user experience and has automated the manual process of emailing or posting our Service Agreements. All our signing activity is now automatic Audit Trail to document detailed transaction information.

We receive status updates and are able to track signature activity from send to sign—the signature data written is recorded directly into Salesforce the result being a legally valid electronic signature, with no manual tasks.

### skedulo

Our electronic timesheets project has been finalised, all our Direct Support Professionals are now utilising Skedulo mobile application to capture their worked hours and travel, creating great efficiencies in our Personalised Supports and Finance Departments.

### pendula

- › Utilised for all our participant and primary contact communications
- › Several automatic communications setup, low touch more engagement

### fibre upgrade project

Utilising online systems and transitioning to the cloud means, reliance on quality internet connection. We have upgraded our Fibre Internet at our Armadale office from 50/50 Mbps to 1000/1000 Mbps, to ensure our staff are equipped with the resources they require to work efficiently and effectively.

### systems improvements

Several new releases to our core systems Lumary (Salesforce) and Skedulo have been deployed. These new releases improve our user experiences by enhancing operational activities reducing manual tasks and creating efficiencies.

There have been significant internal system modifications and improvements accomplished this past year to meet our organisational needs.

**Hayley Sen**  
Manager, ICT and Projects

## partners and supporters

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

## government partners



## community partners







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Inclusion Melbourne Inc.



InclusionMelb

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