

impact  
report  
2016



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

*Cover image:* Minister Martin Foley and Thomas Banks, advocate, author & performer, at the Gawith Lecture.

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

## about inclusion melbourne

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

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

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



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

## our vision

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

## our mission

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

## our values

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

We will embrace individuality by:

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

**potential.** the inherent ability or capacity for growth

We will see the potential of all persons by:

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

**integrity.** to consistently act on sound moral principles

We will act with integrity by:

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

**relationships.** a significant connection existing between people and communities

We will foster relationships by:

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

## president's report

This past year has been a significant one for Inclusion Melbourne and the disability services sector. With the introduction of the NDIS, a once-in-a-generation reform, I reflect on our Vision which is for people with intellectual disability to live in an inclusive community, where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens, and our Mission which is to provide people with every opportunity to do the things they want to do, with the people that matter to them, in accepting and inclusive communities, and feel confident that our preparation for the NDIS means that our Vision and Mission will continue to be realised.

Guiding the organisation through this critical time has been a prime consideration for the Board who has worked closely with the Executive Team to undertake an Organisational Assessment and Review which will in turn lead to the development of a revised Inclusion Melbourne Strategic Plan. Our new plan will provide the organisation with a clear direction and dedicated blueprint for the future that will allow us to respond to the opportunities and challenges that will come our way.

As President, I am committed to ensuring Inclusion Melbourne remains sustainable in what is now a competitive marketplace. We will need to continue to be highly responsive and adaptable to the changing sector we provide support and services in and importantly continue to offer our current and future clients a high quality and trusted partner that can respond to and provide support for their needs. We are now serving more than 100 clients and their families. Inclusion Melbourne's 2015-16 financial results demonstrate the strong foundations of the organisation which support us continuing to be sustainable and effective.

We continue to build our business through adopting a proactive and innovative approach recognising that it is not only the person we

serve but their families and the volunteers who provide the much needed, tireless and dedicated support. Inclusion Melbourne has launched an innovative concept of the Inclusion Designlab. Inclusion Designlab is a 'one-stop shop' that provides information and undertakes research to assist not only our clients and their families, but others in the sector and is also being recognised both here in Victoria but also in other States.

“we are now serving more than 100 clients and their families.”

I cannot let a report go by without acknowledging the amazing efforts of our some 200+ volunteers. I and the Board offer our heartfelt thanks to all of you and you continue to be the lifeblood of our organisation.

I would like to thank my Directors and the staff and Executive Team who provide continued passion and commitment and look forward to what we will achieve together in the year ahead.

Chris Allan






## highlights



### gawith lecture

In August, Inclusion Melbourne, together with the Gawith Foundation hosted its annual Gawith lecture, this time featuring the Minister for Disability Services, the Hon Martin Foley, discussing the introduction of the National Disability Insurance Scheme



### voting rights - VEC & university of melbourne law school

A project that Inclusion Melbourne has been working on for a number of years has been to raise awareness of the rights of people with intellectual disability to register and vote in elections. This past year we worked alongside the Victorian Electoral Commission and the Melbourne Law School at the University of Melbourne to conduct workshops for young people to explain the process of voting



### we all have dreams

Inclusion Melbourne celebrated National Youth Week by launching a photographic exhibition accompanied by written and artistic pieces prepared by some of the students of our Discovery pathways program, supporting young people to transition from school into community based activity while completing nationally accredited training. The images were exhibited at Brimbank City Council.



### art exhibition

With the support of the Besen Family Foundation and Stonnington City Council we were pleased to be able to host an exhibition of artworks created during the year by a number of artists we support who engage in their love of the arts with volunteer art mentors in community art studios.

## our volunteers

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

Cherry Adithepsatit

Ishita Agarwal

Ashish Agrawal

Vicki Alipasinopoulos

Noelle Alphonso

Jenny Allen

Dellonira (Deya) Amariles

Beatriz Andres-Marino

Barbara Annal

Paola Araiza Alba

Bridget Armstrong

Grace Astill-Torchia

Daniel Baker

Travis Banko

Emma Bardon

Emma Barlow

Lindsay Bayne

Zoe Bearlin

Dini Belgraver

Adrian Bennett

Merril Bennett

Smita Bhatnagar

Freya Black

Tetyana Bobokalo

Ruby Bovill

Amber Bowman

Elizabeth Briggs

Ashleigh Brimble

Tina Bui

Helena Burmistrov

Katherine Cail

Linda Cain

Hoa Thi Thu Cao

Janine Capuli

Margaret Carroll

Kylie Castan

Arshpreet Chadha

Romila Chatterjee

Clara Chen

Crystal Chown

Cindy Chu

Mason Coles

Mitchell Collins

Roni Collyer

Micha Couell

Anthony Cowan

Eliza Craigie

Judith Cyngler

Hanna Daczjer

Elizabeth Daff

Nam Dang

Skye Davey

Toni Davidson

Richard Day

Riddhi Desai

Barbara Dick

Lancelo Dimokari

Lisa Do

Laura Dockendorff

Helen Dowdell

Tim Dowdell

Mary-Jayne Drury

Justin Dunne

Evana Durack

Sean Dwyer

Yasangie Edirisinghe

Latifa Elmrini

Suzanne Esposito

Sandra Eterovic

Anne Evans

Peta Faehse

Mary Farbrother

Rosita Fernandes

Nithya Fernandopulle

Sharon Flitman

Kerin Fogarty

Marcia Fyson

Jill Gadsden

Nick Galtieri

Raymun Ghumman

Anthea Gibbons

Kristen Gillies

Jessica Glaser

Veronica Goldring

Liesel Gonzalves

Samantha Graham

Steven Groves

Felipe Gutierrez

Sue Guzick

Richard Habgood

Terry Hall

Sebastian Halse

Hilary Harland

Mary Harmer

Vaibhav Hassija

Karen Henschke

Happy Herawati

Norma Herman

Marcelle Hermon

Lee Hirsh

Jack Hodge

Jalisa Hodgson

Mak Hoeng

Emma Holder

Deborah Holmes

Rita Huang

Linda Hughes

Kelly Ingram

Brian Jackson

Mary Jackson

Sumitha Jayaram

Inga Jayasinghe

Ella Jeong

Sherry (Chan) Jiang

Wendy John

Elisheva Jones Resnik

Archana Kadam

Nooshin Karimi

Suangi Karunaratne

Polly Kenna

Aziz Khan

Ishfaq Khan

Muhammad Faheem Khan

Lynn Khoo

Tom Kielczynski

Gayoung Kim

Sarah Klink

Helen Kludt

Kamal Kola

Ellie Kostoulas

Sophany Koy

Paul Kurta

Michael Lafferty

Leanne Land

Peter Lambroglou

Suzanne Lau Gooley

Amy Lee

Lisa Lewis

Matt Lewis

Huilim Lim

Ting-Yu Lin

Heather Little

Lillian Liu

Shehan Liyanage

Monica Lo Presti

Melanie Loncar

David Luffman

Quang Luu

Ky (Kate) Ly

Brian Lynch

Kristy Major

Jimmy Mai

Aouana Marzia

Udeshi Mallawarachchi

Marie Mandicos

Melissa Masutti

Tess McCarthy

Jeff McLean

Leah McMahan

Libby Meagher

Chutima (Tima) Melia

Shechinah Meerwald

Sachith Mendis

Teresita Mina

Prativa Mishra

Daniel Missen

Maria Moffat

Mike Moffat

Melany Moore

Annabel Morris

Erol Montejo

Brent Moreau-Tucker

Anna Mostovaia

Clara Muhammad

Conor Mulcahy

Dot Nathan

Julia Nemec

Mai Nguyen

Tam Nguyen

Thao Nguyen

Adam Nicholl

Lucy Norvill

Hamza Oner

Kimberley Ong

Christopher Orr

Angela Panettieri

Ashu Parashar

Eleftherios Patlamazoglou

Claire Pedersen

Lia Pedetti

Elizabeth Pedler

Ryan Pereira

Michael Pope

Fay Powell

Surya Prakash

Ann Quixley

Sonal Raut

Graham Rhodes

Harley Richards

Luke Riley

Sarah Roberts

Laura Robson

Alison Rogers

Sarah Romero

Clare Roser

Abigail Rozenberg  
 Maureen Russell  
 Shameema Saleem  
 Joy Sanderson  
 Hannah Sandvik  
 Lalita Saripalle  
 Manasa Saripalli  
 Janet Savage  
 Christine Scott  
 Kerrie Scott  
 Bonnie Shale  
 Yuxia (Bonnie) She  
 Hamoutal (Tal) Silverstein  
 Sarah Siran  
 Jessica Smith  
 Justin Smyrk  
 Natascha Somo  
 Ashley Stephens  
 Aradhana Sud  
 Deesha Sungilee  
 Jacob Sutton  
 Hannah Swartz  
 Paul Tan  
 Jane Tandamrong  
 Cecilia Tandoc  
 Clara Taylor  
 Leesa Taylor  
 Desiree Temling  
 Priya Thomas  
 Gail Thomson  
 Mia Timpano  
 Steven Ting  
 Chris Trinh  
 Brygida Trybala  
 Natasha Van Leeuwen  
 Shital Velamkar  
 Muktha Venkataraman

Lakshmi Venkatasubramanian  
 Daniela Veytia Cortes  
 Anna Vu  
 Simon Wagstaff  
 Lori Walker  
 Tracey-Lee Walker  
 Jean Wallace  
 Yao Wang  
 Olivia Wells  
 Si Qi (Chee) Wen  
 Haoyang Weng  
 Frances Wheeler  
 Tara Willis  
 Patricia Wilson  
 Sayema Withers  
 Angus Wong  
 Jennifer Wong Angeles  
 Sarah Woods  
 Dongji (Shel) Wu  
 Sara Wurcker  
 Mia Yao  
 Jasmine Yeow  
 Sangita Yeranajula  
 Kenneth Young  
 Emma Yue  
 Eric Zhang  
 David Zulman  
 Wally Zylberberg

**board members**

Chris Allan (President)  
 Eileen Armato  
 Michael Brand  
 Chris Coughlan  
 Bob Crosthwaite  
 Paul Gleeson  
 Rebecca King  
 Bill Norris

during 2015 / 16, inclusion melbourne...

supported **226** volunteers including **38** people with intellectual disability

and worked alongside **77** people with intellectual disability

to deliver **17,567** HOURS OF SUPPORT, of which **16,161** HOURS directly supported people with intellectual disability

**COST** TO OPERATE PROGRAM **\$203,521**

**VALUE** generated for the people we support at scheduled NDIS rates **\$908,839**





## chief executive officer's report

It is my pleasure to present my report for the 2015 / 16 year. Over the past year the organisation has continued to implement our strategic plan, which is focused on four key areas: preparing for the National Disability Insurance Scheme; improving our organisational performance; promoting good practices and research that supports and enhances the lives of people with intellectual disability; and building the capabilities of the volunteers and staff.

This work continues, and over the past year I am pleased that we have reached out to all off the people we support and their families to provide information on the NDIS and when it will be implemented in their local area. Further, we have hosted over two-dozen workshops for families in understanding and preparing for the NDIS. We are pleased that through this process of supporting families to imagine better lives, and of undertaking detailed pre-planning, they have been able to accurately articulate their needs as individuals and as a family. It is intended that in line with the aspirations of the NDIS that these people will begin to receive reasonable and necessary supports based off this work, and at the time of writing I am pleased to report that the first people we support and their families have been able to secure plans that for the first time recognise their global needs.

I am also very proud of the work in launching the Inclusion Designlab and Inclusion Training. Together with our core business of supporting people to imagine better lives and developing lives of distinction within the local community, these new arms will support and learn from our sixty-five years of dreaming of better lives for people. The role of Inclusion Designlab is to pursue answers to the questions raised by the hundred people we support and their families and carers. Questions such as 'How do I vote?' or 'Where do I go to get help for my teeth?' or 'How can I participate on my local council's Disability Advisory Committee?' Through partnering with philanthropic foundations we can commit the time and effort to develop resources and training

that not only benefit the people we support, but also other people with intellectual disability and their families and carers. Evidence of our work is beginning to mount, with materials developed by the Designlab being sold and adapted for use in Western Australia and Queensland. Likewise, electing to use the name Inclusion Training for the delivery of nationally accredited training as a Registered Training Organisation very clearly states our intentions to provide people with intellectual disability with every opportunity to become valued members of their community. Over time, both services will grow and broaden their reach.

None of this work is possible without the support of a dedicated team. I am always indebted to our management team, who ensure that our organisational values are reflected in every action that we take. I am also energised at the tremendous contributions of our board and volunteers, who collectively have donated many thousands of hours this year to improve the lives of the people we support, and finally, to all of our staff, some of whom have celebrated twenty years with the organisation – at a time when attention spans are measured in minutes, the dedication of staff being measured in decades in priceless.

Daniel  
Leighton



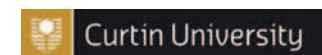
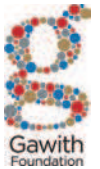
## partners and supporters

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





## treasurer's report

It's my pleasure to present the treasurer's report for 2015-2016. Inclusion Melbourne has reported a surplus from our operations of \$43,193 which reflects continued improvement and a focus on ensuring the financial health of the organisation. This result was achieved via careful oversight and management of our budget and I would like to thank my colleagues on the Finance, Audit & Investment committee of the board as well as our Chief Executive Officer, Daniel Leighton and Finance Manager in achieving this result, which was ahead of our budget target.

The NDIS is almost upon us and the organisation continues to adapt to a new market environment, with significant work being undertaken to develop and implement an accurate costing methodology. Inclusion Melbourne is utilising the NDS / Curtin University Costing and Pricing tool, and with the assistance of the Global Consulting Group is refining the data so as to assist management and the board to be able to make informed decisions about future service and strategic directions.

Some key financial highlights during the past year have been:

- The first sales of resources and training developed by the Inclusion Designlab, our new in-house research, development and innovation arm
- The receipt of over \$150,000 in philanthropic support, largely supporting the project work of the Inclusion Designlab
- Support from the Commonwealth Government to continue to retrofit our premises with energy saving technology so as to provide reduced operating expenditure
- Continued growth in Inclusion Training, our Registered Training Organisation, which has increased its income by 112% in the past 3 years.

In closing, I would like to acknowledge the tremendous work of our finance and administration team of Lucy, Alannah, Hanna, Bonnie and led by Kate Langford for making this past year a successful one. I would also like to pay a special acknowledgement and thanks to our administration volunteers Sachith Mendis, Frances Wheeler and Heather Little for their valued contribution and continued support of Inclusion Melbourne.

Michael Brand




## statement of comprehensive income for the year ended 30 June 2015

2015	INCOME \$	2016
2,293,585	individual support packages and government contracts	2,629,459
658,307	donations and contributions from philanthropic organisations	586,005
430,242	service user contributions	233,906
16,702	interest received	11,354
200	profit on sale of assets	330
36,285	other income	52,025
<b>3,435,321</b>		<b>3,513,079</b>

2015	EXPENDITURE \$	2016
159,844	building and property	140,487
22,626	housekeeping expenses	21,782
285,111	administration and project expenses	242,231
16,765	staff training and public relations	29,744
710,062	program funding	690,233
2,178,082	salaries	2,318,168
53,204	transport	27,241
2,162	sundry expenses	
<b>3,427,856</b>		<b>3,469,886</b>

2015	TOTAL \$	2016
7,465	Surplus/(Loss) before income tax	43,193
-	Income tax expense	-
<b>7,465</b>	<b>Surplus/(Loss) from operations</b>	<b>43,193</b>

## our staff

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

### administration

Alannah Smith	Office Manager
Bonnie She	Finance Officer
Daniel Leighton *	Chief Executive Officer
Hanna Dajczar	Administration Officer
Kate Langford	Finance Manager
Kathy Lewer *	Manager, People, Performance & Culture
Lucy Norvill	Quality Officer

### personalised supports

Alicia Barber	Support Professional
Sharyn Beard	Support Professional
Nicolas Bolger	Support Professional
Tali Brash	Support Professional
Kurt Chu *	Support Professional
Bianca Davis-King	Support Professional
Lisa Do	Support Professional
Paul Fawdon	Support Coordinator
Serena Ferraro ***	Support Coordinator
Anna Forbes	Support Professional
Claire Forbes	Support Professional
Jillian Gadsden **	Support Professional
Katy Gagliardi	Support Professional
Vilda Gopal *	Support Professional
Robyn Gray ***	Support Coordinator
Fiona Gur	Support Professional
Susan Guzick	Support Professional
Matthew Hartigan *	Support Professional
Nicola Hayes	Support Professional
Karen Henschke *	Support Professional
Sheila Kennedy *	Support Professional
Eva Kesser	Support Professional

Jack Kim *	Support Professional
Ashvi Kothandaraman	Support Professional
Carmine Laghi ***	Manager Personalised Supports
Suzanne Lau Gooley	Support Professional
Autumn Leary	Support Professional
Eric Lebon *	Support Professional
Maria Light	Support Professional
Lauren Mandel	Support Coordinator
Pamela Marshall	Support Professional
Janna McKittrick **	Support Coordinator
Karyn Nikora	Support Coordinator
Stella Prideaux	Support Professional
Sue Readman	Support Professional
Michaela Roper	Support Professional
Margaret Rosel	Support Professional
Rebecca Ryan ***	Support Coordinator
Hayley Sen	Support Coordinator
Tanjiv Singh	Support Professional
Monika Sowunmi	Support Professional
Tin Van Tin	Support Professional
Dianne Trevaskis ***	Support Professional
Brygida Trybala *	Support Professional
Erin Watson	Support Professional
Patricia Wilson *	Support Coordinator
John Ziino	Support Professional

### volunteering

Tess Lynch *	Manager, Volunteers
Nicola Kolb	Friendly Visitor Coordinator
Lorraine Raskin	Leisure Buddies Coordinator
Jacqueline Robinson *	Trainer
Michelle Wilcox	Trainer

### inclusion training

Anisha Baveja	Support Professional
Lisa Buchner	Trainer & Assessor
Leonard Chu *	Support Professional
Carlo de Bono	Trainer & Assessor
Karen Eadie	Trainer & Assessor
Liz Hunnekens	Trainer & Support Professional
Heidi Kasper	Trainer & Assessor
Leanne Land	Support Professional
Susan Petterson	Support Professional
Judith Price	Manager, Inclusion Training
Leyla Sirin	Support Professional
Natascha Somo	Support Professional
Carol Troia	Trainer & Assessor

### inclusion designlab

Francesca Davidson	Communication & Grants Officer
Nathan Despott *	Manager, Designlab
Paul Matley	Project Officer
Alice Nicholas	Project Officer
Rachel Paterson	Grants Officer

\* denotes 5+ years of employment

\*\* denotes 10+ years of employment

\*\*\* denotes 15+ years of employment

Carmine Laghi, Manager Personalised Supports who this year has celebrated 21 years with Inclusion Melbourne.





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 Inclusion Melbourne Inc.  InclusionMelb

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