

impact
report
2013-2014



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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.

Photography by Dean Schmideg / dean@sicore.com.au
Design by Justin Smyrk / smyrk@optusnet.com.au



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 seen Inclusion Melbourne further our growing relationship with the people we support and many local community members. The rapport we share enables us to take purposeful strides towards our eventual goal – inclusion for all people. Without the extraordinary efforts of our volunteers, achieving our goals would not be possible. We have more than 200 people across Melbourne volunteering their time and friendship, which makes a life changing difference for the people we support and I would like to thank them all.

An exciting event in the history of the organisation was the opening of a new office. In the presence of the local members Telmo Languillier MP and state member Marsha Thomson, our new Sunshine office opened in June 2014. This is set to generate exciting opportunities for school leavers with the launch of the Discovery Program and much needed support for the families of people with a disability living in Melbourne's Western suburbs.

Continuing our desire to change community attitudes, we held our annual Gawith Lecture. The 2013 Gawith lecture speaker was Laurie Harkin AM, Disability Services Commissioner, who spoke on the complex topic of ensuring safeguards for people in the community. In early 2014 we had the honour of hosting Richard Bernstein, an American civil rights lawyer, blind from birth, who travelled from the United States to deliver this year's Gawith Lecture, attracting extensive media coverage. Richard was an inspiration to all he met during his time in Melbourne and many friendships have stemmed from his visit.

Underpinning all that we do is a strong belief in evidence based practices – as exemplified by our new commitment and partnering with Curtin, Deakin and the University of NSW. This partnership leverages Australian Research Council funding, and will examine independently supported living arrangements for people with an intellectual disability. With an NDIS on the horizon, we hope that many more people with an intellectual disability will be able to enjoy living in their own homes, rather than in group settings, with housemates that they don't know. The board is now concentrating on preparing for the NDIS and while our thinking is well advanced, we have work to do to make certain the organisation

and the people we support are best placed for the transition. Working with the people we support and their families to provide plenty of information is a key goal for the board; we seek that the people we support and their families will confidently join the scheme from 2016.

I offer many thanks to my fellow directors and the management team who continue to seek that Inclusion Melbourne provides the highest level of support to the people we work with and help us maintain our role in pioneering change in the community. In particular, I would like to acknowledge and thank Joan Cooney and Chris Gahan OAM for their contribution to the board over the past decade, as both are retiring at the Annual General Meeting. It is worth noting that Chris's involvement stretches back to the 1950s, when his father served on the board and Chris volunteered for the then Gawith Villa – an amazing, lifelong contribution.

Chris Allan
President




2013 highlights



June 2013

Discovery begins – Trang with a trainer working from a temporary office Sunshine.



October 2013

New volunteers in training. Over the year we recruited and trained over 70 volunteers.



november 2013

Laurie Harkin AM, Disability Services Commissioner, delivered the oration at the 2013 Gawith Lecture and spoke on the importance of ensuring safeguards for people with disabilities.



december 2013

Adult learners being recognised for their studies throughout the year. Importantly two learners graduated with nationally accredited qualifications they completed during the year.

2014 highlights



february 2014

- ▲ Some of our artists and their mentors held an inclusive exhibition at the Fire Station Print Studio in Malvern.
- ◀ A morning tea to say thank you to the Mentone Ladies Golf Club after the club raised over \$5,000 to support our work.



march 2014

Richard Bernstein, international human rights lawyer delivered the 2014 Gawith Lecture on the topic of inclusion. Richard, as a guest of Inclusion Melbourne, also gave numerous media interviews and was guest of honour at a luncheon at the Victorian Parliament.



april 2014

An inclusive team of gardeners, including people we support won first prize for the Vegetable Challenge at the Melbourne International Flower and Garden Show.



july 2014

After months of hard work, the Hon Marsha Thompson MP officially opened our office in Sunshine, where we proudly work in a community hub alongside other youth focussed organisations.

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:

Jessica Adams
 Ashish Agrawal
 Vicki Alipasinopoulos
 Bridgett Allen
 Jacqui Allen
 Ibrahim Alrayes
 Hussain Alrikabi
 Amer Sheikh Al-Zaquan
 Perina Amini
 Beatriz Andres-Marino
 Sophie Balchin
 Travis Banko
 Elizabeth Baratto
 Emma Bardon
 Lindsay Bayne
 Swetha Bayyrapu
 Sharyn Beard
 Samantha Beinke
 Dini Belgraver
 Julia Bell
 Merril Bennett
 Smita Bhatnagar
 Sue Black
 Tetyana Bobokalo
 Teresa Bolster
 Amber Bowman
 Ben Bramble
 Helen Braun
 Bill Breitbardt
 Olivia Brown
 Julian Brophy
 Kate Brophy
 Linda Cain
 Jena Capes
 Daniel Caporale
 Samantha Carey
 Margaret Carroll
 Kylie Castan
 Sian Chapman
 Channy Chen

Crystal Chown
 Bruce Copland
 Anthony Cowan
 Brittany Craig
 John Cresswell
 Judith Cyngler
 Tien Dang
 Skye Davey
 Georgina Davie
 Richard Day
 Barbara Dick
 Lancelo Dimokari
 Lisa Do
 Linda Doherty
 Helen Dowdell
 Tim Dowdell
 Mary-Jayne Drury
 Justin Dunne
 Evana Durack
 Amanda Ellul
 Suzanne Esposito
 Sandra Eterovic
 Anne Evans
 Rosita Fernandes
 Belinda Field
 Farhat Firdous
 Sharon Flitman
 Marcia Fyson
 Jill Gadsden
 Beverley Gamble
 Liaoliao (Yoyo) Gan
 Jansu Gaz
 Sarah Ge
 Raymun Ghumman
 Eira Gilan
 Kristen Gillies
 John Girardi
 Pamela Gleeson
 Liesel Gonzalves
 Sanjay Gopal
 Marisca Gouws
 Samantha Graham
 Samuel Grech
 Will Green
 Amma Grigg
 Trish Guglielmino
 Felipe Gutierrez

Sue Guzick
 Sebastian Halse
 Hilary Harland
 Yuqian (Cathy) He
 Karen Henschke
 Norma Herman
 Amaya Hettige
 Lee Hirsh
 Deborah Holmes
 Joelle Horan
 Rita Huang
 Brian Jackson
 Mary Jackson
 Mark Jason
 Gihan Jayaweera
 Sherry (Chan) Jiang
 Wendy John
 Eliza Kane
 Suangi Karunaratne
 Muhammad Faheem Khan
 Lynn Khoo
 Tom Kielczynski
 William Kingwill
 Helen Kludt
 Niko Kordos
 Ellie Kostoulas
 Leanne Land
 Suzanne Lau Gooley
 Barb Lawrence
 Miranda Leckey
 Amy Lee
 Lauren Li
 Sai Qing (Cindy) Li
 Heather Little
 Lillian Liu
 Monica Lo Presti
 Hannah Lomas
 Brandon Longley
 David Luffman
 Quang Luu
 Brian Lynch
 Kristy Major
 Alexey Makarov
 Deborah Marcinkus
 Melissa Masutti
 Tess McCarthy
 Janna McKittrick

Jeff McLean
 Susan McMahan
 Libby Meagher
 Belinda Meyer
 Daniel Missen
 Mike Moffat
 Annabel Morris
 Melanie Morrison
 Anna Mostovaia
 George Nata
 Dot Nathan
 Elizabeth Neilsen
 Rachel Nelson
 Connie Ngu
 Shinjoo Noh
 Paul O'Brien
 Stuti Pandey
 Angela Panettieri
 Ashu Parashar
 Luke Parker
 Lefteris Patlamazoglou
 Claire Pedersen
 Lia Pedetti
 Elizabeth Pedler
 Meera Pothanattu
 Corinne Pointon
 Fay Powell
 Cherry Qiu
 Ann Quixley
 Samantha Ray
 Graham Rhodes
 Richard Riddell
 Luke Riley
 Rebecca Rodell
 Joanna Rodrigo
 Alison Rogers
 Sarah Romero
 Abigail Rozenberg
 Maureen Russell
 Lalita Saripalle
 Manasa Saripalli
 Janet Savage
 Kerrie Scott
 Sophia Scott
 Bonnie Shale
 Yuxia (Bonnie) She
 Laura Shimmin
 Anshu Sinha

Ambalavar Nalliah Sivanathan
 Kersherka Sivakumaran
 Justin Smyrk
 Cassandra Stanford
 Ashley Stephens
 Laura (Cheng) Sun
 William Szeto
 Jeretine Tan
 Paul Tan
 Steven Ting
 Amy Tsang
 Cansu Ucarli
 Marguerite Udunuwara
 Rakhat Ulakova
 Elizabeth Unger
 Gypsie Valambert
 Lori Walker
 Tracey-Lee Walker
 Jean Wallace
 Yao Wang
 Haoyang Weng
 Nathanael Wenger
 Frances Wheeler
 Michelle Wilcox
 Patricia Wilson
 Sayema Withers
 Claire Woods
 Angus Wong
 Jennifer Wong Angeles
 Sara Wurcker
 Jerry Xie
 Emma Yue
 Alice Zaslavsky
 Eric Zhang

board members

Chris Allan (President)
 Michael Brand
 Joan Cooney
 Chris Coughlan
 Bob Crosthwaite
 Chris Gahan
 Paul Gleeson
 Rebecca King
 Bill Norris





ceo's report

At Inclusion Melbourne we believe that every person should be regarded as an equal citizen in his or her own community. This belief is the backbone of Inclusion Melbourne. Being an equal citizen means equal opportunities to develop and maintain relationships. With this as a backdrop, we strongly believe that the success of a disability support provider is proven by its ability to facilitate freely chosen and freely given relationships. At the end of the 2013/14 year, we can proudly say that many enduring friendships exist between the people we support, our volunteers and many other people in the community.

It is with great pleasure that I deliver our impact report for the 2013/2014 financial year. In early 2014 we gave evidence to the Victorian Parliamentary Inquiry into the social inclusion of Victorians with a disability. In our evidence, we noted that it is important to recognise that countless people who receive disability support packages are profoundly lonely and isolated. These packages provide financial support - but do not guarantee relationships. We know that when people are connected to social networks they are generally healthier, happier and better able to adjust to life's ups and downs. That is why Inclusion Melbourne chooses to focus on outcomes, not simple counts of hours or other outputs for the people we support.

Inclusion Melbourne believes that two of the major barriers that people with disability experience in Victoria today are low expectations and segregation. A culture of low expectation and segregation begins early in the life of a person with a disability (usually in the education system). In pursuing employment opportunities, the misplaced perception that people with a disability cannot work is used to further validate this segregation. It is therefore no surprise that Australia currently ranks

almost at the bottom for workplace participation of people with a disability among OECD nations. Inclusion Melbourne turns this on its head by challenging who the recipient of service is. We do this through emphasising the benefits that the act of volunteering presents (acquiring skills for future paid employment and social inclusion) and making volunteer opportunities open to all. We have seen many role reversals and witnessed the positive changes in the people we support as a result of their volunteering. It is vital for everyone to feel necessary and valued and that is why we see having people with a disability at the 'giving end' of the scale is important. Knowing that you have the capacity to lend a hand to a community group or another human being is not only rewarding but confidence building.

Of course, while we continue to pursue our agenda on at a national and statewide level, we have also spent considerable time focusing on our organisation to prepare for the introduction of the National Disability Insurance Scheme. While we have been passionate advocates for the NDIS, and served as advisors on its development, it poses major challenges for an organisation like ours. The current NDIS pricing for supporting a person in the community is approximately 10% less per hour than what we currently receive to provide services, which it has already been argued is 10% less than the true cost of providing that support. While there continues to be uncertainty regarding the date of transition, the leadership team are working to identify opportunities to streamline our processes and reduce our administration costs so as to ensure our long term sustainability. Key examples of work which has been undertaken over the past year includes:

- We have implemented a new computerised payroll system and are on our way to installing a new accounting system, both of which will reduce our costs while delivering better information to our operational staff and managers.
- We have begun to grow our registered training organisation.

- We have reoriented our support for people based on geographic areas, which improves efficiencies and reduces travel costs
- We have begun the process of ending our old state based enterprise agreement with staff in readiness for moving to national employment standards, upon which the NDIS prices are based.

In closing, I would like to thank the people who make this organisation thrive. Firstly, to the staff and volunteers at Inclusion Melbourne who all have a shared goal – to enable the people we support to lead fulfilling and equal lives in their own communities. I would also like to acknowledge and thank those people who have provided us with their pro-bono support throughout the year, especially Howard Firkin from Travancore consulting and Stephen Amendola, Abigail Cooper and rest of the team at ashurst. Finally, I'd like to acknowledge the considerable support of our donors and those philanthropic foundations and that support us financially. Without the support of all of our community, achieving our goals would not be possible.

Daniel Leighton

Chief Executive Officer




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



"strengthening our community"



community partners



ashurst



Collier Charitable Fund



THE FLACK TRUST



RUSSELL KENNEDY
MEMBER OF THE KENNEDY STRANG LEGAL GROUP



TOBIN BROTHERS
FOUNDATION

Travancore Consulting



The
WILLIAM BUCKLAND
FOUNDATION
WBF

treasurer's report

It's my pleasure to present the Treasurer's report for 2013-2014. Inclusion Melbourne has reported a surplus from our operations of \$27,478 which reflects a steady improvement in the financial health of the organisation. Our balance sheet and net assets increased 9% over the year to \$288,768. This again was an exceptional result from our management and staff through careful oversight of our expenditures. I am confident that we approach the National Disability Insurance Scheme in a healthy financial position.

In two years Inclusion Melbourne will move from being a charitable provider to a social enterprise. By this I mean that the income we earn will come from people purchasing our supports from a fully contestable market, being the National Disability Insurance Scheme.

In the NDIS, organisations like Inclusion Melbourne which exist solely for the benefit of the community, will have to compete with companies that are there to create wealth for the directors and shareholders. It will be a difficult time as new entrants come into the field and not every community organisation is expected to survive the transition process unscathed.

In order to compete, our board and management is planning to improve our efficiency while maintaining highly personalised supports for people. This means ensuring we have a strong back office, which will allow us to have a creative front office. Over the past year we have implemented a new payroll system and are on our way to installing a new accounting system, both of which will reduce our administration costs while delivering better information to our operational staff and managers, and reduce the time it takes to assemble people's statements of service and associated invoices.

Some key financial highlights during the past year have been:

- Creating more options for electronic payment of accounts, including establishing BPAY and Centrepay options for people
- The receipt of in excess of \$200,000 in philanthropic support, enabling Inclusion Melbourne to continue to pursue cutting edge supports for people with an intellectual disability and supporting our change management activities
- Proactive management of our assets, reducing our maintenance costs.

In closing, I would like to acknowledge the tremendous work of our finance team of Alannah, Julie, Kate and Kathy for making this past year successful one for Inclusion Melbourne. After many years, Julie Birrell resigned from the organisation and I would like to thank her for all of her work over many years and wish her all the best into the future. I would also like to acknowledge and thank the following volunteers who have given so much time over the past year to support our administration: Ashu, Bonnie, Emma, Francis, Heather & Stutti. Without your tireless efforts and generosity, none of this would be achievable.

Michael Brand

Treasurer




statement of comprehensive income for the year ended 30 June 2014

2013	INCOME \$	2014
1,675,835	Individual support packages and government contracts	1,966,342
567,984	Donations and contributions from philanthropic organisations	488,581
114,850	Service user contributions	201,636
25,448	Interest received	18,786
2,224	Profit on sale of assets	6,642
7,745	Other income	24,562
2,394,086		2,706,549

2013	EXPENDITURE	2014
151,210	Building and property	147,727
26,097	Housekeeping expenses	26,660
244,255	Administration and project expenses	302,957
85,634	Staff training and public relations	24,484
203,482	Program funding	248,938
1,429,272	Salaries	1,729,925
235,996	Transport	195,765
3,641	Sundry expenses	2,615
2,379,587		2,679,071

2013	TOTAL	2014
14,499	Surplus/(Loss) before income tax	27,478
-	Income tax expense	-
14,499	Surplus/(Loss) from operations	27,478

our staff

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

administration

Colin Baillie	Development Manager
Julie Birrell*	Accountant
Julie Fielde	Receptionist
Kate Langford	Finance Manager
Daniel Leighton	Chief Executive Officer
Kathy Lewer	Hr & Administration Manager
Joelle Metcalfe	Administration Officer
Stutti Pandey*	Administration Officer
Rachel Paterson	Grants Officer
Alannah Smith	Office Manager
Myla Villanueva	Administration Officer

education & training

Sandra Carey*	Trainer
Jeanette Coff	Trainer
Karen Dodson*	Trainer
Karen Eadie	Trainer
Claire Fraser	Support Professional
Liz Hunnekens	Support Professional
Leah McMahon	Trainer
Judith Price	Manager, Inclusion Training
Alison Sizer*	Trainer

personalised supports

Lia Avisar	Support Professional
Alicia Barber	Support Professional
Lisa Brash	Support Professional
Helen Calandro	Support Professional
Shannen Cardente	Support Professional
Leonard Chu	Support Professional
Kurt Chu	Support Professional
Andrew Cowper*	Support Professional
Bianca Davis-King	Support Professional
Sherwin Dignos	Support Professional

Serena Ferraro	Support Coordinator
Anna Forbes	Support Professional
Jill Gadsden	Support Professional
Vilda Gopal	Support Professional
Robyn Gray	Support Coordinator
Jordana Green*	Support Professional
Julie Grist	Support Professional
Fiona Gur	Support Professional
Sue Guzick	Support Professional
Kathleen Hanlon*	Support Professional
Matthew Hartigan	Support Professional
Karen Henschke	Support Professional
Andrew Jackson*	Support Coordinator
Sheila Kennedy	Support Professional
Jack Kim	Support Professional
Ash Kothandaraman	Support Professional
Carmine Laghi	Manager Personalised Supports
Suzanne Lau Gooley	Support Professional
Janne Le	Support Professional
Autumn Leary	Support Professional
Eric Lebon	Support Professional
Denis Long	Support Professional
Jordan Love	Support Professional
Fiona Lynch*	Support Professional
Lisa Marris	Support Professional
Janna Mckittrick	Support Coordinator
Demi Mounsey	Support Professional
Jose Pezo	Support Professional
Stella Prideaux	Support Professional
Luke Riley	Support Professional
Rebecca Ryan	Support Coordinator
Hayley Sen	Support Coordinator
Tanjiv Singh	Support Professional
Alex Sutton	Support Professional
Zac Szumer	Support Professional
Lauren Temminghoff	Support Professional

Craig Thompson*	Support Professional
Christine Torre-Becker	Support Professional
Di Trevaskis	Support Professional
Brygida Trybala	Support Professional
Tina Whitmore	Support Professional
Patricia Wilson	Support Coordinator
Margaret Xiong	Support Professional
John Ziino	Support Professional

projects

Nathan Despott	Quality & Project Officer
Tom Kielcznsky	Project Officer
Alice Nicholas	Project Officer
Lucy Norvill	Project Officer

volunteering

Tess Lynch	Manager Volunteering
Lorraine Raskin	Leisure Buddy Coordinator
Jacque Robinson	Project Officer
Michelle Wilcox	Trainer

* resigned during the year





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InclusionMelb

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