

impact
report
2015



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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 / info@justinsmyrk.com



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

As I write this report, we now know the timetable for the full roll-out of the National Disability Insurance Scheme. Beginning July next year we will be supporting seven people in the North East suburbs of Melbourne as participants in the scheme. The NDIS will revolutionise the way people with a disability, their families and carers are supported in Australia. The NDIS reforms will see the disability sector:

- Move from eight separate State based funding schemes to one uniform, national scheme
- Change from block funding of disability service provider organisations by governments, to individualised funding for people with disabilities based on individual needs assessments
- Discard Australia's old welfare and charity model of disability funding, replacing it with an "insurance" model whereby all Australians who meet the eligibility criteria are legally entitled to NDIS funding for all 'necessary and reasonable' supports

Through these reforms, the NDIS will provide people with a disability far greater choice and control over all of their services and supports

A change like this is monumental. Just as we were the first day service for adults with an intellectual disability in Victoria, and the first to sell our centre and adopt a human rights approach, supporting people to be included and become known and welcomed in their own communities, we will also have to change the way we work to adapt to the NDIS. Our staff, capably led by our CEO, Daniel Leighton, are well down the path of readying the organisation for the changes that will occur. Over the past year, the board approved a new strategic plan that focuses on ensuring the whole organisation – the people we support, their families, our volunteers, staff and our management systems – safely and confidently transition into the NDIS.

2015 marks another high water mark for the organisation, now serving more people than ever before. Just five years ago we worked with approximately 55 people; today that number is closer to 95, well on our way to working with 100 people. In line with our vision, we want to be a high quality, trusted partner in supporting people with intellectual disability and their

families. We seek to learn from their experiences and the experiences of those around the people we support in order to achieve our impact of creating better lives for everyone with a disability. Over the past year we have demonstrated this through a range of projects that we have undertaken, including hosting a seminar series in Bendigo for rural and regional disability support providers to support their transition to the NDIS. We have also begun work on researching Circles of Support, and our Leisure Buddy Coordinator, Lorraine Raskin, had a manuscript published about our experience in establishing and coordinating a volunteer leisure buddy service. Our registered training organisation, previously simply referred to as the RTO, now has a name: Inclusion Training, and in the years to come we will add to the courses on offer so we can create greater awareness of how to include all people in the community.

Inclusion Melbourne has a strong ethos as a volunteer including organisation and I offer my gratitude and thanks to the 200 volunteers that give their time and talents every week. Our volunteers add immeasurably to the richness of our community. In closing, I would also like to thank my fellow directors and the staff and 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



Chris Allan



highlights



august 2014

Inclusion Melbourne is awarded Stonnington Community Group of the Year at its Citizen of the Year awards.



september 2014

Inclusion Melbourne receives the top rating by the national charity rating magazine, the difference, highlighting our long term impact in changing lives



october 2014

Inclusion Melbourne acknowledged the retirement of two long serving board members, Joan Cooney and Chris Gahan JP OAM.



november 2014

John is one a number of people we have been working with to develop sustainable circles of support. A resource guide for families is also under development for families.

highlights



december 2014

Inclusion Melbourne, with the support of the William Buckland Foundation, hosted a series of NDIS readiness workshops in Bendigo for regional and rural disability providers.



december 2014

Adult learners were recognised for their studies throughout the year.



march 2015

Melbourne Business School hosts a case competition, having students design strategy to support Inclusion Melbourne to get ready for the NDIS.



april 2015

The number of volunteers supported by inclusion melbourne exceeds 200 for the first time.

our volunteers

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

Ashish Agrawal
 Vicki Alipasinopoulos
 Noelle Alphonso
 Bridgett Allen
 Ibrahim Alrayes
 Hussain Alrikabi
 Dellonira (Deya) Amariles
 Amer Sheikh Al-Zaquan
 Perina Amini
 Beatriz Andres-Marino
 Barbara Annal
 Sophie Balchin
 Daniel Baker
 Travis Banko
 Emma Bardon
 Emma Barlow
 Anisha Baveja
 Lindsay Bayne
 Swetha Bayyrapu
 Sharyn Beard
 Dini Belgraver
 Merrill Bennett
 Smita Bhatnagar
 Sue Black
 Tetyana Bobokalo
 Teresa Bolster
 Amber Bowman
 Ben Bramble
 Hanna Braun
 Helen Braun
 Bill Breitbardt
 Olivia Brown
 Linda Cain
 Janine Capuli
 Daniel Caporale
 Margaret Carroll
 Kylie Castan
 Arshpreet Chadha

Sian Chapman
 Channy Chen
 Fang-Yi Chien
 Crystal Chown
 Mitchell Collins
 Roni Collyer
 Bruce Copland
 Anthony Cowan
 Brittany Craig
 Franki Crljen
 Judith Cyngler
 Elizabeth Daff
 Nam Dang
 Tien Dang
 Skye Davey
 Richard Day
 Barbara Dick
 Lancelo Dimokari
 Lisa Do
 Laura Dockendorff
 Helen Dowdell
 Tim Dowdell
 Mary-Jayne Drury
 Justin Dunne
 Evana Durack
 Yasangie Edirisinghe
 Amanda Ellul
 Latifa Elmrini
 Suzanne Esposito
 Sandra Eterovic
 Anne Evans
 Peta Faehse
 Rosita Fernandes
 Aline Ferreira
 Sharon Flitman
 Kerin Fogarty
 Marcia Fyson
 Jill Gadsden
 Nick Galtieri
 Liaoliao (Yoyo) Gan
 Raymun Ghumman
 Anthea Gibbons
 Eira Gilan
 Kristen Gillies
 Pamela Gleeson
 Veronica Goldring

Liesel Gonzalves
 Sanjay Gopal
 Samantha Graham
 Samuel Grech
 Will Green
 Anna Grigg
 Felipe Gutierrez
 Sue Guzick
 Terry Hall
 Sebastian Halse
 Hilary Harland
 Mary Harmer
 Vaibhav Hassija
 Yuqian (Cathy) He
 Karen Henschke
 Norma Herman
 Marcelle Hermon
 Amaya Hettige
 Lee Hirsh
 Deborah Holmes
 Joelle Horan
 Rita Huang
 Kelly Ingram
 Brian Jackson
 Mary Jackson
 Mark Jason
 Sherry (Chan) Jiang
 Wendy John
 Archana Kadam
 Nooshin Karimi
 Suangi Karunaradne
 Muhammad Faheem Khan
 Lynn Khoo
 Tom Kielczynski
 William Kingwill
 Sarah Klink
 Helen Kludt
 Niko Kordos
 Ellie Kostoulas
 Michael Lafferty
 Leanne Land
 Peter Lambroglou
 Suzanne Lau Gooley
 Miranda Leckey
 Amy Lee
 Lauren Li

Sai Qing (Cindy) Li
 Heather Little
 Lillian Liu
 Shehan Liyanage
 Monica Lo Presti
 Brandon Longley
 Isabel Lothian
 David Luffman
 Quang Luu
 Ky (Kate) Ly
 Brian Lynch
 Kristy Major
 Indu Mannem
 Aouana Marzia
 Alexey Makarov
 Deborah Marcinkus
 Melissa Masutti
 Tess McCarthy
 Janna McKittrick
 Jeff McLean
 Leah McMahan
 Libby Meagher
 Belinda Meyer
 Daniel Missen
 Maria Moffat
 Mike Moffat
 Annabel Morris
 Erol Montejo
 Brent Moreau-Tucker
 Melanie Morrison
 Anna Mostovaia
 Conor Mulcahy
 George Nata
 Dot Nathan
 Elizabeth Neilsen
 Julia Nemeč
 Connie Ngu
 Quynh Nguyen
 Tam Nguyen
 Thao Nguyen
 Lucy Norvill
 Aoife O'Brien
 Paul O'Brien
 Kimberley Ong
 Christopher Orr
 Stuti Pandey

Angela Panettieri
 Ashu Parashar
 Eleftherios Patlamazoglou
 Claire Pedersen
 Lia Pedetti
 Elizabeth Pedler
 Ryan Pereira
 Meera Pothanattu
 Fay Powell
 Cherry Qiu
 Ann Quixley
 Samantha Ray
 Graham Rhodes
 Richard Riddell
 Louise Riisik
 Luke Riley
 Laura Robson
 Rebecca Rodell
 Alison Rogers
 Sarah Romero
 Abigail Rozenberg
 Nazish Rupani
 Maureen Russell
 Shameema Saleem
 Joy Sanderson
 Lalita Saripalle
 Manasa Saripalli
 Janet Savage
 Kerrie Scott
 Bonnie Shale
 Yuxia (Bonnie) She
 Kersherka Sivakumaran
 Jessica Smith
 Justin Smyrk
 Natascha Somo
 Cassandra Stanford
 Ashley Stephens
 Aradhana Sud
 Laura (Cheng) Sun
 Deesha Sungilee
 Hannah Swartz
 William Szeto
 Paul Tan
 Leesa Taylor
 Gail Thomson
 Steven Ting

Brygida Trybala
 Amy Tsang
 Cansu Ucarli
 Marguerite Uduunuwara
 Rakhat Ulakova
 Gypsy Valambert
 Simon Wagstaff
 Lori Walker
 Tracey-Lee Walker
 Jean Wallace
 Yao Wang
 Matthew Wee
 Si Qi (Chee) Wen
 Haoyang Weng
 Nathanael Wenger
 Frances Wheeler
 Michelle Wilcox
 Katherine Williams
 Tara Willis
 Patricia Wilson
 Sayema Withers
 Angus Wong
 Jennifer Wong Angeles
 Claire Woods
 Sarah Woods
 Sara Wurcker
 Jerry Xie
 Mia Yao
 Kenneth Young
 Emma Yue
 Alice Zaslavsky
 Eric Zhang

board members

Chris Allan (President)
 Michael Brand
 Joan Cooney
(resigned October 2014)
 Chris Coughlan
 Bob Crosthwaite
 Chris Gahan
(resigned October 2014)
 Paul Gleeson
 Rebecca King
 Bill Norris

An image
from our
forthcoming
guide on
oral health



chief executive officer's report

In 1985, Gawith Villa produced a short video to show at its 35th annual general meeting. It features photos of people engaged in a wide range of community activities and set to the Bette Midler song 'Friends'. During this year, we digitised a number of videos from our archives and it was watching this film that shows just how big a part Inclusion Melbourne is in people's lives. Thirty years on, we still work with a number of people who appear in the video. Sadly, some have also passed away, and one of those people was Clare Rice. We were fortunate and honoured to have been a part of Clare's life since 1974, and in an era when everything is about doing things quicker and faster, we believe in taking the time to get things right, to really know people, and seeing the benefits that building a long term relationship based on trust delivers for everyone.

Inclusion Melbourne is proud that there are 28 people (and their families) whom we have supported for more than twenty years. In fact, we still support four people who were around at the time of making the video 30 years ago. We are proud because it shows an incredible amount of faith and belief in our work that we are able to build lifelong relationships and be a trusted partner alongside families in supporting the welcome of people with intellectual disability into the community. Part of this success is due to the longevity of our staff, and this year we acknowledge six people who are celebrating 10, 15, or 20 year anniversaries with Inclusion Melbourne. Congratulations to Janna, Dianne, Rebecca, Robyn, Serena and Carmine on achieving these milestones.

To be included, you just need to be in the room. To belong, you need to be missed; someone has to notice that you are not there and care about that. Through our 65 years of experience, we've learnt that it's not difficult to include people with intellectual disability. But to offer places of belonging requires another dimension. This is where Inclusion Melbourne shines.

We have the full rollout of the National Disability Insurance Scheme underway and within three years our current way of working will be turned upside down. Over the past year we have worked hard to develop a strategy that will support everyone associated with Inclusion Melbourne, the people and families we work with, our volunteers and staff, to be informed and ready for the NDIS. No doubt there will be challenges for us all but together, and with faith and trust in each other, we will all emerge better for the experience.

There is an African proverb that says, "If you want to go fast, go alone. If you want to go far, go together". I would like to thank the many people who make this organisation, and the people we support go far. First, to our wonderful volunteers with and without a disability, who now number over 200. Our staff perform incredible acts each and every day, opening doors for people where there is no welcome mat, or the mat is the size of a postage stamp. To our board, who are the trustees of the vision and mission, and to our donors and philanthropic foundations that support us financially. Without the support of all of our friends, achieving our goals would not be possible. Thank you for another wonderful year.



**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.

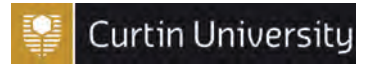
government partners



community partners



Collier Charitable Fund



treasurer's report

It's my pleasure to present the treasurer's report for 2014-2015. Inclusion Melbourne has reported a surplus from our operations of \$7,465 which reflects another small improvement in the financial health of the organisation. This again was an exceptional result from our management and staff through careful oversight of our expenditures.

We are into the home straight with a little over one year until Inclusion Melbourne moves to being a social enterprise. Our income will be earned from people purchasing our supports in a market under the National Disability Insurance Scheme. In preparation we are installing new finance systems. Soon to go live will be our new integrated payroll systems, and this will be followed up with our new case management software.

Some key financial highlights during the past year have been:

- Following last year's effort to create more options for electronic payments, we have seen significant growth of these types of payments. This has reduced our overall administration expenditure over the past year.
- We have received in excess of \$150,000 in philanthropic support.
- Inclusion Melbourne has introduced a range of energy saving devices (including the installation of a solar powered electrical system) which are reducing utility expenses, today and into the future.

In closing, I would like to acknowledge the tremendous work of our finance team of Alannah, Ashu, Bonnie, Kate and Kathy for making this past year a successful one.

And a special acknowledgement to our Administration volunteers Frances Wheeler and Heather Little, both of whom have been volunteering of Inclusion Melbourne for 11 years!



Michael Brand

Inclusion
Melbourne has
introduced a
range of energy
saving devices



statement of comprehensive income for the year ended 30 June 2015

2014	INCOME \$	2015
1,966,342	Individual support packages and government contracts	2,293,585
488,581	Donations and contributions from philanthropic organisations	658,307
201,636	Service user contributions	430,242
18,786	Interest received	16,702
6,642	Profit on sale of assets	200
24,562	Other income	36,285
2,706,549		3,435,321

2014	EXPENDITURE \$	2015
147,727	Building and property	159,844
26,660	Housekeeping expenses	22,626
302,957	Administration and project expenses	285,111
24,484	Staff training and public relations	16,765
248,938	Program funding	710,062
1,729,925	Salaries	2,178,082
195,765	Transport	53,204
2,615	Sundry expenses	2,162
2,679,071		3,427,856

2014	TOTAL \$	2015
27,478	Surplus/(Loss) before income tax	7,465
-	Income tax expense	-
27,478	Surplus/(Loss) from operations	7,465

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
Nathan Despott	Manager, Inclusion Designlab
Kate Langford	Finance Manager
Daniel Leighton	Chief Executive Officer
Kathy Lewer	HR & Administration Manager
Lucy Norvill	Quality Officer
Ashu Parashar	Administration Officer
Rachel Paterson	Grants Officer
Bonnie She	Finance Officer
Alannah Smith	Office Manager

personalised supports

Alicia Barber	Support Professional
Sharyn Beard	Support Professional
Lisa Brash	Support Professional
Simon Burchill	Support Professional
Kurt Chu	Support Professional
Bianca Davis-King	Support Professional
Paul Fawdon	Support Coordinator
Serena Ferraro	Support Coordinator
Anna Forbes	Support Professional
Lorraine Furtado	Support Professional
Jillian Gadsden	Support Professional
Vilda Gopal	Support Professional
Robyn Gray	Support Coordinator
Funda Gur	Support Professional
Susan Guzick	Support Professional
Matthew Hartigan	Support Professional
Jessica Heeps	Support Professional
Karen Henschke	Support Professional
Rebecca Humphryis	Support Professional
Sheila Kennedy	Support Professional
Jeong Hoon Kim	Support Professional

Ash Kothandaraman	Support Professional
Carmine Laghi	Manager, Personalised Supports
Suzanne Lau Gooney	Support Professional
Eric Lebon	Support Professional
Maria Light	Support Professional
Jordan Love	Support Professional
Lisa Marris	Support Professional
Pamela Marshall	Support Professional
Janna McKittrick	Support Coordinator
Leah McMahon	Community Development Worker
Jose Luis Pezo	Support Professional
Rebecca Ryan	Support Coordinator
Hayley Sen	Support Coordinator
Mishela Simonovska	Support Professional
Tanjiv Singh	Support Professional
Monika Sowunmi	Support Professional
Tin Van Tin	Support Professional
Dianne Trevaskis	Support Professional
Brygida Trybala	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
Carlo de Bono	Trainer & Assessor
Leonard Chu	Trainer & Support Professional
Karen Eadie	Trainer & Assessor
Liz Hunnekens	Trainer & Support Professional
Heidi Kasper	Trainer & Assessor
Susan Petterson	Support Professional
Judith Price	Manager, Inclusion Training
Leanne Land	Support Professional
Natascha Somo	Support Professional

inclusion designlab

Lara Angwin	Project Officer
Nathan Despott	Manager, Designlab
Tom Kielczynsky	Project Officer
Matthew Mutimer	Project Officer
Alice Nicholas	Project Officer





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InclusionMelb

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