

impact
report
2017



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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.

We would like to pay tribute to Gary Cameron (front cover) who sadly passed away this year, he will be missed dearly.

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

How quickly this year has passed since I wrote my previous President's Message. The year for Inclusion Melbourne has been one that has been filled with excitement and change. On that note, I am very pleased to welcome our newly permanently appointed CEO Andrew James. Andrew has a strong pedigree in the not-for-profit sector. He is passionate about values based leadership principles with a view to ensuring IM continues to be a sustainable organisation, one that actively seeks opportunities whilst at the same time remaining absolutely committed to ensuring all our clients receive the best possible services tailored for their needs. The IM Board has every confidence that Andrew will lead the organisation in the right direction to ensure our Vision and Mission are achieved. I would be remiss not to acknowledge the work of our outgoing CEO Daniel Leighton. Daniel was with IM for 7 years and we appreciated the work he did in that time.

Some of the highlights for this past year have been continued implementation of systems and processes to ensure IM continues to be NDIS ready; a very pleasing annual financial report for 2016/2017 that maintains IM's enviable record of good financial management; and our continued drive to innovate, research, advocate and contribute to policy development through our Designlab.

Our IM Board has seen some changes over this past year and I want to thank all those recently past and present for their dedication and commitment to IM. The current Board along with our CEO has undertaken some reflection, review and planning processes that have led to the resetting of our organisational strategic imperatives. Whilst our Vision and Mission remain the same, as all good organisations should, we have reviewed how we are going to get there given the changing environment

IM operates in. The Organisational Assessment and Review undertaken last year provided an opportunity for us to set a clearer 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 are now serving more than 150 participants and their families through DHHS and NDIS supports. We are having good demand for our Personalised Supports and Discovery Programs and we are hopeful of receiving approval soon for our Certificate III in Disability.

Our 240+ volunteers continue to be the lifeblood of our organisation. I and the IM Board cannot thank our volunteers enough. We were very pleased when Inclusion Melbourne volunteer, David Luffman received the Victorian Premier's Volunteer Champions Award presented by the Honourable Linda Dessau AM, Governor of Victoria. David has been a volunteer in our program since 2004. You can imagine how proud I was that our organisation received such as esteemed award. Last but certainly not least I would like to thank my Directors and the staff and Executive Team who provide continued commitment, passion and support for the organisation and I look forward to what we will achieve together in the coming year.

Chris Allan






chief executive officer's report

A warm welcome to all those people who we support, either in a direct capacity, or their families and carers.

It is a pleasure to present you my first report as Chief Executive of Inclusion Melbourne for the 2016-17 year.

Reflecting upon my short time here, I am reminded of my first introduction to Inclusion Melbourne. Entering our Sutherland Road head office with our President Chris Allan, I recall the feeling of warmth and welcoming, from a strong values based culture that reflected real soul. It was a fantastic feeling, such that I hadn't experienced before. It felt home to me and how humble was I to be in a position to lead this wonderful organisation.

The opportunity presented to me comes as a result of our previous CEO Daniel Leighton pursuing new challenges within the community services industry. I was fortunate to spend a week with Daniel prior to his departure and found him to be a passionate advocate for people with intellectual disabilities. On behalf of the Inclusion Melbourne family, I wanted to express our gratitude for his great contribution and legacy.

We are only temporary custodians in our roles and trust that the work we do provides a solid platform from which others can take and foster.

These are difficult and uncertain times for providers in disability services. The progressive implementation of the National Disability Insurance Scheme (NDIS) creates a challenging environment for providers, who need to actively review their proposition and structures to ensure they continue to meet the standards, quality and economic imperatives for long term sustainability.

At Inclusion Melbourne, we take great pride in knowing that we have been delivering quality services and outcomes for nearly 70 years, positively changing the life trajectory of individuals, assisting them to have valued roles within their community on a daily basis. This can only be done through continued innovation, research and a unique community based, fully individualised support model. Over the last 12 months, we have provided 100,000 hours of direct support, 60% through paid support staff, with the other 40% through family, volunteer and natural community supports.

In addition to our personalised model, we also provide learning and capacity building courses through our training organisation, both of which are supported by our significant and wonderful volunteer program, in addition to the incredible research and development provided through Inclusion Designlab.

We continue to advocate for families in the NDIS planning process and our readiness workshops are regularly oversubscribed throughout the year. This all provides valuable assistance for families in navigating at times, a complex NDIS framework.

The Inclusion Melbourne brand is very strong in the market and consequently, we are experiencing very good demand and growth for our support services, in particular our capacity building classes through Inclusion Training's Discovery programs. We have recently revised and recommitted to our strategic plan of pursuing growth in these programs as the NDIS continues to be implemented.

Further avenues of growth are coming through our Support Coordination services where we assist families in planning and implementing their support packages. Our Designlab has now established itself as a thought leader in research, innovation, communications, publications and

policy, working with world class academics from Australia and overseas. Our developed programs are in demand and are now being purchased by other organisations for rollout across their businesses, generating a viable alternative income stream.

The culture and DNA of our organisation has contributed to Inclusion Melbourne's status as a values based and high quality provider in our space, which allows us to continue building a strong, innovative and sustainable platform for the future.

We will continue to stay true to 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. But we can't do this without the support of our wonderful and dedicated staff and 240 volunteers who allow us to execute daily upon that mission. Who in the true meaning of altruism, have given of themselves so that others we support can benefit.

I would also like to express my appreciation to our devoted Board and senior Leadership team who contribute tirelessly and go beyond expectations in supporting our organisation in navigating a challenging environment, thank you!

Andrew James
Chief Executive






finance overview

It's with pleasure that we present our Finance Report for the 2016-17 financial year.

Inclusion Melbourne has reported another surplus of \$28k against a forecast of \$26k. This result would not have been achieved without the diligence of our staff in managing a tight fiscal position and I would like to convey my appreciation for those efforts. In addition, I would like to thank the Board and the Finance, Audit & Risk committee for their oversight and management.

Our revenues continue to show growth in our Personalised Supports, Inclusion Training and Support Coordination services, whilst the innovation in our Designlab is resulting in the sale of 'fee for service' programs as an alternative income stream to the organisation. Our organisational revenues have effectively doubled in 3 years and we expect this to continue over the immediate future.

Our liquidity is good, we hold good cash balances and our balance sheet is sufficiently robust to allow our smooth transition to a post NDIS environment.

Over the past year, Inclusion Melbourne has been transitioning into an NDIS environment which challenges the organisation to modify its systems, processes and procedures in order to increase operational efficiencies and cost savings. The use of platforms such as Salesforce when dovetailed with Enrtecare and Skedulo, will enable us to have the one source of truth for our data management, finance integration and online rostering of our workforce. It is a significant piece of work and cultural transformation that has required investment and resourcing, but it will deliver amazing benefits.

Key financial highlights over the past year:

- 18% revenue growth in Personalised Supports
- 26% revenue growth for Inclusion Training
- NDIS grant for \$260k for research into Circles of Support project – National Resource Centre

Over the next financial year, we are looking to make some business investment that will allow us to reshape our Personalised Supports service delivery through adoption of the new technology platform and pursuing a practice coaching model. In addition, we are looking to invest and allowing for further growth in the popular Discovery Programs through the West and the East. When all these things are considered, the total revenue for the organisation is expected to be in excess of \$7m for the 2018 financial year.

I would like to express my appreciation to the Board and staff for their prudent fiscal management throughout the year.

Andrew James
Chief Executive

On behalf of the Finance Department

volunteers

Inclusion Melbourne's 240+ volunteers bring unique skills and qualities that enrich the lives of adults with intellectual disability and older people at risk of social isolation. Volunteering at Inclusion Melbourne is about embracing inclusion, building relationships with people from all walks of life and taking steps toward a future full of opportunities. Volunteers offer authentic friendship and a genuine relationship based on freely given time, beyond that of a 'carer'.

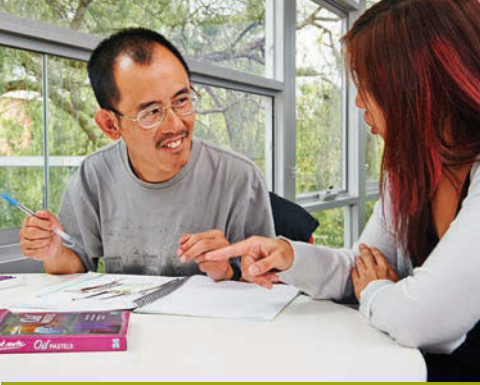
Volunteers can choose between visiting an isolated older person at home or being a leisure buddy with an adult with a disability, enjoying regular outings and sharing interests. Volunteers can also choose to support students achieve educational goals at one of Inclusion Melbourne's RTO sites or support the artistic goals of a service user in the role of an art mentor. Volunteers also provide one to one support as community connectors for a whole myriad of weekday activities such as keeping fit, gardening, cooking, volunteering and work experience.

In 2017 the volunteer team's successful advertising strategy generated 726 enquiries from prospective volunteers. Our rigorous screening resulted in 83 volunteers commencing across various roles. We saw significant growth in numbers of Friendly Visitor, Community Connector and Counsellor Volunteers. The number of Leisure Buddy and Tutor volunteers remained steady throughout the year.

The economic value in hours generated by volunteers for the year is in excess of \$1,000,000.

In May we celebrated the 10th anniversary of volunteer Dot Nathan and the 5th anniversaries of 10 other dedicated volunteers! David Luffman was a successful nominee for a Premier's Volunteer Champions Award which he received at Government House in December, where David was recognised for his exceptional, ongoing service and commitment as an Inclusion Melbourne volunteer since 2004.





A selection of quotations and stories from our wonderful volunteers

art mentors

Bob has volunteered as an Art Mentor with Joe & Graham since May 2012, with their particular interest in photography in the community. However, Bob has extended his volunteering to include driving Joe & Graham to their other activities, helping out at the Port Phillip volunteer expo, being an important part of Joe's Circle of Support, and playing a pivotal role at art mentor meetings helping to organise IM art shows.

Graham says:

"Bob is a good bloke; he takes me to take pictures with Joe".

Lily has been volunteering as an Art Mentor with Graham since April 2014 and has managed to regularly maintain this role despite many demands on her time. Lily is friendly and warm and easy-going and gets on very well with Graham. She has shared her art skills and supported Graham in his particular artistic endeavours, so that he not only enjoys his artwork, but also produces many pieces of art for exhibition. Lily has also attended art mentors meetings, and helped out at organising art shows.

Graham says:

"Lily is good, I like her cause she is nice to me and I like drawing and painting."

tutors

Hilda has been volunteering for 5 years as a Tutor at Phoenix Park. Hilda has also played a significant role in Jim's Circles of Support, and helped to plan, organise and help out at Jim's 50th birthday celebration in St. Kilda.

Two of the classroom teachers have said:

"Hilda is a reliable and dedicated volunteer who has supported Jim and other students in the class in literacy and numeracy. The great thing about Hilda is that even when she is asked to support a student in an area she is unfamiliar with, she is motivated to develop her own skills in order to be able to support the students' learning. She is always encouraging the student she is working with to 'just have a go' and praising the person's efforts."

Sarah commenced volunteering as a driver on 24th September 2012; at that time Sarah was a student, and taking on the driver role enabled her to transport the people she was supporting to their activities.

Over the time Sarah has been both a tutor with our RTO, and also helps out at the Alex Innovations stall at the monthly Elwood Community Market. During this period of volunteering, Sarah became a paid member of staff; however she continues her support in a voluntary capacity as well.

Two of the classroom teachers have said:

"Sarah is a reliable and dedicated volunteer who has shown a great aptitude for working with students with multiple disabilities. She is attuned to the needs of the whole person and regularly adds to the quality of a student's day by doing things such as engaging in conversations during breaks, accompanying students for walks and outings and participating in group activities and games."

community connectors

Dot is a committed, reliable and passionate volunteer who has been a tremendous long-term support for Ian for 10 years. Dot has supported Ian on a regular basis to partake in a 'drop in and chat' group run by Temple Beth Israel. This opportunity has enabled Ian to be a welcomed and active member of the Jewish community. This is a warm and inviting group of seniors who enjoy a couple of hours of companionship, in a low-key, relaxed atmosphere. Dot has been there by Ian's side at the group to ensure he is actively involved. She has been a role model to the other members so that they are aware of how to best support Ian, and she has really broken down some of the social barriers that may have once existed. Dot's relationship with Ian extends more than just a volunteer role, it has really flourished into a genuine, reciprocal friendship. Dot goes above and beyond in the support she has provided to Ian.

Dot has told us: *"Thank you so much for honouring me with 10 years of my relationship transporting & interacting with Ian, through the TBI, Drop-In & Chat group. What a great privilege having known Ian over the 10 years, how blessed I feel (to know) such a great chap with a big warm heart."*

Community Connector: *"Yes, what a good idea you had - Power Neighbourhood House. It's been a good move: closer, shorter shift, on the bus stop (if necessary), things to learn, interesting and lovely persons to work with. How good is that?!"*



leisure buddies

"It's about making friends. People with disabilities might have limited resources of meeting new people, but actually an international student like me or people who are busy in working and studying also find the opportunities meeting new people and making new friends are limited. We have totally different background, culture, interests and daily activities; however these make our conversations more interesting. When we were sharing our lives with each other, we learned new things and found some common topics."

"Overall I'm super excited to be working with Inclusion Melbourne. Personally, I think that the way the Leisure Buddy program has been set up is outstanding. The concept is great, the program is managed well and when I catch up with Liz, I do not feel as though I am 'volunteering', I just feel as though I am catching up with a new friend, and in time, it will probably feel as though I'm catching up with an old friend."



"I think that the way Inclusion Melbourne has explained the Leisure Buddy program and the reality of how the program actually works have been very much aligned".

Max and his volunteer Darren met several years ago through the buddy program. They are both in their 20's, live nearby and share a love of watching footy. Max has a busy weekday program but longed to have a friend that he could meet up with in the evening. These buddies meet regularly to watch a game at a local pub or for movies or karaoke. Darren has met Max's family who say that they "adore" him. Max told us that he and Darren always have a good laugh and that Darren is his "mate". Darren has told us that he appreciates the flexibility of volunteering on evenings and weekends and that he has learned a lot about disability through Max who has mobility and personal care needs. Darren says that he enjoys building a strong friendship with Max and seeing him happy.

friendly visitor

"The person that I visit is a perfect match for me – we have a lot in common and have mutual respect for each other. I am 100% comfortable with the arrangements which I think I am getting as much out of as she!"

"Whilst we have much in common, we do not align on some areas and ideas and mostly I am with people of like mind – it helps me to be more open and accepting of a different way of looking at things."

Janet and Sheryl met about a year ago. Janet is a 60 year old lady who lives alone and battles a serious mental illness. She is very cautious in her approach to new people. Sheryl is a speech pathologist and is in her 20s. She has been extremely successful in creating a bond with Janet and they enjoy a variety of activities together including baking, cooking and going out for coffees. Sheryl also utilises mindful colouring which helps Janet with focusing her attention on a positive activity and distracts her from excessive worrying. The aged care provider that referred Janet has contacted Inclusion Melbourne multiple times to compliment the program on how well Sheryl has been able to communicate and build a relationship with Janet.



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	Eddy Borg	Lancelly Dimokari	Eleanor Harel
Ishita Agarwal	Ruby Bovill	Lisa Do	Hilary Harland
Aliman Aiyuchi	Amber Bowman	Hoang Doan Xuan	Dawn Harper
Vicki Alipasinopoulos	Elizabeth Briggs	Laura Dockendorff	Vaibhav Hassija
Jenny Allen	Tina Bui	Deepti Doshi	Kendall Heath
Noelle Alphonso	Josh Bulafkin	Helen Dowdell	Karen Henschke
Dellonira (Deya)	Helena Burmistrov	Tim Dowdell	Happy Herawati
Amariles	Katherine Byrnes	Mary-Jayne Drury	Norma Herman
Fahimeh Anari	Katherine Cail	Sean Dwyer	Joy Hinson
Somayhe Anari	Linda Cain	Latifa Elmrini	Lee Hirsh
William Anderson	Hoa Thi Thu Cao	Suzanne Esposito	Ely Hochberger
Beatriz Andres-Marino	Earl Carlos	Sandra Eterovic	Jalisa Hodgson
Barbara Annal	Margaret Carroll	Anne Evans	Mak (Keomakara)
Vico Aquilini	Kylie Castan	Peta Faehse	Hoeng
Paola Araiza-Alba	Arshpreet Chadha	Gabrielle Fanning	Emma Holder
Lauren Arancini	Romila Chatterjee	Mary Farbrother	Deborah Holmes
Bridget Armstrong	Carl Chen	Yueqi Feng	Adam Hon
Mohan	Clara Chen	Rosita Fernandes	Melissa Hopper
Ashwathnarayana	Crystal Chown	Nithya Fernandopulle	Madeleine Hosking
Grace Astill-Torchia	Cindy Chu	Sharon Flitman	Rita (Yun) Huang
Daniel Baker	Marc Cilia	Kerin Fogarty	Linda Hughes
Travis Banko	Mason Coles	Sebastian Francese	Barbara Hutchinson
Emma Bardon	Greg Colley	Marcia Fyson	Brian Jackson
Kristy Bartolo	Mitchell Collins	Jill Gadsden	Mary Jackson
Lindsay Bayne	Roni Collyer	Jacklien (Jackie) Gai	Fran Jackson
Zoe Bearlin	Micha Couell	Kuai	Elizabeth Jacob
Dini Belgraver	Anthony Cowan	Mona Gendy	Inga Jayasinghe
Alice Bell	Eliza Craigie	Raymun Ghumman	Chan (Sherry) Jiang
Julia Bell	Elizabeth Daff	Anthea Gibbons	Adrienne Joe
Merril Bennett	Hanna Dajczer	Jessica Glaser	Wendy John
Adrian Bennett	Nam Dang	Karen Gofton	Elisheva (Eli) Jones-Resnik
Smita Bhatnagar	Toni Davidson	Samantha Graham	Dusan Jovanovic
Freya Black	Khulud Dawa	Kathleen Groves	Archana Kadam
Tetyana Bobokalo	Richard Day	Steven Groves	Stephanie Kam
Lisa Bolton	Riddhi Desai	Stephane Gurien	Suangi Karunaratne
Jack Bonner	Barbara Dick	Luis (Felipe) Gutierrez	Lorraine Kelly
		Sue Guzik	Polly Kenna
		Ngoc Ha Tran	Oranoos Khaligh
		Richard Habgood	Tooba Khaliqy
		Terry Hall	Aziz Khan
		Sebastian Halse	Ishfaq Khan
		Colleen Hardiman	

Tom Kielczynski	Teresita Mina	Harley Richards	Mia Timpano
Valia Kladou	Prativa Mishra	Luke Riley	Melody Torres
Sarah Klink	Maria Moffat	Sarah Roberts	Darren Trinh
Helen Kludt	Mike Moffat	Alison Rogers	Christopher Trinh
Kamal Kola	Erol Montejo	Maureen Russell	Brygida Trybala
Mayank Koppa	Armoel Montoro	Shameema Saleem	Natasha Van Leeuwen
Ellie Kostoulas	Melany Moore	Marie Salehi	Sri Veeraraghavan
Sophany Koy	Annabel Morris	Andrew (Andi) Sandbach	Shital Velamkar
Paul Kurta	Anna Mostovaia	Michael Sandbach	Muktha Venkataraman
Dennis Kwan	Conor Mulcahy	Joy Sanderson	Lakshmi Venkatasubramanian
Michael Lafferty	Vishnu Mutthoju	Hanna Sandvik	Daniela Veytia Cortes
Shirley Lai	Sheenal Nand	Manasa Saripalli	Anna Vu
Leanne Land	Dot Nathan	Janie Scholes	Lori Walker
Suzanne Lau Gooley	Vanity Nati	Robyn Schouten	Jean Wallace
Amy Lee	Julia Nemec	Kerrie Scott	Lauren Wallace
Kay Lewis	Nga Nguyen	Christine Scott	Yao Wang
Lisa Lewis	Elizabeth Nguyen	Janet Self	Frances Wheeler
Matt Lewis	Mai Nguyen	Maria Sevilla	Evan Wiener
Huiling Lim	Tam Nguyen	Bonnie Shale	Tara Willis
Joanne Lin	Thao Nguyen	Bonnie She	Kirsten Wilson
Heather Little	Adam Nicholl	Callum Sheard	Patricia Wilson
Melanie Loncar	Lucy Norvill	Hayley Smith	Greta Winter
David Luffman	Paul O'Brien	Jessica Smith	Sayema (Sam) Withers
Kate Ly	Ajulo Omot	Justin Smyrk	Angus Wong
Brian Lynch	Hamza Oner	Carly Sojka	Debra Woodman
Jimmy Mai	Jenny Packman	Natascha Somo	Dongji (Shel) Wu
Kristy Major	Angela Panettieri	Samantha Speel	Sara Wurcker
Udeshi Mallawarachchi	Ashu Parashar	Sheenal Srivastavos	Liang Xiao
Marie Mandicos	Ryan Parker	Romany Stafford	Jasmine (Xiaoyan) Ye
Rebecca Martin	Lefteris Patlamazoglou	Aradhana Sud	Sangita Yeranagala
Aouana Marzia	Ameena Payne	Elizabeth Suo	Kenneth Young
Melissa Masutti	Claire Pedersen	Alexander (Alex) Sutton	David Zulman
Tess McCarthy	Lia Pedetti	Jacob Sutton	Wally Zylberberg
Chantelle McCaskill	Lia Pedetti	Svetlana Svrkota	
Jeff McLean	Elizabeth Pedler	Hannah Swartz	
Leah McMahan	Ryan Pereira	Jane Tandamrong	
Elizabeth (Libby) Meagher	Michael Pope	Cecilia Tandoc	
Sheila Meaker	Fay Powell	Jason Tang	
Tima (Chutima) Melia	Surya Prakash	Clara Taylor	
Sachith Mendis	Ann Quixley	Priya Thomas	
Shana Miller	Sonal Raut		
	Graham Rhodes		

Board Members

Chris Allan
Robert Crosthwaite
Paul Gleeson
Rebecca King

personalised support

During its time, Inclusion Melbourne has changed a great deal. Its location, staff, activities offered and people who use the service have all undergone change. More recently, we have experienced the greatest social policy change since the introduction of Medicare, the National Disability Insurance Scheme (NDIS). However, one thing about Inclusion Melbourne has not changed, and that is its desire to imagine and craft a better future with the people it supports.

In this time of great change with the NDIS, as people with disabilities and families take a leap of faith with cautious optimism, I am reminded of another time when those who cared for

others did something similar. Those first families who established what became known as Gawith Villa, now Inclusion Melbourne, also moved forward into the unknown, believing something better could exist for their children.

This began almost 70 years ago, when a group of family members decided that they were not going to accept the standard practices and options of the time, in spite of the fact that nothing else existed. There were no other alternatives, no other choices, no other options, no human service workers and no day services. In addition, this choice was made at a time when society was less informed and less tolerant of difference, and would have been against the prevailing professional thinking of the time.

Mulugheta who has a passion for bee-keeping and used to work in an apery when he lived in Eritrea. Joining the CERES bee-keeping group has provided an opportunity for Mulugheta to connect with like-minded individuals in the community and to pursue his passion.

Morgan being given a paid Job at Bunnings after a couple of years volunteering.

Afeworki has been studying for his learner's permit and he will be sitting the test in October. He is super proud of his efforts and he is confident he will pass.

Glen Eira City Council acknowledging the valued contribution of Francis who has been a committed volunteer of 10+ years. Francis volunteers with the gardening maintenance group at Ripponlea Estate which belongs to the National Trust Victoria

Li commencing studies at our Inclusion Training program at Phoenix Park and really enjoying being there among other people after many years of finding these activities too overwhelming.

There are so many good memories, but we also take time to reflect on some sad memories in the year that passed. This year we remember Lorraine and Gary who passed away. Lorraine had been with Inclusion Melbourne since 1983 and achieved her dreams of living in her

own home and marrying her beloved Rodger. Gary had been associated with Inclusion Melbourne for over 25 years. A truly gentle man, with a passion for sports, he is missed and remembered dearly.

This decision taken by the founding families was not only extremely courageous, but was driven by a fundamental belief that “There must be something better”, even when no one was quite sure what ‘something better” might look like. Therefore, families set about reclaiming the authority assumed over their children’s future by the prevailing professional authorities and thinking. Once this had happened, they were free to imagine and craft an alternative future for their children.

In 2017, Inclusion Melbourne is still strongly guided by that same initial desire to imagine and craft something better for people. In the journey we take with people it is important that we continually reflect on the learning gained from the efforts of those original families.

They understood that real improvement would need to come from and be driven by those who loved and cared for people. This reminds us always that real quality in service is grounded in genuine relationship, characterised by knowing, understanding and deeply listening to people and those who love and care for them.

Keeping this in mind, there have been so many highlights for the year. Some specific highlights for the year taken from the hundreds staff have sent me include the stories below.

Michael starting work experience at Haigh’s chocolate shop in the city. Michael has been responsible in stacking boxes and doing inventory in the warehouse upstairs, as well as restocking shelves in the store downstairs. Michael calls every day to talk about what a good job he has been doing, and how he had to resist eating all the chocolate.

Bill gave a talk at the Belonging Matters conference this year, related to his involvement in the Individual Supported Living project with Curtin University which looked at how Bill went about living in his own home. Bill was very proud to be able to present at the conference.

Simon being offered paid employment at Kinfolk Café, after increasing his hours from one day to two days per week.

Tommy being employed on full wages at Shine Lawyers as an admin assistant to help the firm implement new filing systems. Once Tommy had completed this task at Sunshine he was transferred to the CBD office to implement the same system.

Finally as we move forward, we recognise the future is full of potential and promise. In many ways we are only restrained by our own ability to imagine something better. We have a long history to learn from and a bright future to move towards.

It is our privilege as well as our responsibility to honour the good work done by those before us, and to act with thoughtful courage as we continue to say with conviction and humility “There must be something better”.



The Inclusion Designlab was launched in 2014 to spearhead Inclusion Melbourne's research, innovation, communications and policy.

Our vision is to bring together people with a disability, community organisations, and the world's leading disability researchers to develop cutting-edge models of practice, choice and citizenship that shatter glass ceilings and promote a more inclusive Australia.

Each successive year has seen an increase in grant funding, staff, projects and project partners. Inclusion Designlab's work has attracted the attention of academics, advocates and support organisations globally.

Academic and peak body partners now include Deakin University, University of Melbourne, La Trobe University, Monash Health, National Disability Services (NDS), Centre for Developmental Disability Health Victoria, the Victorian Electoral Commission (VEC), GLHV (Gay and Lesbian Health Victoria), the National Disability Insurance Scheme ILC Program, and the Australian Dental Association.

Our program partners include: VALID, Carrington Health, Transgender Victoria, Victoria Legal Aid, Migrant Resource Centre North West, BGKLEEN, the MetroAccess officers of Brimbank and Melton, Bayside City Council and Bayley House.

Inclusion Designlab also has relationships with RMIT University, University of Sydney, Southern Cross University, University of British Columbia (Canada), University of Kent (UK), Cambridge (UK), Studieforbundet Vuxenskolan (Swe), and United Response (UK).

our 2017 projects

NDIS Readiness for Disability Support Organisations

Three printed resources showcasing our expertise in support practice have been produced and are available at inclusiondesignlab.org.au/ndisready

National Resource Centre for Circles of Support

Inclusion Melbourne will host the National Resource Centre for Circles of Support. This will result in an online portal for Circles-facilitating organisations and the development of new resources and workshops to promote and standardise Circles of Support.

Your Dental Health

Inclusion Melbourne has led a team including Monash Health, Carrington Health, CDDHV, and private dentists to create cutting edge resources for people with a disability, support professionals and oral health professionals. The publications and videos developed through Your Dental Health are available at inclusiondesignlab.org.au/dental

Voting and Intellectual Disability

Inclusion Melbourne has produced:

- A report for the VEC to outline strategies for supporting electoral inclusion for voters with intellectual disability
- An academic commentary article in a peer-reviewed journal summarising this work

- A co-developed survey with La Trobe University that will result in the most robust study of voting patterns of people with intellectual disability ever conducted in Australia.

The next steps of the project are to complete a dual-read guide and a website for politicians to upload policy videos in Easy English.

NDIS Readiness for Families

Inclusion Designlab staff have now supported more than 30 families to transition to the NDIS via our tailored pre-planning workshops, which are in high demand. We are now looking to develop a 'Fee for Service' Workshop that other providers wish to utilise.

NDIS Readiness for Diverse Communities

Inclusion Designlab has worked with the Department of Health and Human Services, MetroAccess workers from councils in western Melbourne, and Migrant Resource Centre North West to run workshops for people from cultural diverse backgrounds to understand the disability support sector and empower them to engage with the NDIS.

The Designlab brand continues to gather strong momentum and growth, contributing to the unique Disability platform that is Inclusion Melbourne.



Inclusion Training is a registered training organisation (RTO) that delivers accredited and pre-accredited training in literacy, numeracy and work readiness to people with intellectual disability. We believe that education is the key to growth socially, developmentally and economically.

Inclusion Training's qualified Trainers and team of dedicated Volunteer Tutors help us understand participants gifts, grow skills and build unique strengths. They also help develop a learning pathway that leads to opportunities for community-based learning and work experience.

Our sites are located in Sunshine and Phoenix Park, Malvern and we provide the following courses;

- [Certificate I In Transition Education](#)
- [Course initial Adult Literacy and Numeracy](#)
- [Certificate I Adult Literacy and Numeracy](#)
- [Certificate I General Education for Adults](#)
- [Certificate II in Active Volunteering](#)

This is the fourth year of the Discovery Program at Sunshine, where it is proving to be a very popular and successful program. During 2016 three students graduated from the programs, who are now exploring the world of employment and other study opportunities. Expected growth has now resulted in the need for a second Discovery class room and we have had interest from 15 new school leavers for commencement in 2018. Certificate I in Initial Adult Literacy and Numeracy has also displayed excellent results in 2017, with all students experiencing success throughout the year. This course has also attracted new enrolments during 2017 with continued expected growth in 2018.

Enrolments in 2017 at Phoenix Park have remained stable. Currently we have 19 students enrolled in accredited courses and 8 in pre-accredited courses.

In 2017 we had two courses added to our Scope, Certificate II in Active Volunteering and Certificate III in Individual Support.

Certificate III in Individual Support will be offered during 2018 and the first cohort to experience this training will be a group of Sudanese women in the Sunshine Area. In 2018 we will also be offering this course to people who are currently in the disability workforce and those who are looking at entering this field of employment.

Certificate II in Active Volunteering, although not funded by the Government, has proved to be a very popular course at the Sunshine Campus, where we currently have 6 students enrolled in this course. This course is excellent for developing skills that are necessary for the workforce.

We are looking to leverage the success and popularity of these programs, with growth identified in the West and South Eastern corridor of Melbourne.



people, performance & culture

our values

During the year, the organisation's recruitment & selection procedures were reviewed and subsequently updated to reflect the organisation's strong commitment to hiring employees who align with the organisation's values. These values are inculcated throughout the organisation in many ways, during the interview process, reflected in the position description, assessed and celebrated during the annual performance appraisal process.

staff recognition

The organisation recognised long serving staff members at the Annual General Meeting. During 2016 we recognised a number of long serving staff members for their years of service and dedication to the people we support:

- › Janna McKittrick (10 years)
- › Rebecca Ryan (15 years)
- › Robyn Gray (15 years)
- › Carmine Laghi (20 years)
- › Di Trevaskis (15 years)
- › Serena Ferraro (19 years)

In 2017 we will recognise the efforts of Patricia Wilson and Tess Lynch 10 years' service to the organisation. Congratulations to all those staff and thank you for your amazing contribution.



building capacity and capabilities for the future

Throughout 2016/17 we have provided several opportunities for staff to develop new skills by offering opportunities for higher duties such as Lead Direct Support Professionals stepping up and backfilling Support Coordinators during extended periods of leave, backfilling positions during parental leave and offering opportunities for short term project work in other teams. Permanent positions have been made available to casual staff following backfill arrangements.

student placements

In 2016/2017 the organisation hosted tertiary student placements across the teams of Personalised Supports, Designlab, Volunteering and Inclusion Training. Student placements include a number of disciplines such as social work, community and health services. The majority of placements were completed in personalised support with students now employed as Direct Support Professionals.

training & development

Areas of particular focus for the organisation during the year included a number of National Disability Insurance Scheme (NDIS) workshops and seminars to meet the impact of organisational change resulting from the implementation of the NDIS.

A broad calendar of learning and development offerings were provided to staff throughout the year:-

- Incident reporting;
- Building the Foundations – For greater People Management
- Introduction to NDIS
- Mental Health Matters
- NDIS Support Coordination
- NEMA – The Change Room (NDIS)
- OHS FORM – NDIS
- 2017 Progress Conference
- Promising Employment Pathways – Belonging Matters
- Putting rights into Practise: Political Citizenship & People with Intellectual Disability
- SASI Autism Training

occupational health and safety

During the year the organisation participated in a WorkSafe OHS Essentials Program to support the organisation's ongoing efforts to ensure and improve the health, safety and wellbeing of our staff. The program provided the organisation with 6 hours of free consultancy. The purpose of the program was to review the health and safety requirements of the organisation. The consultant conducted a walk-through assessment of the building and facilities and reviewed our health and safety documents and records.



our staff

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

Administration

Hanna Dajczer	Administration Officer
Andrew James	Chief Executive Officer
Kate Langford	Finance Manager
Kathy Lewer	Manager, People Performance & Culture
Daniel Leighton	Chief Executive Officer
Lisa Lewis	Administration Officer
Stuti Pandey	Finance Officer
Bruce Salvin	NDIS Transition Coordinator
Bonnie She	Finance Officer
Myla Villanueva	Business Support Coordinator

Personalised supports

Greg Artemiou	Support Professional
Alicia Barber	Support Professional
Sharyn Beard	Support Professional
Helen Blakey	Support Professional
Nicolas Bolger	Support Professional
Simone Bowden	Support Coordinator
Tali Brash	Support Professional
Alonso Carrasset Osorio	Support Professional
Rachel Chanter	Support Professional
Andrea Cherny	Support Professional
Kurt Chu	Support Professional
Bianca Davis-King	Support Coordinator
Lisa Do	Support Professional
Kaitlyn Elsegood	Support Professional
Sandra Eterovic	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
Bianca Henderson	Support Professional
Karen Henschke	Support Professional
Molly Herry-Carscallen	Support Professional
Jack Hodge	Support Professional
Polly Kenna	Support Coordinator
Sheila Kennedy	Support Professional
Eva Kesser	Support Professional
Jack Kim	Support Professional
Ellie Kleid	Support Coordinator
Ashvi Kothandaraman	Support Professional
Naomi Kruizinga	Support Professional
Alice Krupa	Support Professional
Melissa Ladewig	Support Professional
Carmine Laghi	Manager, Personalised Supports
Suzanne Lau Gooley	Support Professional
Autumn Leary	Support Professional
Eric Lebon	Support Professional
Teng Lee	Support Professional
Maria Light	Support Professional
Jordan Love	Support Professional
Lauren Mandel	Support Coordinator
Pamela Marshall	Support Professional
Kate Martello	Support Professional
Barbara Maskell	Support Professional
Joanne McConnell	Support Professional
Janna McKittrick	Support Coordinator
Michael Munson	Support Professional
Karyn Nikora	Support Coordinator
Ajulo Omot	Support Professional
Benjamin Parangi	Support Professional

Brock Perks	Support Professional
Jacqueline Phelan	Support Professional
Brooke Powell	Support Professional
Stella Prideaux	Support Professional
Sue Readman	Support Professional
Emma Redman	Support Professional
Philip Riley	Support Professional
Michaela Roper	Support Professional
Margaret Rosel	Support Professional
Ella Rubenstein	Support Professional
Rebecca Ryan	Support Coordinator
Hannah Sandvik	Support Professional
Galit Sarig	Support Coordinator
Hayley Sen	Support Coordinator
Tanjiv Singh	Support Professional
Danielle Smart	Support Coordinator
Monika Sowunmi	Support Professional
Emma Sutton	Support Professional
Jessica Sweeney	Support Professional
Freeman Trebilcock	Support Professional
Dianne Trevaskis	Support Professional
Brygida Trybala	Support Professional
Tin Van	Support Professional
Luke Wachinger	Support Professional
Lori Walker	Support Professional
Erin Watson	Support Professional
Patricia Wilson	Support Coordinator
Kirralee Wishart	Support Professional
Jasmine Yen	Support Professional
John Ziino	Support Professional

Volunteering

Nicola Kolb	Friendly Visitor Coordinator
Tess Lynch	Manager, Volunteers
Masoumeh (Ori) Rezaei Khaligh	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
Jeannette Haley	Trainer & Assessor
Liz Hunnekens	Trainer & Assessor
Archana Kadam	Trainer & Support Professional
Heidi Kasper	Trainer & Assessor
Chris Milton	Trainer & Assessor
Susan Petterson	Support Professional
Judith Price	Manager, Inclusion Training
Leyla Sirin	Support Professional
Carol Troia	Trainer & Assessor
Alannah Smith	Administration & Compliance Officer

Inclusion Designlab

Francesca Davidson	Communication & Grants Officer
Nathan Despott	Manager, Designlab
Marita Dunphy	Communication & Grants Officer
Jenna Hepburn	Engagement & Capacity Building
Alexandra Lewis-Gargett	Project Officer Legal Access
Paul Matley	Project Officer
Alice Nicholas	Project Officer
Lucy Norvill	Quality Officer
Rachel Paterson	Grants 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



Australian Government
Department of Social Services



Australian Government
Department of Infrastructure
and Regional Development



Victorian Legal Services
BOARD + COMMISSIONER



community partners



Avalon
MEETING UNMET NEEDS



Collier Charitable Fund





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