



inclusion melbourne

people creating better lives

**ANNUAL REPORT
2011/2012**



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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 Wurundjeri people of the Kulin nation and we welcome all Aboriginal and Torres Strait Islander people to our service.

Photography by Dean Schmideg

Design by Justin Smyrk / smyrk@optusnet.com.au

ABOUT INCLUSION MELBOURNE

Inclusion Melbourne is Victoria's oldest day service 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 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 support people of all levels of ability.

Inclusion Melbourne is Victoria's oldest day service for people with a disability.



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 *('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
- 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
- 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
- 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 year has to be recorded as one of the most active, exciting years in Inclusion Melbourne's sixty two year history.

It is a tribute to all the people involved with this great organisation – our dedicated and generous volunteers, our hard-working staff, our wonderful service users and their families – that once again Inclusion Melbourne is being recognised in Victoria and nationally for our high quality services, the friendships we help foster, and the leadership we show to the sector.

Everyone I talk to at Inclusion Melbourne is eager to get on with facing and meeting the challenges of the future; to open the doors that will help us fully realise our mission of helping people create better lives.

Our goal is not to simply add new programs to old frameworks. Inclusion Melbourne has always been a pioneer, which is why we are changing how we do things, improving our service quality, investing in building relationships, and expanding into new areas.

This year we have continued our progress with our strategic plan and notably we have been raising our profile and working towards the eventual establishment of a new Registered Training Organisation that will focus on providing high quality, accredited literacy and numeracy education for adults with a disability, similar to what is already on offer for people who are currently supported by Inclusion Melbourne.

I would like to pay tribute to my fellow directors and thank them for their continued contributions in making a difference to the people we support. Over the past two years we have been renewing the board, with longer serving members retiring as new directors join and gain confidence. I would like to acknowledge the contributions of Andrea Watson and Tony Clift, both of whom

have stepped down from the board during the year. Andrea joined the board since 1993 and took an active interest in the marketing of the organisation, as well as authoring the book *Breaking Wishbones*, the history of the first 50 years of Gawith Villa. Tony joined the board in 1996 and is a parent of someone we support. With this experience he always ensured that the role of the family remained central to our discussions and service model. I am pleased to

announce that joining the board this year were Rebecca King and William Norris. I am very pleased that both Rebecca and Bill have settled into their roles on the board and bring a range of management skills that will enhance the board's effectiveness. Rebecca also brings with her familial experience of disability, while Bill has significant experience at senior levels of government and in adult education. Finally I would like to express my thanks and confidence in the work of our Chief Executive

Officer, Daniel Leighton, who continues to provide inspiring leadership to the staff.

Above all, I am proud that we contribute to renewing and refreshing a more responsive disability sector that protects peoples' dignity and genuinely makes their lives better. This mission is as profound today as it was in 1948 when the first group of parents came together in Prahran and formed the Helping Hands Association. It means that we can continue into our seventh decade new in spirit and with the vigour that we began our journey.


Chris Allan
President



2011 ANNUAL HIGHLIGHTS

July

Becky moved out of the family home into her own home and hosted a house warming party where she had over 25 people fill her house with joy.



August

The Volunteer Literacy tutors were named as the Stonnington Citizens of the Year in the area of Education for their commitment and support of literacy among people with a disability.



September

Mentone Ladies Golf Club have raised funds for Inclusion Melbourne since 1962. Tasha attended their function and remarked "I didn't know life could be like this".

Every year the Mentone Ladies Golf Club help make a difference to so many of the people we support and on this occasion they made such a difference for one person.



October

We farewelled our last bus, to be replaced by more appropriate smaller cars

November

Two people we support were nominated in the 2012 Boroondara Volunteer of the year awards - Li for her volunteering at her local library and Toby for his volunteering role at his local primary school.

December

Many artists, with support and encouragement of their mentors, had pieces exhibited at Federation Square as part of the ADEC Art Exhibition.

Learners graduated with a range of qualifications after a year of dedication and commitment to their studies.



2012 ANNUAL HIGHLIGHTS

January

Toby increases his volunteer hours at the National Sports Museum at the MCG based on the positive feedback they keep receiving.



February

Students from Lauriston Girls School commence volunteering, forming strong friendships with the people they support.



March

Inclusion Melbourne and the City of Port Phillip sign a partnership agreement to engage local people with a disability in volunteer roles within their community.



April

Dini Belgraver and the support coordinator team are both finalists in their respective categories in the Victorian Disability Sector Awards and commitment to their studies.



June

Include Me guide published.



May

Faye Fairley is the first Inclusion Melbourne volunteer to receive an award for 15 years of support.



OUR VOLUNTEERS

Inclusion Melbourne is working towards greater acceptance and inclusion of people with a disability in all spheres of community life. Our volunteers are a wonderful demonstration that together, people create better lives. We gratefully acknowledge and thank our wonderful volunteers who have been so generous with their time and giving of their skills to the people we support:

Vicki Alipasinopoulos
Jacqui Allen
Hussain Alrikabi
Genevieve Alvarado
Amer Sheikh Al-Zaqwan
Novi Amiyanti
Beatriz Andres-Marino
Grant Anthony
Susan Arthur
Nora Ashe
Sophie Balchin
Travis Banko
Elizabeth Baratto
Emma Bardon
Emma Barnett
Lindsay Bayne
Dini Belgraver
Merril Bennett
Smita Bhatnagar
Sam Bishop-Laggett
Mary Bolgarow
Teresa Bolster
Christine Boulos
Bejal Brahmbhatt
Helen Braun
Peter Buckingham
Adrian Cadenazzi
Linda Cain
Jena Capes
Daniel Caporale
Maree Carroll
Finn Cash
Kylie Castan
Samantha Chapple
Trisha Cheary

Channy Chen
Bala Chidambaram
Toneya Chin
Kimberley Chow
Crystal Chown
Bracha Cohney
Liz Collier
Paul Collins
Anthony Cowan
Marion Crossley
Shirley Cui
Georgina Davie
Richard Day
Ruwan Dep Weerasinghe
Barbara Dick
Lucinda Dodds
Tamar Dolev
Helen Dowdell
Tim Dowdell
Sarah Dozortseva
Niko Drakou
Mary-Jayne Drury
Justin Dunne
Evana Durack
Amanda Ellul
Paul Esposito
Suzanne Esposito
Sandra Eterovic
Anne Evans
Faye Fairley
Rosita Fernandes
Sharon Flitman
Alex French
Marcia Fyson
Beverley Gamble

Rodolfo Garcia-Flores
Sarah Ge
Daniella Genende
Nichola Gerrand
Raymun Ghumman
Pamela Gleeson
Sanjay Gopal
Paul Green
Will Green
Agata Grimaldi
Vi Ha
Mary Hall
Patricia (Trish) Hallam
Sebastian Halse
Hilary Harland
James Hegedus
Allison Hendon
Karen Henschke
Norma Herman
Lee Hirsh
Deborah Holmes
Md. Mehzaubul Hoque Nahid
Phoebe Hung
Jacqui James
Julie James
Sherry (Chan) Jiang
Ben Jones
Donna Jones
Suangi Karunaratne
Rebecca Kennedy
Verginnia Kingsford
Elise Kluvers
Violet Koh
Ellie Kostoulas
Barb Lawrence

Miranda Leckey
Amy Lee
Holly (Shu) Li
Sai Qing (Cindy) Li
Heather Little
Anna Liu
Becky Liu
Juan Liu
Sylvia Liu
Ruijuan (Vivian) Luan
David Luffman
Brian Lynch
Kristy Major
Alexey Makarov
Alexandra Mangion
Deborah Marcinkus
Louise Marsden
Bob Martin
Samantha Martin
Brooke Mathews
Ian Mathieson
Tess McCarthy
Sam McDonell
John McKenna
Jeff McLean
Susan McMahon
Elizabeth Meagher
Eliza Melnikoff
Kelly Merritt
Belinda Meyer
Javiera Mora
Annabel Morris
Melanie Morrison
Anna Mostovaia
Nevila Mulla
Andres Mario Munoz
Paul Muller
Garry Muschialli
Dot Nathan

Debbie Neill
Elizabeth Neilson
Peter Nguyen
Yen Nguyen
Kristy Nicola
Paul O'Brien
Lucy Palmer
Sarah Palmer
Eleftherios Patlamazoglou
Robin Paul
Claire Pedersen
Khuyen Pham
Meera Pothanattu
Teri Power
Joe Qiao
Cherry Qiu
Kamakshi Ramalingam
Brad Rhodes
Moya Richardson
Luke Riley
Alison Rogers
Denise Rorich
Maureen Russell
Dee Saidi
Nisha Samararatne
Julia Sant-Mire
Janet Savage
Kerrie Scott
Nimish Seth
Laura Shimmin
Anshu Sinha
Ambalavar Nalliah Sivanathan
Georgina Smith
Judith Smullen
Justin Smyrk
Sovann Sorn
Mary Stannard
Laura Stein
Melanie Steptoe

Warren Stokes
Gabriel Tan
Paul Tan
Domenico Tellatin
Patricia Theng
Steven Ting
Julia Trybala
Amy Tsang
Simonne Van Paesschen
Jeny Varghese
Lori Walker
Jean Wallace
Elle Watson
Frances Wheeler
Gemma White
Michelle Wilcox
Patricia Wilson
Connie Wong
Sara Wurcker
Jerry Xie
Aileen Young
Alice Zaslavsky
Vera Zhou

Board Members

Chris Allan (President)
Michael Brand
Tony Clift
Joan Cooney
Chris Coughlan
Bob Crosthwaite
Chris Gahan
Paul Gleeson
Rebecca King
David Murphy
Bill Norris
Andrea Watson

OUR STRATEGIC DIRECTION

By 2016 Inclusion Melbourne will be a highly regarded boutique provider, recognised for its excellence in supporting people and sharing its accumulated knowledge with the broader community to benefit all Victorians with a disability.

GOALS

To increase the profile and brand recognition of Inclusion Melbourne, for the purposes of increasing the number of service users, volunteers and financial supporters.

- Develop and implement a marketing and communications master plan
- Develop and establish a small number of targeted corporate partnerships
- Engage in community building projects that raise Inclusion Melbourne's profile

To explore and develop new income streams, so as to reduce reliance on any single funding source.

- Prepare a coordinated development plan.
- Establish an opportunity shop.
- Investigate the establishment of a for profit social enterprise

To grow the existing services offered by Inclusion Melbourne, with a particular focus on developing the Registered Training Organisation (RTO) into a separate division with a unique identity and brand.

- Undertake governance tasks to establish the RTO as a wholly owned but legally separate entity
- Grow the RTO to reach new markets, with a broad remit to provide education for inclusion
- Continue to seek recurrent respite funding for leisure buddies service

CHIEF EXECUTIVE OFFICER REPORT

Helen went into a café. It was a Wednesday, like any other – except it wasn't an ordinary day. For Helen it was an extraordinary day. As she walked in, the owner looked up from behind the counter, saw Helen and said 'Hi Helen, can I get you your usual?' Helen gave no response, but a friend of hers replied 'Yes, Please!'

For Inclusion Melbourne, it was another light bulb moment, the dream interaction we aim for with our work. That interaction was the culmination of years of hard work by dedicated staff with high levels of skill, and it all fell into place – for Helen has a profound disability, is unable to communicate verbally, requires a wheelchair to move around and assistance to meet some of her most basic needs – like eating and drinking. Yet, in that instant, she was not just accepted, or included, she was welcomed.

At Inclusion Melbourne, we want people to have better lives, not just better plans. That's why I'm so proud of all that we have achieved in the past year, and the staff that make it possible. Another

highlight for the year was having Dini Belgraver, one of our long standing volunteers, recognised at the 2012 Victorian Disability Sector Awards. Congratulations also to Georgie Davie, who received the Stonnington Young Citizen of the Year award for her work with Cuong in helping him set up his email account.

This past year has been a challenging one for Inclusion Melbourne and the disability sector. The State Government budget made cuts to disability support services, and for the next three years, our indexation is limited to 2%, while wages and inflation (not to mention electricity prices) will rise far more quickly than this. The effect of these changes will across the sector see more funding diverted from supporting people to simply paying to keep the lights on and the phones working.

On the flip side, we are pleased with the Commonwealth Government's announcement of the creation of trial sites for the establishment of the National Disability Insurance Scheme. There will be a trial site in Victoria, which will

...we believe that we must engage with the local community if we are to make a lasting impact for the people we support.

be located in the Barwon region, incorporating Geelong. We will be keen observers of the trial so that when the scheme is fully implemented, we will be able to transition across smoothly and be in a position to support people and their families to request and access any additional supports that you may require. However, our enthusiasm is tempered by the fact that the government still needs to find an additional \$8 billion to make the scheme a reality for all. Part funding cannot deliver the outcomes that we need to make a difference in people's lives, as any shortfall in funding will see the reintroduction of gatekeepers, waiting lists and misery based assessments.

Inclusion Melbourne is different to other organisations supporting people with a disability in that we believe that we must engage with the local community if we are to make a lasting impact for the people we support. This was again shown in the comment from one of our volunteers at one of our events during the year. Three Leisure Buddies who all enjoy spending time with

Gary arrived at the same time, whereupon Lori commented

"Oh look, the whole family is here".

I would like to thank the families and people we have supported during this past year, who again have placed their trust in us to deliver meaningful outcomes for them. I hope that we continue to earn and be deserving of that trust, and look forward to sharing many more of your stories of welcome in the years ahead.



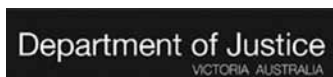
Daniel Leighton

Chief Executive Officer

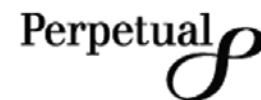


PARTNERS AND SUPPORTERS

Government Partners



Community Partners



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.

TREASURER'S REPORT

I am pleased to present the Treasurer's report for the 2011/12 financial year, which has seen the continued refinement of the Inclusion Melbourne model of support. We achieved year on year growth of seven percent, a figure of which I am proud. This follows on from a two percent increase the previous year, and we have also increased our asset base.

Over the past year staff have been careful to manage costs and ensure value for money in purchasing. During the year we have made significant investments in vehicles, equipment, notably new furnishing for the training rooms, and information technology, with the installation of a new phone system, server and over a dozen new computers. It is pleasing to see the organisation improving its infrastructure to ensure that maintenance and administration costs are kept low, so that additional funds are available for expenditure by the people we support.

Our individualised funding approach, while acknowledging the great freedom and flexibility of choice that it provides the people we support in accessing services they most value, has also highlighted the need for refinements in our financial systems and accounting procedures. I am pleased that our staff have been working towards the implementation of a new integrated information

system, which will be implemented in the coming year. We are entering a difficult period for disability support providers in Victoria. The National Disability Insurance Scheme is still some years away and will require investment by the board in order to ensure that Inclusion Melbourne successfully adapts to the new funding systems and processes. However, at a time of increased expenditure to support our transformation, the Victorian Government has indexed funding for disability organisations at 2% per annum, while Government actuarial estimates of Consumer Price Indexation indicates likely CPI growth over this period growing at a faster rate. This is concerning as wages and other expenses will grow at a much faster rate than our funding, limiting the potential of our organisation.

I would like to pass on my thanks to the staff of Inclusion Melbourne for their commitment and dedication in providing services and support to people with disabilities. I would also like to thank our administration team, in particular Julie Birrell and Kathy Lewer for their dedication in a changing and challenging environment.

 **Michael Brand**
Treasurer



INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2012

2011	INCOME \$	2012
1,457,979	Government Subsidies and Grants	1,433,601
303,050	Donations and contributions from Philanthropic Organisations	374,918
74,910	Service User Contributions	124,047
23,113	Interest received	26,656
-	Profit on sale of assets	2,099
566	Workshops	-
1,515	Other income	33,834
1,861,133		1,995,155
	EXPENDITURE	
158,179	Building and Property	180,773
18,813	Housekeeping expenses	25,403
130,542	Administration expenses	120,035
98,035	Staff training and Public Relations	130,504
209,452	Program and Project Funding	157,509
1,086,023	Salaries	1,172,797
151,277	Transport	191,949
3,318	Sundry expenses	2,055
1,855,639		1,981,025
5,494	Surplus / (Loss) from operations	14,130

OUR STAFF

Administration

Julie Birrell	Finance Manager
Nathan Despott	Project Officer
Sarah Gelman	Quality Officer
Julie James	Receptionist
Daniel Leighton	Chief Executive Officer
Kathy Lewer	Office Manager
Anshu Sinha	Administration Officer
Alexander White	Marketing & Development Manager

Education & Training

Alison Baker	Literacy Facilitator
Luca Benes	Literacy Facilitator
Jeanette Coff	Literacy Facilitator
Karen Eadie	Education Coordinator
Maria Eliadis	Manager, Education & Training
Meera Poathanattu	Compliance Officer
Alison Sizer	Literacy Facilitator

Volunteering

Tess Lynch	Volunteer Manager
Lorraine Raskin	Leisure Buddies Coordinator
Jacqueline Robinson	Project Officer
Tina Whitmore	Timebank Coordinator

Personalised Supports

Alicia Barber	Support Professional
Kurt Chu	Support Coordinator
Leonard Chu	Support Professional
Justine Duguid	Support Professional
Valetta Fernandes	Support Professional
Serena Ferraro	Support Coordinator
Anna Forbes	Support Professional

Jillian Gadsden	Support Professional
Vilda Gopal	Support Professional
Robyn Gray	Support Coordinator
Vi Ha	Support Professional
Devi Hadikusumo	Support Professional
Matthew Hartigan	Support Professional
Karen Henschke	Support Professional
Lucy Houghton	Support Professional
Sheila Kennedy	Support Professional
Rebecca Kennedy	Support Professional
Jeong Hoon Kim	Support Professional
Carmine Laghi	Manager, Personalised Supports
Eric Lebon	Support Professional
Fiona Lynch	Support Professional
Janna McKittrick	Support Coordinator
Andrew Mellody	Support Professional
Jane Murphy	Support Professional
Gillian Neumann	Support Professional
Vincenza Nobile	Support Professional
Yolanda Perin	Support Professional
Pia Prendiville	Support Professional
Luke Riley	Support Professional
Rebecca Ryan	Support Coordinator
Noel Sheehan	Support Professional
Monika Sowunmi	Support Professional
Sandra Stanicic	Support Professional
Mika Stasiukiewicz	Support Professional
Wendy Sullivan	Support Professional
Zacharias Szumer	Support Professional
Rana Thiele	Support Professional
Craig Thompson	Support Professional
Dianne Trevaskis	Support Professional
Brygida Trybala	Support Professional
Megan Waters	Support Professional
Patricia Wilson	Support Coordinator
John Zino	Support Professional



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67 Sutherland Road
Armadale VIC 3143
Enquiry Line: 03 9509 4266
Fax: 03 9576 0378
Email: includeme@im.org.au

www.inclusionmelbourne.org.au

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