

annual
report
2012-2013



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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 Schmiegel / dean@sicore.com.au
Design by Justin Smyrk / smyrk@optusnet.com.au



about inclusion melbourne

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

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

Inclusion Melbourne is strongly guided

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

We support
people of all
levels of ability.

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

The past year has been one of remarkable change and reform in the provision of supports to people with a disability. In 2011 the Productivity Commission found that "the current disability support system is underfunded, unfair, fragmented, and inefficient, and gives people with a disability little choice and no certainty of access to appropriate supports". It is amazing to consider that just 18 months later we have had legislation sail through one of the most combative parliament's in our Nation's history, and to top it off that the people of Australia were unanimous in their support for a new levy to help fund additional supports for people with disability.

But what does this mean for Inclusion Melbourne? We are well placed for the introduction of the National Disability Insurance Scheme. Our belief in the provision of support based on individual, and not organisational needs, is long established and is not challenged. We adopted this approach many years ago, and our systems and practices are mature, given that the idea was first suggested by my predecessors on the board in 1990 – over twenty years ago.

There are challenges that we face. Primarily we always seek to do better than we did previously. As a learning organisation, we grow alongside each of the people we support and their families and loved ones. My fellow board members and our management team are working closely on ensuring a smooth transition for all of the people we work with in time for the transition to the NDIS in three years' time.

I would like to thank all of our volunteers and the Gawith Foundation for their continued support in creating better lives for the people we support. I'd also like to acknowledge the passionate work of our staff and management team, and offer my thanks for the ongoing contribution and work of fellow board members.



Chris Allan
President



6 2012 highlights

July 2012

Over 2300 people signed our petition in less than 48 hours calling on Premier Ted Baillieu to bring the NDIS to Victoria. The Premier committed to funding a trial site first thing on the Monday morning.



August 2012

We start Graffiti Deleto training, providing graffiti removal in and around St Kilda.



September 2012

Thanks to a generous donation, people we support and their leisure buddies enjoyed free tickets to the soccer, tennis, musicals and the cricket.



October 2012

We move back into our newly refurbished classroom at Phoenix Park Community Centre



November 2012

We host our inaugural Gawith Lecture. The address was delivered by Senator The Honourable Jan McLucas, Parliamentary Secretary for Disabilities and Carers and Parliamentary Secretary for the Prime Minister, who spoke on the development of the NDIS



December 2012

Newly appointed CEO of the National Disability Insurance Agency, David Bowen, chooses to visit Inclusion Melbourne while learning about exemplary and innovative support providers around the country.

January 2013

We opened our new office in Sunshine, to better support people in Western Melbourne



March 2013

The Victorian Parliamentary Law Reform Committee publishes the final report on the Inquiry into Access to and Interaction with the Justice System by People with an Intellectual Disability and Their Families and Carers. The report references our submission on multiple pages and suggests recommendations in line with our submission.



May 2013

We honoured many wonderful volunteers for their dedication during National Volunteer Week



June 2013

We published a guide to support organisations moving to personalised supports



February 2013

A record month for new volunteers commencing, and our numbers continued to reach new records every month after this.



April 2013

Our local café chooses to donate their tips for the month to support our work.



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:

Jessica Adams
Ashish Agrawal
Vicki Alipasinopoulos
Bridgett Allen
Jacqui Allen
Hussain Alrikabi
Amer Sheikh Al-Zaquan
Novi Amiyanti
Beatriz Andres-Marino
Grant Anthony
Nora Ashe
Sophie Balchin
Travis Banko
Elizabeth Baratto
Emma Bardon
Emma Barnett
Lindsay Bayne
Dini Belgraver
Julia Bell
Merril Bennett
Smita Bhatnagar
Tetyana Bobokalo
Teresa Bolster
Helen Braun
Julian Brophy

Kate Brophy
Linda Cain
Jena Capes
Daniel Caporale
Maree Carroll
Margaret Carroll
Kylie Castan
Channy Chen
Bala Chidambaram
Toneya Chin
Crystal Chown
Bracha Cohny
Liz Collier
Anthony Cowan
Marion Crossley
Shirley Cui
Georgina Davie
Richard Day
Barbara Dick
Lucinda Dodds
Tamar Dolev
Helen Dowdell
Tim Dowdell
Niko Drakou
Mary-Jayne Drury

Justin Dunne
Evana Durack
Amanda Ellul
Suzanne Esposito
Sandra Eterovic
Anne Evans
Faye Fairley
Rosita Fernandes
Sharon Flitman
Marcia Fyson
Jill Gadsden
Beverley Gamble
Sarah Ge
Raymun Ghumman
John Girardi
Pamela Gleeson
Sanjay Gopal
Marisca Gouws
Samantha Graham
Paul Green
William Green
Agata Grimaldi
Trish Guglielmino
Sue Guzick
Vi Ha

Patricia (Trish) Hallam
Sebastian Halse
Hilary Harland
Karen Henschke
Norma Herman
Amaya Hettige
Lee Hirsh
Deborah Holmes
Joelle Horan
Phoebe Hung
Pearl Jam
Julie James
Mark Jason
Sherry (Chan) Jiang
Ben Jones
Donna Jones
Eliza Kane
Suangi Karunaratne
Tom Kielczynski
Helen Kludt
Elise Kluvers
Ellie Kostoulas
Suzanne Lau Gooley
Barb Lawrence
Miranda Leckey

Amy Lee
Holly (Shu) Li
Sai Qing (Cindy) Li
Heather Little
Juan Liu
Lillian Liu
Hannah Lomas
Brandon Longley
David Luffman
Brian Lynch
Kristy Major
Alexey Makarov
Alexandra Mangion
Deborah Marcinkus
Louise Marsden
Brooke Mathews
Ian Mathieson
Tess McCarthy
Sam McDonell
Jeff McLean
Susan McMahon
Libby Meagher
Eliza Melnikoff
Kelly Merritt
Belinda Meyer

Mike Moffat
Javiera Mora
Annabel Morris
Melanie Morrison
Anna Mostovaia
Garry Muschialli
Mike Napier
George Nata
Dot Nathan
Debbie Neill
Elizabeth Neilsen
Rachel Nelson
Peter Nguyen
Kristy Nicola
Niamh Ni
Thighearnaigh
Shinjoo Noh
Paul O'Brien
Angela Panettieri
Eleftherios
Patlamazoglou
Claire Pedersen
Lia Pedetti
Elizabeth Pedler
Meera Poathanattu

Teri Power
Cherry Qiu
Ann Quixley
Samantha Ray
Helen Ridgway-Davis
Luke Riley
Alison Rogers
Sarah Romero
Maureen Russell
Dee Saidi
Julia Sant-Mire
Lalita Saripalle
Manasa Saripalli
Janet Savage
Kerrie Scott
Sophia Scott
Nimish Seth
Laura Shimmin
Anshu Sinha
Kersherka Sivakumaran
Ambalavar Nalliah
Sivanathan
Justin Smyrk
Olivia Song
Sovann Sorn

Cassandra Stanford
Mary Stannard
Ashley Stephens
Warren Stokes
Erin Sun
Gabriel Tan
Jeretine Tan
Paul Tan
Domenico Tellatin
Patricia Theng
Steven Ting
Amy Tsang
Sam Tziaras
Marguerite Udunuwara
Elizabeth Unger
Jeny Varghese
Lori Walker
Tracey-Lee Walker
Marcus Walkom
Jean Wallace
Emma Warburton
Elle Watson
Frances Wheeler
Gemma White
Michelle Wilcox

Patricia Wilson
Claire Woods
Angus Wong
Sara Wurcker
Jerry Xie
Emma Yue
Alice Zaslavsky
Eric Zhang

Board Members

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

chief executive officer report

The past year has been a remarkable one for Inclusion Melbourne. In line with our strategic plan, we are commencing to grow, and we received many new enquiries on the back of our new marketing materials. I am especially pleased that we have opened a new office, located in Sunshine, to better support people with a disability and their families who live in the western suburbs of Melbourne. In total, we welcomed fourteen new people who chose Inclusion Melbourne as their support provider.

In January, we opened our doors to a group of school leavers and established the Discovery program in Sunshine, a one year program to support school leavers to transition into personalised supports in the community. We have six people in the inaugural program and these young people are beginning to explore their own communities and develop their own plans about the activities they wish to undertake in the coming years. We are following their progress closely as we hope this may

be a model we can replicate in other areas and with other communities.

Our impact and reach continues to grow. For this we are thankful for the opportunity given to us to be able to work with and support so many wonderful people and their families. Every day we continue to learn from, and be inspired by so many people and their achievements. It is these experiences that we seek to capture and share with community groups and other support providers so that we can further our goal of creating greater acceptance and inclusion for people with a disability.

This year we have produced three significant resources to support people with a disability, their families and support providers. These include:

- A substantial piece of work on choice making and supporting choice for people with a disability. This is ground-breaking research and we hope that families and service providers utilise the resources that accompany the extensive research, which we undertook in partnership with RMIT University. In total this work spans over 200 pages and includes

three short films and guides in easy English for people with a disability, as well as research and frameworks for consideration by advocates and others.

- The development of an individualised costing guide and tool for disability service providers (in partnership with Saward Dawson accountants)
- The development of a checklist and guide for people with a disability and their families to assist them to find the service provider that best meets their needs (in partnership with Wesley Mission Victoria).

You will note that each of these resources were produced with partners, and it is our desire to work in partnership wherever possible, whether that be with people with a disability, their families, community members, other providers or universities. It is our strong belief that we will always develop better solutions when we listen to others and work together.

Our volunteering continues to go from strength to strength and for the first time we are approaching 200 volunteers. It costs Inclusion Melbourne almost \$150,000 to recruit, train and support our

volunteers each year, but every year these volunteers provide the equivalent of over \$500,000 of support to the people we work with, in addition to the friendship and community inclusion that is gained via these relationships, which is truly priceless. I would like to thank each of our volunteers for the life changing work that they do, every day of the year.

This year we welcomed the announcement of the National Disability Insurance Scheme, and we will watch closely to ensure that it delivers all of the benefits that we have fought so hard for, in particular that beyond increasing the support people so desperately need, that it actually begins to support a more inclusive society. And while we applaud the creation of the Scheme, we recognise that the road to its implementation may be a rocky one, and for that reason we have already commenced our planning about how best to support people when the transition occurs, a transition that will see the current State funding cease, and the Commonwealth takeover.

It is an ongoing task to build a stronger Inclusion Melbourne. If we do not strengthen the organisation, and prepare ourselves for the challenges ahead then

we will not be able to extend our mission, nor offer support to people. The key challenge that we currently face is the lack of funding and appropriate indexation from the Victorian Government. To counter this we continue to make improvements to our processes, looking for any savings we can make, and in the past year, after much research, we have selected a new information system that will bring much wanted capability to our outcome measurements and ability to provide information to the people we support. We begin implementation in the coming year and we hope to begin to measure the benefits almost immediately. I would like to thank Howard Firkin and Travancore Consulting for providing significant time pro bono, to assist us in making our decision.

In closing, I would like to thank the people that make our organisation work. To each of the direct support professionals, who recognise the need for people to be connected into their community, to the support coordinators, who find solutions for what can be very difficult and sensitive situations, to the education team, striving to deliver the highest quality education anywhere, to our volunteer team, training

and supporting the many people who seek to make a difference in someone else's life, and to our administration team, who work to have a smooth back office so that the rest of the staff can work with ease, I would like to thank each and every one of you.

Daniel Leighton

Chief Executive Officer




partners and supporters

Inclusion Melbourne would like to acknowledge and thank all of our donors and financial supporters. Without your help, Inclusion Melbourne would be unable to deliver our life changing work to the people we support. Inclusion Melbourne would also like to acknowledge and thank the many local businesses and community organisations who have chosen to become a partner in inclusion, supporting a person to participate as a citizen in their local community.

government partners



community partners



Collier Charitable Fund



THE FLACK TRUST



The Honda Foundation



RUSSELL KENNEDY MEMBER OF THE KENNEDY STRANG LEGAL GROUP



treasurer's report

It's my pleasure to present the Treasurer's report for 2012/13 financial year. Inclusion Melbourne reported a small surplus from operations of \$14,499 which is in line with previous years and a slight (3%) increase over last year. Our balance sheet and net assets increased 6% over the year to \$261,290. This again was an exceptional result from our management and staff and through very careful management of costs. We move forward in a strong financial position.

During the past year we have seen additional expenditure associated with our organisational growth. This has included the establishment of new offices in Sunshine, where we are pleased to be included in the VisyCares Hub alongside other youth oriented community organisations. We have also had the continued development of the Graffiti Deleto program which is now in operation with the assistance of the City of Port Phillip. We have also made further investments in our marketing and branding, and we are beginning to see the benefits of these investments.

Some key highlights during the year have been:

- Our selection of an IT supplier for our new corporate information system
- Mapping and refining of our business processes these are currently being migrated onto the new information system
- Further work to move to automate our payroll, invoicing and accounts
- Undertaken a sustainability audit and we are now implementing changes to reduce our impact to the environment and to reduce our costs.

Together these works constitute very important updating and refining of our administrative practices and will assist the organisation in keeping our corporate overheads and administration costs low. It is essential that the organisation continue to refine its practices so that we are ready and in a strong position to tackle the transition to the new National Disability Insurance Scheme. A key part of this work will be understanding the financial challenges associated with this major reform. This will involve continued work from my colleagues on the board, working in partnership with management to understand what the changes will mean for the people we support and the organisation. Over the coming period this will include detailed financial analysis and

modelling to illustrate the likely impacts, as well as to identify areas for further organisational improvement.

I would like to acknowledge and thank Julie Birrell, who after fourteen years as our accountant has recently retired. I wish her all the very best in the years ahead. I would also like to take this opportunity to welcome Kate Langford who has recently commenced in this role. Finally, I would like to acknowledge all of the hard work our Finance and Operational staff have undertaken in providing cost savings and implementation of better work practices over the year.

Michael Brand

Treasurer




Statement of surplus or loss and other comprehensive income for the year ended 30 June 2013

2012	INCOME \$	2013
1,433,601	Government contracts and grants	1,675,835
374,918	Donations and contributions from philanthropic organisations	567,984
124,047	Service user contributions	114,850
26,656	Interest received	25,488
2,099	Profit on sale of assets	2,224
33,834	Other income	7,705
1,995,155		2,394,086

2012	EXPENDITURE \$	2013
180,773	Building and property	151,210
25,403	Housekeeping expenses	26,097
120,035	Administration expenses	244,255
130,504	Staff training and public relations	85,634
157,509	Program and project funding	203,482
1,172,797	Salaries	1,429,272
191,949	Transport	235,996
2,055	Sundry expenses	3,641
1,981,025		2,379,587

2012	TOTALS \$	2013
14,130	Surplus/(Loss) before income tax	14,499
-	Income tax expense	-
14,130	Surplus/(Loss) from operations	14,499

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

Education & Training

Luca Benes	Literacy Facilitator
Sandra Carey	Discovery Coordinator
Jeanette Coff	Literacy Facilitator

Karen Eadie	Education Coordinator
Meera Pothanattu	Compliance Officer
Alison Sizer	Literacy Facilitator
Tina Whitmore	Literacy Facilitator

Personalised Supports

Alicia Barber	Support Professional
Lisa Brash	Support Professional
Helen Calandro	Support Professional
Lisa Caruana	Support Professional
Andrew Cowper	Support Professional
Kurt Chu	Support Coordinator
Leonard Chu	Support Professional
Justine Duguid	Support Professional
Valetta Fernandes	Support Professional
Serena Ferraro	Support Professional
Anna Forbes	Support Professional
Jillian Gadsden	Support Professional
Vilda Gopal	Support Professional
Robyn Gray	Support Coordinator
Jordana Green	Support Professional
Vi Ha	Support Professional

Kathleen Hanlon	Support Professional
Devi Hadikusumo	Support Professional
Matthew Hartigan	Support Professional
Karen Henschke	Support Professional
Andrew Jackson	Support Coordinator
Lucy Houghton	Support Professional
Sheila Kennedy	Support Professional
Jeong Hoon Kim	Support Professional
Dharmarajen Kothandaraman	Support Professional
Alexandra Krumeich	Support Professional
Carmine Laghi	Manager Personalised Supports
Suzanne Lau Gooley	Support Professional
Eric Lebon	Support Professional
Daniel Leung	Support Professional
Fiona Lynch	Support Professional
Lisa Marris	Support Professional
Janna McKittrick	Support Coordinator
Magdalena Milojevic	Support Professional
Van Nguyen	Support Professional
Yolanda Perin	Support Professional
Jose Luis Pezo	Support Professional

Pia Prendiville	Support Professional
Stella Prideaux	Support Professional
Luke Riley	Support Professional
Rebecca Ryan	Support Coordinator
Hayley Sen	Support Coordinator
Tanjiv Singh	Support Professional
Monika Sowunmi	Support Professional
Emma Spink	Support Professional
Sandra Stanicic	Support Professional
Zacharias Szumer	Support Professional
Craig Thompson	Support Professional
Dianne Trevaskis	Support Professional
Brygida Trybala	Support Professional
Keren Waters	Support Professional
Megan Waters	Support Professional
Patricia Wilson	Support Coordinator
John Zino	Support Professional

Volunteering

Tess Lynch	Volunteer Manager
Lorraine Raskin	Leisure Buddies Coordinator
Jacqueline Robinson	Project Officer
Michelle Wilcox	Trainer





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Inclusion Melbourne Inc.



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