



inclusion melbourne
people creating better lives

Annual Report
2010/2011



Contents

Our History	3
Vision and Mission	4
Strategic Plan	5
Volunteers List	6-7
Highlights	8
CEO's Report	9
President's Report	10
Treasurer's Report	11
Financials	11



Cover:
Elizabeth
and Georgia
sharing a joke
at a literacy class.
Inside cover:
Francis at work

Our History

Inclusion Melbourne is Victoria's oldest disability day support service. The organisation was established in St Michael's church by the parent advocacy movement that occurred throughout Australia and in many parts of the world in the 1940s and 1950s. The non-government disability sector was largely built on partnerships between parents, their local communities, and governments working together to improve the lives of a very isolated and vulnerable group of people.

Centres were modelled on schools and provided courses in life skills, literacy and numeracy, creative arts, and leisure and recreation. By the 1960s, government funding was channelled into a formal service model called Adult Training and Support Services (ATSS).

Inclusion Melbourne is Victoria's oldest disability day support service.

In the early 1990's, the Board of Gawith Villa decided to move away from the traditional ATSS model and progressively changed its service model in order to provide a more individualised and community-based service.

Today Inclusion Melbourne is embracing its role as a community support provider, recognising that elevating the status of people with a disability requires an equal commitment to community strengthening, as much as it requires the provision of personalised and tailored supports for people with disability.





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.

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



Inclusion Melbourne is proud to present its Strategic Plan for 2011-2015.

This document has been developed at a time of significant change in the disability services sector, with the development of a new State Disability Plan, the continued movement towards personalisation of services and the potential introduction of a National Disability Insurance Scheme.

Inevitably, there will be continued fine tuning and policy reorientation as we undergo the largest transformation in the provision of disability services in more than 25 years. Despite this uncertainty in the external environment, Inclusion Melbourne launches this new strategic plan with confidence. Essential to this strategic plan and the continued success of the organisation are our vision, mission and values that continue to inspire, guide and direct our efforts and

...people with intellectual disabilities are people first with the same human rights as everyone else in society...

actions. Regardless of the final outcomes of these new policy directions, Inclusion Melbourne retains a strong and clear sense of our purpose, a deep understanding of the people we support, of what we want to achieve in the coming years, and how we intend to get there.

This is Inclusion Melbourne's first strategic plan that looks beyond service transformation to one of growth, leadership, diversification and financial sustainability. The plan is the product of 12 months of research, consultation, analysis and considered thought and we would like to acknowledge the people we support, volunteers, staff, members, partner organisations and other external stakeholders for their valuable contributions to the planning process.

This strategic plan addresses the challenges faced by the organisation and works to strengthen Inclusion Melbourne in the coming years. Fundamental to our strategy is that people with intellectual disabilities are people first with the same human rights as everyone else in society, entitled to the same aspirations and life chances as other people.

Our future

Our future is driven by the following internal and external factors.

Internal drivers for change:

- Vision
- Mission
- Values
- Our practice framework
- The lived experience of the people we work with

External drivers for change:

- Changing government policy and funding, including national reforms
- Increasing level of complexity
- Growing demand for supports
- Changing personal and community expectations
- A growing need for ensuring local support services in inner Melbourne

Our new strategic directions:

- To increase the profile and brand recognition of Inclusion Melbourne
- To explore and develop new income streams
- To grow the existing services offered by Inclusion Melbourne, with a particular focus on developing the RTO into a separate division with a unique identity and brand

Volunteers 2010/2011

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:

Michelle Abromvic
Soledad Adelan
Vicki Alipasinopoulos
Jacqui Allen
Hussain Alrikabi
Genevieve Alvarado
Amer Sheikh Al-Zaquan
Novi Amiyanti
Beatriz Andres-Marino
Grant Anthony
Nora Ashe
Jennifer Au
Sophie Balchin
Travis Banko
Elizabeth Baratto
Emma Barnett
Lindsay Bayne
Dini Belgraver
Margaret Bennett
Merril Bennett
Sam Bishop-Laggett
Mary Bolgarow
Teresa Bolster
Sholeh Boodhun
Bejal Brahmbhatt
Helen Braun
Peter Buckingham
Adrian Cadenazzi
Linda Cain
Daniel Caporale
Finn Cash
Kylie Castan
Trisha Cheary
Channy Chen
Bala Chidambaram
Toneya Chin

Kimberley Chow
Crystal Chown
Fiona Chung
Liz Collier
Paul Collins
Anthony Cowan
Shirley Cui
Glenn David
Georgina Davie



Richard Day
Ruwan Dep Weerasinghe
Barbara Dick
Lancelo Dimokari
Tamar Dolev
Yiwen Dong
Helen Dowdell
Tim Dowdell
Sarah Dozortseva
Niko Drakou
Mary-Jayne Drury
Justin Dunne
Evana Durack
Amanda Ellul
Suzanne Esposito
Sandra Eterovic
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
Paul Green
Will Green
Beth Greenhalgh
Vi Ha
Patricia (Trish) Hallam
Sebastian Halse
Peter Haren
Hilary Harland
James Hegedus
Allison Hendon
Karen Henschke
Norma Herman
Kate Hiller
Lee Hirsh
Deborah Holmes
Md. Mehzabul Hoque Nahid
Emma Howard
Phoebe Hung
Claire Huntley
Julie James
Sherry (Chan) Jiang
Vaishali Kame

Hugh Kidman
Virginnia Kingsford
Elise Klivers
Violet Koh
Barb Lawrence
Miranda Leckey
Amy Lee
Holly (Shu) Li
Sai Qing (Cindy) Li
Liangzhi (Rico) Lin
Heather Little
Anna Liu
Becky Liu
Juan Liu
David Luffman
Kristy Major
Alexey Makarov
Jing (Chris) Mang
Deborah Marcinkus
Mary Mariyanovic
Bob Martin



Samantha Martin
Brooke Mathews
Ian Mathieson
Tess McCarthy
Sam McDonell
John McKenna
Susan McMahan
Belinda Meyer
Javiera Mora
Annabel Morris
Melanie Morrison
Anna Mostovaia
Nevila Mullaj
Andres Mario Munoz
Danica Murfett

Garry Muschialli
Dot Nathan
Peter Nguyen
Yen Nguyen
Kristy Nicola
Lucy Palmer
Sarah Palmer
Eleftherios Patlamazoglou
Robin Paul
Claire Pedersen
Khuyen Pham
Meera Pothanattu
Joe Qiao
Brad Rhodes
Luke Riley
Alison Rogers
Denise Rorich
Maureen Russell
Lara Sacher
Dee Saidi
Nisha Samararatne
Julia Sant-Mire
Janet Savage
Kerrie Scott
Laura Shimmin
Anshu Sinha
Ambalavar Nalliah Sivanathan
Georgina Smith
Judith Smullen
Justin Smyrk
Sovann Sorn
Melanie Steptoe
Warren Stokes
Gabriel Tan
Paul Tan
Domenico Tellatin
Steven Ting
Julia Trybala
Maree Tsakiridis
Amy Tsang
Marilyn Vaccaro
Anna Vallence
Jeny Varghese

Alice Vourdoukas
Lori Walker
Jean Wallace
Elle Watson
Frances Wheeler



Gemma White
Patricia Wilson
Emily Wong
Ellen Woods
Jerry Xie
Aileen Young
Alice Zaslavsky
Vera Zhou

.....
Board Members

Chris Allan (President)
Michael Brand
Tony Cliff
Joan Cooney
Chris Coughlan
Bob Crosthwaite
Chris Gahan
Maureen Garrett
Paul Gleeson
David Murphy
Andrea Watson



Annual Highlights

July 2010/ Hosted a forum on Keeping Faith – bringing together spiritual and religious leaders from across Victoria to meet with people with a disability and disability support providers.

September 2010/ Support from the Ian Potter Foundation for our volunteering program, acknowledging our leading work in community development and volunteering within the disability sector.



November 2010/ Completed the fit out of the Gawith Training room, with thanks to the Brockhoff Foundation and the Collier Charitable Trust.



January 2011/

Inclusion Melbourne becomes a founding member of Cornerstone, a partnership of like minded disability support organisations seeking to learn and share.



March 2011/

Commence a partnership with Lauriston Girls School, with students completing community service supporting the people we work with.

May 2011/

Senator Jan McLucas, the Parliamentary Secretary for Disability, visits inclusion Melbourne to discuss personalising supports for people with a disability.



Chief Executive Officer report

It is my pleasure to deliver the Chief Executive Officer's report for the 2010/11 financial year. This report covers my first full year at Inclusion Melbourne, a wonderful organisation with people at its core. In preparing my report, there has been one article I read this year that has stayed with me all year and supports the work we do at Inclusion Melbourne: "Basketball stars thank friends, not coaches." What does this have to do with Inclusion Melbourne?

Inclusion Melbourne holds a number of firsts –and we are rightfully proud of these: the first day support service for people with intellectual disability in Victoria, the first service to support self-advocacy and the first service to completely transform to operate a community based personalised model. But above all of these firsts are our values and mission – the reason we are here and continue to innovate. And that reason is friendships.

Everyday at Inclusion Melbourne you'll find the staff talking or thinking about a person we support and who their friends are, or where those people live, or how we are working to help someone meet new people and find new friends. For Inclusion Melbourne, friendships are central to all that we do – for without a friend, regardless of what skills and abilities we possess, loneliness is what we are left with at the end of each day. That is why we use activities as a means to not only build skills, but also opportunities for friendships and social interactions. That's why this article, that found that when elite American athletes received awards, they were almost twice as likely to thank friends than their coaches. The article highlighted to me that no matter our abilities it's the friendships that we value in good times and bad, and I am proud of the way all of the staff at Inclusion Melbourne strive to add purpose and friendship, above simple activity, into to the lives of every person we support.

...friendships are central to all that we do...

The past year has a number of highlights, and I am pleased to report that our success with philanthropic foundations is high on that list. Seeking funding from anyone is a validation of the work you do, and the quality of that work. Therefore it is very pleasing that many foundations are willing to publicly support the work we do. Also pleasing is the recognition from our industry peers and the Department of Human Services of our model of support. We have been in high demand over the past year as speakers to present and discuss our way of working and the process of transformation. After many years of working in isolation it is a pleasing justification that we are now being actively sought out to meet with others about how to improve lives for people with a disability.

2010/11 has been a year of consolidation and the foundation for new beginnings. As an organisation we have completed a significant strategic planning process, the first that looks beyond the process of organisational transformation. This is a milestone achievement, as while we know that this work is never truly complete, the organisation is at a point where it is ready to seek new challenges. This strategic plan will help place Inclusion Melbourne in command of our future – a future filled with opportunities and sustainable growth.

I look forward to working with the organisation on these new challenges. Of course, this work is achieved only through a team based approach, and I would like to offer my sincere thanks to the energy, determination, confidence and professionalism of the leadership team who not only understand our values but embrace them in their work every day.

A handwritten signature in black ink, appearing to read 'Daniel Leighton'.

Daniel Leighton
Chief Executive Officer

President's report

I feel great pleasure and pride when I reflect on the successes of Inclusion Melbourne for 2010/11.

During the year we supported 73 people across Melbourne to gain employment, find a friend, engage in community work, discover a passion and make new friends. All of this is possible due to our unique model of support, placing people at the core of what we do, and supporting people to make links in their own community - placing our staff and volunteers at work in an abundance of locations and situations every day.

In my first year as President, I am thankful of the work of my predecessor, Bob Crosthwaite, in placing Inclusion Melbourne in the unique position that it is in, and I hope that at the conclusion of my term of office I will be able to say that I too have made a difference. The year just past has been a year of changes, and of consolidation. Under the leadership of a new Chief Executive Officer, Inclusion Melbourne is increasingly focussed on achieving a measureable impact – for the people we support, for the broader community and for the community support sector. A commitment to evidence based practice is a public demonstration of our belief in the potential of people with a disability, and of being transparent as an organisation so that others can learn from our experiences and lift the quality of supports provided to people.

During the past year the board and leadership team worked on our new strategic plan, at the same time reaffirming our commitment to our values, mission and vision statements. At Inclusion Melbourne, I am constantly reminded through the actions of the staff and volunteers that these values are brought to life everyday

through tangible actions of the dedicated staff, and I would like to thank them for their ongoing commitment to providing high quality personalised quality services.

Over the past year, the board has commenced the process of seeking new members to ensure an orderly transition as longer serving members finish up their term. I would like to acknowledge the departure of Maureen Garrett. Maureen has had a long involvement with Inclusion Melbourne, having served as President from 1992-1995. Throughout

the years, I have always known Maureen to provide valuable insights and a long term strategic outlook. On behalf of the board, I would like to thank her for her immense contribution to Inclusion Melbourne. I would also like to welcome Chris Coughlan and Michael Brand to Inclusion

Melbourne, each of whom bring sought after skills to the board, and their participation is welcomed and appreciated by my fellow board members.

The coming year will again bring new challenges, as well as opportunities. I look forward to them both, and to exploring new developments and service initiatives that will help us grow Inclusion Melbourne and secure its place for the future.



Chris Allan
President



Financial Summary

Inclusion Melbourne achieved a net surplus of \$5,494 for the 2010/11 financial year. The net assets of Inclusion Melbourne for this period were \$232,661. The net surplus is in line with previous years and an improvement on a small projected loss, representing an exceptional performance in a year where the world economic outlook remained bleak and government spending was curtailed.

In this difficult climate, more and more community service organisations are considering mergers or shutting their doors, as well as reports of cuts to staffing and service delivery. Therefore I am pleased to report that Inclusion Melbourne survived the year without staff loss and maintained its focus on provision of uniquely tailored supports for people with a disability. This remains the bedrock of the organisation, and all involved take pride in educating people about the organisation where every person's support needs are 'made to

measure' and there is nothing that can be purchased 'off the shelf'.

Much has been written about the need for additional funding for disability support services, with independent and government reviews acknowledging that the area remains underfunded. In this context I would like to take this opportunity to acknowledge the work of all staff in containing costs and particularly offer my thanks to Julie Birrell, our Finance Manager, and Kathy Lewer, our Office Manager for their work in ensuring that Inclusion Melbourne remains a sustainable operation during this difficult time, as well as implementing a number of cost saving opportunities to our business practices.

Michael Brand
Treasurer




Income Statement for the year ended 30 June 2011

\$ 2010	INCOME	\$ 2011
1,367,410	Government Subsidies and Grants	1,457,979
404,449	Donations and contributions from Philanthropic Organisations	303,050
17,434	Service User Contributions	74,910
19,574	Interest received	23,113
3,467	Profit on sale of assets	-
3,509	Workshops	566
1,252	Other income	1,515
1,817,095		1,861,133
EXPENDITURE		
127,987	Building and Property	158,179
16,741	Housekeeping expenses	18,813
87,525	Administration expenses	130,542
72,153	Staff training and Public Relations	98,035
196,681	Program and Project Funding	209,452
1,128,270	Salaries	1,086,023
170,507	Transport	151,277
2,610	Sundry expenses	3,318
1,802,474		1,855,639
14,621	Profit/(Loss)	5,494



inclusionmelbourne

people creating better lives

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



Inclusion Melbourne Inc.



InclusionMelb