



Australian  
Inclusion  
Group

ANNUAL REPORT : 2020



# Staff 2019-2020

## AUSTRALIAN INCLUSION GROUP

### Chief Executive Officer

Paul Fleay

### Chief Operating Officer

Richard Orr

### Finance Manager

Laurensia Rosana

### Administration and Assets Manager

Jenny Drury

### Accountant

Selena Lewis-Jones

### Assistant Accountant

Tracy Zheng

### Finance Officer

Simone Tan

### Board Minute Taker

Grace Mills

## INCLUSION WA

### General Manager

Jess Kain

### Individualised Services - East

#### Manager

Matt Shaw

Claire Curr

Nikki Ilich

Jarrod Murfit

Alexandria Kenyon

Jacqui Hampton-Grigg

Angelique Tuffnell

Kerryn Dreyer

Craig Hayes

Thomas Tuffnell

Marina Leeming

Sarah McWhinney

Alexander Marsden

Daniel McCormick

Naomi Bowman

Christopher Young

Emilie Bennison

Tiahna Murfit

Daniel Barrington

Mark Lowenthal

Michelle Munyard

Londa Rychlewski

Jordan Murfit

### Individualised Services - South

#### Manager

Karla Summers

Anne Marliac

Dimithira Jani

Megan Norman

Eloise Maxwell

Luke Hartley

Margaret Steadman

Catherine Matthews

John Flannery

Peter Adamson

Yoann Roy

Lorraine Drexler

Rebecca Swan

Jonathan Drzezdzon

Ashlee Price

Ella Graham

Bettina Van Dijk

Jordan Pfaff

Linelle Fields

Jack Williams

Sparks, Sophie

Timothy Murphy

Ruby Baptist

Neil Byrne

Tara McCarthy

Veronica Lienert

Cameron Davey

Steven Preedy

Rhiannon Emery

Renee Moncrieff

Barry Vandamme

Jesse Liddington

Rachel Fuller

Coleen Butland

Jakeb Stevenson

Sarah Genoni

Cameron Fraser

Daniel Jenkins

Kyla Plani

Damian Rudd

Edna Mallett

Kelsey Sewell

James Mocin

Jack Haynes

Danielle Bailey

Peter Zammit

Rachel McCann

Leila Heidarvand

Matthew Collette

Alex Nissen

Elisabeth Longman

### Individualised Services - North

#### Manager

Jess De Massi

Sharon Morgan

Judd Martin

Ramona Chant

Ryan Randolph

Sharon Edwards

Jasmine La'Brooy

Erik Chin Ken Chong,

Sanam Sarawat

Fraser Waddell

Judd Martin

Sharon Morgan

Claire Ross

Ana Rakonjac

Jay Cutler

Mary Anne Suralta

Michael Cotton

Daniel Gregory

Karla Longstaff

Isobelle Petri

Tracey Going

April Madureira

Danika Grandflied

Isaac Sherwood

Kylie Smith

### Individualised Services - Central

#### Manager

Josh Rowdon

Danielle May

Asha Campbell

Caroline Smith

Nigel Matthews

Andrew Diamond

Sarah Brown

Liam Parsons

Elise Reidy-Crofts

Eli Going

Li Yen Ong

Liam Gough

Isabella Dunbar-Tapp

Thomas Darley

Catherine Holden

Sasha McCaughan,

Daniela Caratozzolo

Jurnee Manu

Kayla Matuzik

Jessica Wolfe

Dylan Headley

William Pusey

Courtney D'Silva

Lee Michael Davies

Courtney Bolton

## INCLUSION SOLUTIONS

### General Manager

Denver D'Cruz

Ciara Cooney

Kristee Jolly

Adam Nankin

Kiri Penter

Amy Perrie

Jehu Dagohoy

Tom Hughson

Jennifer Irvine

Grace Mills

Adam Popham

Kale Becker

Rachel Dillon

## PERSONAL ASSISTANTS WA

### Service Manager

Kristy Macnamara

Jessica Pasley

Tara Gordon

Tamala Healy

Kellie Varady

Shelley Johnston

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# Contents

## Australian Inclusion Group

Chair's Report 2-3

Group Operational Report 4-5

Group Directors 6-7

## Inclusion WA

Overview 8

Client Satisfaction Survey 9

Individual Stories 10-11

## Inclusion Solutions

Overview 12

Our Achievements 13-14

Organisational Highlights 15

## Personal Assistants WA

Overview 16-17



# Chair's Report



## The past year provided many unique challenges.

The 2019-2020 year started with great promise and expectations as we set about the exciting challenge of implementing our priorities identified in our 2019-2024 Strategic Plan. The development and rollout of the Australian Inclusion Network in Queensland, together with the continued evolution and growth of Personal Assistants WA to support people manage their plans, was hindered but not halted by COVID-19.

The importance of social inclusion was never more evident than during the COVID-19 restrictions. Unfortunately, Inclusion Solutions was not able to build upon the successful delivery of their social inclusion forums to the sport, community and local government sectors in the latter part of 2019 due to the restrictions.

Our support for individuals was also adversely impacted during COVID-19 with many people reluctant to continue with services during the restrictions. Inclusion WA maintained contact with clients during the lockdown, enabling services to resume for most people when restrictions were lifted.

The past twelve months has clearly demonstrated the strength and resilience of the organisation and this is due to the incredible commitment of the staff and the dedicated people who volunteer their time on the Board.

The Finance Committee, ably led by its Chair Kym Carmody and supported by the tireless work of Finance Manager Laurensia Rosana, provided the Board with incredible financial guidance that enabled the Board to steer the organisation through the crisis and remain in a strong financial position.

The Board remained steadfast in strategically leading the organisation, particularly during COVID-19, in support of our Vision and Values. As a result of this commitment, we were able to maintain high quality service during the restrictions while retaining support for our dedicated staff. To my fellow Board members – Gemma Nugent, Kym Carmody, David Shallue, Matt Popham, Elizabeth Shaw, Scott Harper and Melissa Caputo – thank you for your strength and support.

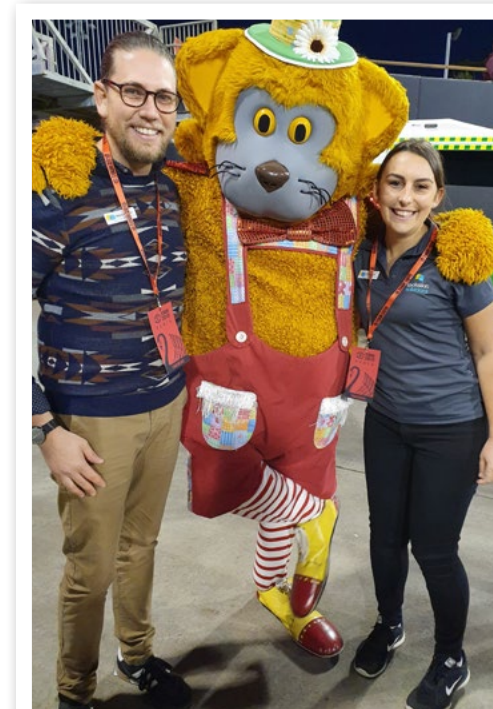
One of our organisation's greatest strengths is its frontline staff and leadership and we are extremely fortunate to have professional, committed and visionary people.

I sincerely thank all our staff for their enduring courage and support over the past 12 months, in particular the leadership shown by Richard Orr, Denver D'Cruz and Jess Kain.

And lastly, the success of our organisation and the resilience shown over the past 12 months can be largely attributed to our incredible Chief Executive Officer, Paul Fleay. Paul has provided unwavering support to his staff and provided professional guidance and advice to the Board. Thank you, Paul, for the many long days and for both your professional and personal support.

We hope that what we have endured with COVID-19 is a one-off experience but recent experiences from the Eastern states and overseas demonstrates that we cannot be complacent. What we have learned is that the Australian Inclusion Group is resilient. We are in a strong position to handle the changes and restrictions that this worldwide pandemic brought. It is from this position that I look forward to the continued delivery of quality service and the emergence of exciting growth opportunities.

**Brendan Cullinan**  
Board Chair







# Group Operational Report

The 2019-2020 financial year was, more than ever before, a year in two halves. In July 2019 our new five-year strategic plan had just been developed and each of the three key entities within the Group (Inclusion WA, Inclusion Solutions and Personal Assistants WA) began the year with growth, diversification and new innovations very much on their minds.

Inclusion WA continued to maintain a strong reputation for very individualised, person-centred support. As people began to feel more empowered by the NDIS by having control of their funding, there were increasing requests for an individualised approach towards support. Despite the challenges that this year threw at us all, the feedback from clients was extremely positive and encouraging. Some of the key results from our annual survey can be seen in more detail on page 9. However, it is pleasing to note the high level of agreement from clients that the mentors of Inclusion WA focus on goals – especially when most of these goals relate to areas that truly build a life, such as building relationships, being independent and finding a job.

Despite the well-documented challenges presented by the COVID pandemic in the second half of the year, Inclusion WA was able to split the north hub into a north and central team. Jess De Masi and Josh Rowden, two relatively new managers, have taken the reins of the two hubs respectively and continue to grow the size of their teams while maintaining a focus on service quality.

The Inclusion WA mentors deserve a special mention this year as they were on the coalface during the height of the pandemic, continuing to provide service to all those who requested it – plus in many cases did so with innovation and creativity.

For Inclusion Solutions, the year began with some large scale, national contracts, such as that with Cricket Australia. There were also other exciting developments in the pipeline such as an innovative tool for assessing the functional and social inclusion of community play spaces – amongst many other things. The nature of almost all of the work of Inclusion Solutions is based on being in the community and delivering workshops face-to-face – as such this work was heavily impacted during the second half of the year due to the restriction in place across the country.

The whole team was able to adapt incredibly quickly and work with funders to explore new methods of achieving outcomes for the community.

As a result of this 'pivoting' a whole suite of online programs was developed that will actually have benefits for connecting with communities across the country well into the future. The data on page 14 highlights the shift that took place, showing that no webinars were delivered in 2019 but 29 were delivered between January and June 2020.

While the other two entities were heavily impacted at times during the year, Personal Assistants WA (PAWA) had the smallest downturn in March and then proceeded to have significant growth for the remainder of the year.

Personal Assistants WA supports people to take control of their funding and their life, and this was needed more than ever this year – with an increasing number of people wanting greater control on all aspects of their supports.

Kristy Macnamara and her ever-growing, passionate team have more than doubled the number of people they support this year – even during the height of the first truly global pandemic in 100 years. This growth highlights the brilliant work of the team but also highlights what I believe will be the increasing desire of people to take far greater control of all aspects of their lives.

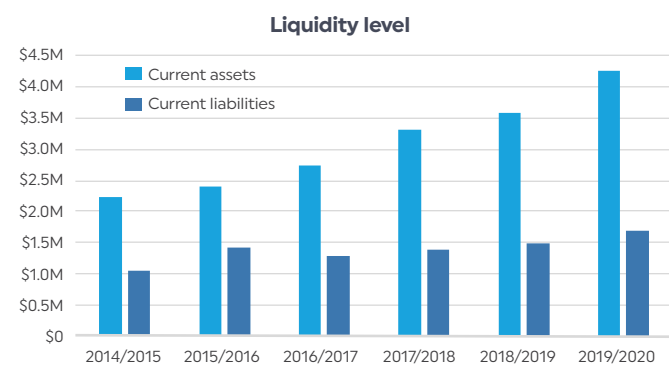
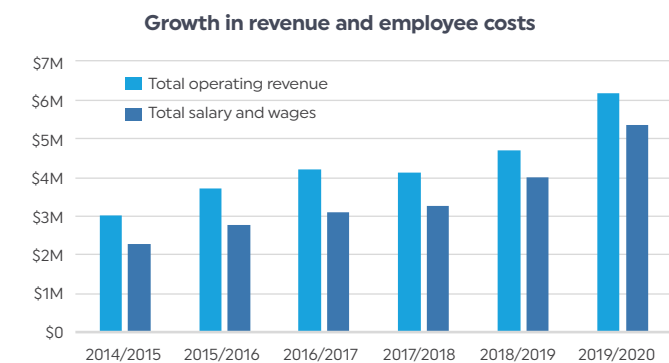
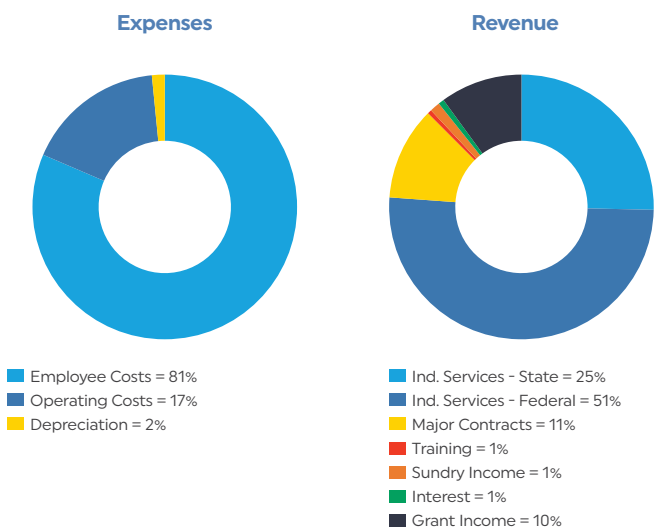


Interestingly, it seems as though the PAWA model will also be a very effective way of supporting people in areas that might historically be labelled 'thin markets'. A good percentage of the growth over this year has come from people in regional areas of WA without the need for PAWA to physically have offices or staff present. Having said that, looking further into 2020, it seems that PAWA will employ their first employee in the Great Southern region of WA, with the view that this could be replicated across the country in the coming years.

Overall, while this year presented many challenges, and each of the entities had their own unique issues at times, as a collective of like-minded organisations we were able to stay focused on our reason for being. When we were, at times, grappling with our decisions, having a clear focus on the ultimate goal helped provide some guidance.

Hopefully, the year ahead will have less global challenges and we will see wider stability because, as I mentioned at the start, we have lofty goals and ambitions for providing more support to more people in new and innovative ways across WA and across the country. I look forward to sharing those successes next year.

**Paul Fleay**  
Chief Executive Officer



# Board of Directors



**Brendan Cullinan**  
Board Chair

Brendan joined the Board in April 2012. He is married to Jane with two children. Brendan has worked in the sport and recreation industry in Western Australia for over 23 years in positions with the State Government and various sporting organisations. Brendan is currently an Executive Director of People With disabilities WA Inc. In his spare time, Brendan enjoys travelling and keeping fit. Brendan holds a sports management degree and is a qualified company director.



**Gemma Nugent**  
Deputy Chair

Gemma joined the board late in 2015. Gemma is a commercial lawyer and the founder of SoundLegal, a contract and commercial law practice. Prior to opening her firm, Gemma worked as an in-house lawyer in the engineering and construction industry, as a solicitor at boutique litigation practice and in the public sector. Gemma holds degrees in law and psychology and completed a Master of Business Administration in 2013.



**Matthew Popham**  
Board Member

Matt is the Director of Tax at Newmont Goldcorp Australia, having previously spent over 20 years working at KPMG. Matt has a degree in Business Economics and has provided tax advice to a range of entities including not-for-profit organisations. As well as his tax role, Matt is the Chair of Newmont Goldcorp Australia's Inclusion & Diversity Business Resource Group, having held a similar role at KPMG for the last 10 years. Matt is married to Jennifer and has three children, one of whom is an elite para-swimmer. Matt is a keen runner and wheelchair basketballer and enjoys most sports.



**Melissa Caputo**  
Board Member

Melissa joined the Board in October 2013 and held the position of Treasurer for 3 years. She is a Chartered Accountant and works as a Tax Advisor at BP, having previously spent a number of years at KPMG. Melissa enjoys playing netball, travelling, spending time with family and friends; and is a passionate Fremantle Dockers supporter.



**Kym Carmody**  
Treasurer

Kym joined the board as Treasurer in October 2016. She is currently a Principal of RSM Australia and is a member of Chartered Accountants Australia and New Zealand. Kym has a degree in Accounting and Marketing and specialises in tax and business advisory for small to medium enterprises. Kym is an avid traveller and also enjoys pilates.



**David Shallue**  
Secretary

David joined the Board in February 2018. He has operated his own human resource management and industrial relations consultancy since 2005. Prior to this, David held similar roles in the arts and entertainment industry, primarily involved in the area of venue management operations. As well as his involvement with Inclusion WA, David is the Secretary of the WA Branch of The Lord's Taverners Australia. He is also an active member of the ANA Rowing Club.



**Elizabeth Shaw**  
Board Member

Elizabeth is a manager in KPMG's advisory practice. Prior to this, she worked as the Executive Director of the UN Association of Australia and as a solicitor at the State Solicitor's Office of Western Australia. She is a qualified company director and holds degrees in arts and law as well as a Masters of Public Policy. Elizabeth also serves as the President of UN Women Australia. She has been recognised with an Australian Leadership Award from the Australian Davos Connection and a West Australian of the Year Award.



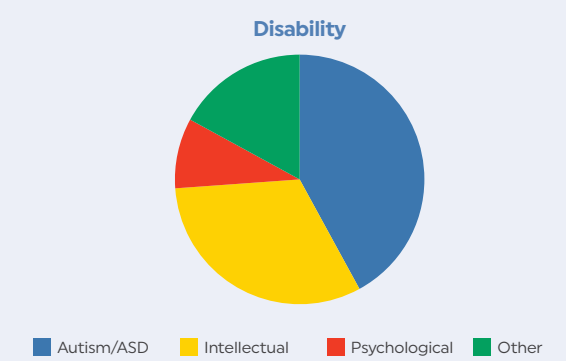
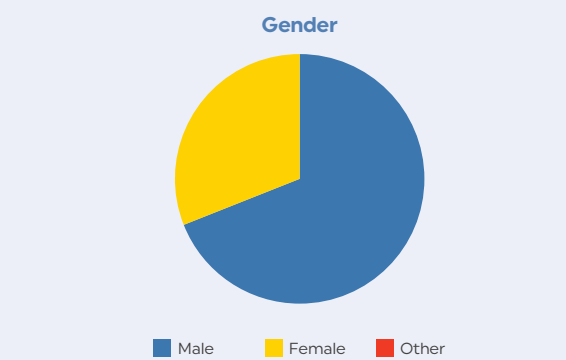
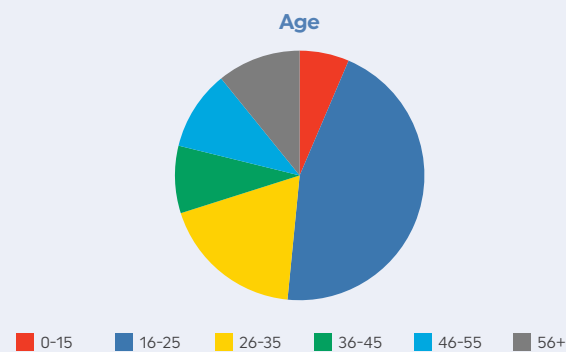
**Scott-Marshall Harper**  
Board Member

Scott joined the Board in late 2019. Scott has worked as the Government Affairs Manager for Alcoa of Australia since 2018. Prior to this, Scott was deployed overseas with the Department of Foreign Affairs and Trade to represent Australia at the United Nations in New York City. He is a lawyer by training and started his career in corporate law before working as Associate to former Justice of the High Court William Gummow AC. He holds a Bachelors of Law/Arts from the University of Western Australia. Scott enjoys cooking, spending time in Vienna with his Austrian wife and time at the beach with their Labrador, Pippa.

# Client Satisfaction Survey

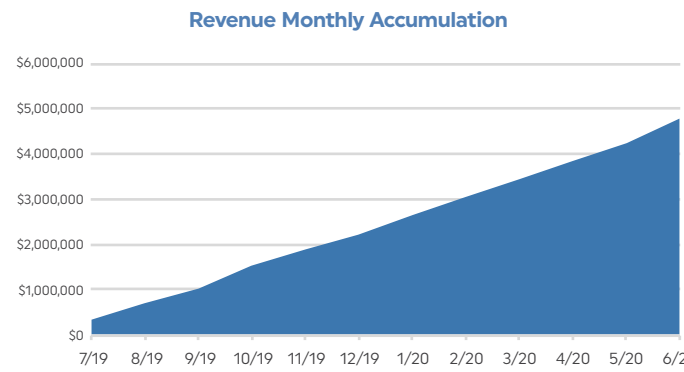
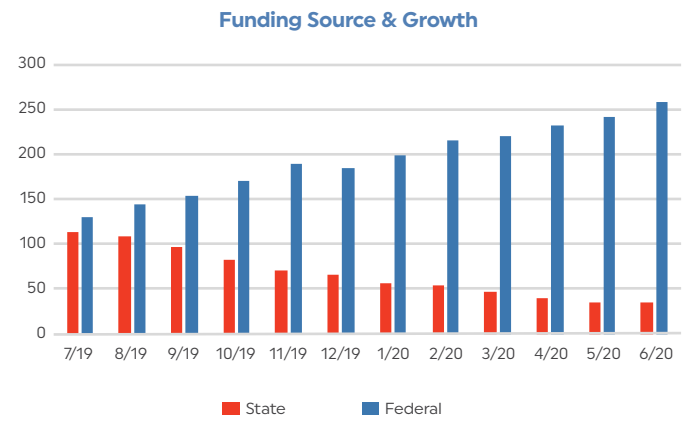
Each year, Inclusion WA conducts a client satisfaction survey to collect feedback that helps us improve our services. 2020 brought new and unprecedented challenges so we thought it especially important to seek feedback from clients specifically related to their experience with how we dealt with the COVID-19 pandemic.

## CLIENT DEMOGRAPHICS

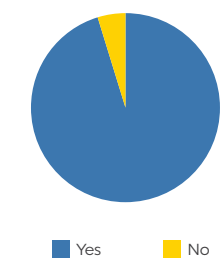


## FINANCIAL HIGHLIGHTS

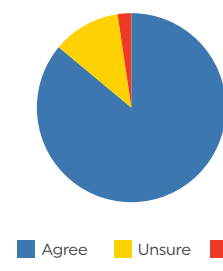
Average client funding package is \$19,243



Would you recommend this service to others?



The service focuses on my goals



### What is working well?

- "Everything is personalised and tailored well to my needs."
- "As a parent, the communication with Support Worker and Coordinator is really excellent."
- "Mentor is very kind and capable and supports me in things that I want to do. Nothing is too much for her, she is always willing and we get along amiably. I feel that she wants to help me achieve things in life that are important to me. She has made a difference to me with her positive attitude."
- "I think our Coordinator does a great job. Having someone that I can go to about the Support Worker and talk to is fantastic. She always listens and I can vent my concerns without feeling judged. She is very understanding and professional."
- "The flexibility of the appointments and I can choose what I want to work on."
- "Very happy with Mentors and their flexibility."
- "Every aspect of our contact, support and involvement with Inclusion WA is working extremely well, thank you."

How satisfied were you with the support Inclusion WA provided to you during the COVID-19 pandemic?



This year we also asked the people we support what goals they are working on;

Goal	Percentage
Developing independence at home	48.84%
Developing independence in the community	60.47%
Getting involved in the community	72.09%
Meeting people and building relationships	65.12%
Finding employment	48.84%
Learning new skills & studying	39.53%
Other	9.03%

Do you have any feedback for us specifically about how we handled the COVID-19 pandemic? Were there things you appreciated or things we could have done better?

- "We were well informed at all times and communication kept going which made me feel like I wasn't alone."
- "Communication was very clear, regularly updated and support continued."
- "I asked for phone contact as I was concerned about face to face contact during the height of the virus, I received calls most days and it helped me a great deal, and I appreciated this a great deal."
- "I really appreciated how considerate Inclusion WA was in that I was not feeling safe enough for my daughter to participate in any activities before, during and immediately after the lockdown. I have a family member who is very sick and they also took that into account with their consideration for our situation."
- "Support worker had excellent ideas to support online activities."
- "We appreciated Inclusion WA providing us (via both our Manager & direct support staff); updates regarding the changing procedures & policies during the COVID period - this has been maintained, thank you."



# Individual Stories

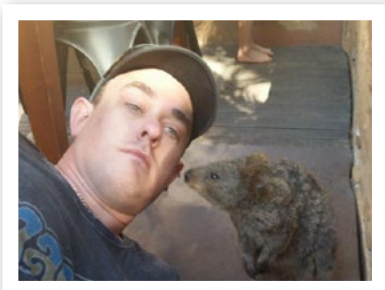


## BRENTON'S STORY

Brenton first became a client of Inclusion WA about four years ago. When he met Peter, one of Inclusion WA's Mentors, Brenton was isolated from his community and had not developed the confidence he needed to explore his interests.

During Brenton's initial meeting with Peter, he had mentioned that he was not happy with where he was at in life and ultimately with himself. Brenton came across as quite shy and nervous around people. Peter got to know Brenton more as they started building rapport together. Brenton was actually quite engaging and chatty. It became apparent that all Brenton needed was the opportunity to develop his confidence and practise the skills that would allow him to have greater access to his community.

With Peter's support, Brenton began to explore his local area and find activities of interest to attend. Peter assisted Brenton to learn how to navigate the public transport system independently and before long he was able to explore places such as Rockingham, Mandurah and even Rottnest Island for selfies with the quokkas. This independence built his confidence to do other things in the community, such as regularly attending rugby and WAFL matches, enjoying the adrenalin rush of hot laps in a V8 Supercar or the smell of rubber at a Perth Motorplex evening.



It became apparent that all Brenton needed was the opportunity to develop his confidence and practise the skills that would allow him to have greater access to his community.

Building on his newfound confidence, Brenton joined the Kwinana Bowling Club. Being naturally shy and nervous about interacting with those he didn't know, Brenton initially relied on Peter's support to meet members of the club. However, he slowly became more comfortable in getting to know new people and develop his bowling skills. Brenton had found his community. The club welcomed him with open arms, made him feel like a part of the community, and gave him the opportunity to become involved in all aspects of club life.



Two years on, Brenton accesses the club independently. He is known around the club. On most Mondays, you can find him lending a hand at the weekly working bee. As part of the Kwinana Bowls Club, Brenton has been able to take part in competitions and build his own skills. It has been a fantastic opportunity for Brenton to contribute to his community and establish a valued role.

Brenton's journey and achievements have taken him from a shy, reserved and unhappy man to someone who very much believes in himself. His confidence continues to grow and, although he knows life will have its challenges, he's determined to continue contributing to his community and developing his independence.

## JOSHUA'S STORY

Joshua has been supported by Inclusion WA for almost three years. During that time, he has graduated from high school, has been supported to find a work experience role at Spare Parts Puppetry Theatre, and has begun studying a Product Design Diploma at TAFE.

Joshua started the year kicking goals. He was independently attending Spare Parts Puppet Theatre assisting them in a range of departments as well as building his confidence and skills in production and design. Joshua was also looking for product design internships and he had started exploring his interest in art. This led him to consider setting up and running a microenterprise using red bubble and Instagram to sell his artwork.

Through the Inclusion Solutions Rotary Employment Project, Joshua was able to successfully win a paid contract to design a website for the Rotary clubs: [www.speakingcontest.org](http://www.speakingcontest.org)

Watch Joshua's story and how he worked with the Rotary Club here: [www.tinyurl.com/incsolrotary](http://www.tinyurl.com/incsolrotary)

When COVID-19 hit, so many of the things Joshua was involved with grounded to a halt.

The first major setback was the significant changes to his education. His TAFE classes transitioned to online lectures. When Joshua could no longer socialise with his peers and get his hands on the practical aspects of the course he was most interested in, it began to affect his motivation, enjoyment of the course, and his usually positive attitude. He started to withdraw himself from conversations about TAFE. He told his Mentors that he no longer needs support with his course work.

His work experience role at Spare Parts Puppetry Theatre was then postponed when, like so many businesses, they had to temporarily shut their doors as restrictions were increased. Being restricted from doing the things he enjoyed most impacted Joshua in a significant way.

Joshua's Mentor, Ryan, quickly realised that he needed to adapt the manner in which he supported Joshua. Ryan scheduled more regular calls to check-in. He also started finding opportunities for Joshua that could, not only, fill the space left by TAFE and his work experience but also continue to positively impact his employment goals.

Together, Joshua and Ryan contacted Joshua's TAFE and deferred some of his units until he could continue them face-to-face. This meant that Joshua could submit his best work and be able to attend his classes in person which he most enjoys.

Ryan also suggested they begin looking online for art submissions and internships for Joshua. They were able to find a number of opportunities that provided Joshua with some tangible prospects to work towards as well as give him a new sense of purpose whilst in lock-down. It was during this time that Joshua's artworks were accepted into an exhibition themed 'Self Advocacy' organised by People with Disabilities WA through Evolve Events. Currently, he is working with curator to set up his display in the upcoming exhibition.

After restrictions were lifted, Joshua was offered an opportunity in audio editing through the Rotary Employment Project. Joshua jumped at the chance to use his skills. With Ryan's support, he was interviewed by Radio DNR1 where he successfully got the role.

Alongside this, Ryan and Joshua also met with Natalie Bell, the Executive Producer at the Spare Parts Puppetry Theatre, to touch base with her and get an update on the opportunity at the Theatre. They discussed Joshua's future plans for employment. During this meeting, Natalie was able to identify and connect Joshua to an opportunity to join the Perth Arts Festival's Arts Management Traineeship Program on sound and production design. Joshua applied to this program and was selected to progress to the interview stage. Ryan attended the interview alongside Josh and encouraged him to talk about his career goals of designing speaker systems. Joshua was then offered a spot in the program. As part of his role, he will be onsite assisting with sound design, he will also be part of the team creating and installing the prototypes of the structures needed in the festival. He will join meetings with artists over Zoom and be heavily involved in rehearsals and sound system design.

Joshua has had an outstanding year. Through the adaptive nature of the support given to him during COVID-19, he was able to achieve amazing outcomes. Joshua has had the opportunity to continue developing and showcasing his diverse set of skills and remain on track in achieving his ultimate goal of having a career in the sound and production design industry.

# Overview

The 2019-2020 year has been an incredibly interesting and unusual year for Inclusion Solutions, much like most organisations in the community sector across the globe. In a short space of time, the COVID-19 Pandemic has reshaped the way in which communities operate, congregate and structure themselves. This has required Inclusion Solutions to, not just adapt but, transform its approach. We have launched new products and ways of working that will, without a doubt, continue to support Australian communities into the future.

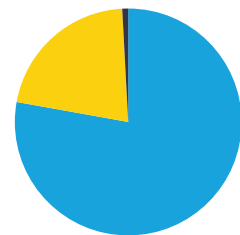
Much like a sporting game, the 2019-2020 year was a story of two halves for Inclusion Solutions. The first filled with action, delivery, and energy spread across Australian communities. Whereas, the second half was spent reflecting, repurposing and reinventing as a result of the lock-down. It is undisputed that Inclusion Solutions, as an organisation, looks significantly different now when compared to a year ago. However, it can also be argued that the COVID-19 pandemic led to a 'purple patch' pertaining to innovation, strengthening, and repurposing the organisation for the future. The pandemic has also highlighted the importance of the organisation's mission with a spotlight turned on the importance of social connections and the development of social capital in our communities.



### REVENUE

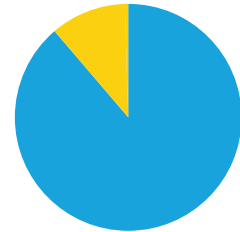
**2018**

- Partnership 78%
- Training 21%
- Other 1%



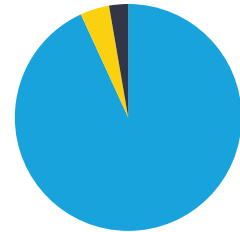
**2019**

- Partnership 89%
- Training 11%
- Other 0%



**2020**

- Partnership 93%
- Training 4%
- Other 3%



# Our Achievements

To provide a snapshot of 2019-2020, Inclusion Solutions achieved the following outcomes:

- \* Supported 64 of the 140 Local Government Authorities (LGAs) in Western Australia and 12 interstate LGAs
- \* Partnering with the World's largest sporting club, Manchester United Football Club (MUFC), the first such partnership for MUFC outside the United Kingdom
- \* Supported 30 State Sporting Associations
- \* Supported 7 x National Sporting Organisations
- \* Supported 10 x Higher Education Institutions
- \* Developed 10 new resources to support clubs and community-based organisations
- \* Provided support to 4 x integrated sporting leagues in Western Australia
- \* Delivered 42 Professional Development sessions to LGA staff and others
- \* Delivered 110 workshops @ webinars
- \* Delivered 18 forums/events

"We have a chance to do something extraordinary. As we head out of this pandemic we can change the world. Create a world of love. A world where we are kind to each other. A world where we are kind no matter what class, race, sexual orientation, what religion or lack of or what job we have. A world we don't judge those at the food bank because that may be us if things were just slightly different. Let love and kindness be our roadmap."

JOHNNY CORN





# Our Achievements

# Organisational Highlights

## TRAINING & EDUCATION



# 1857

people attended workshops or webinars in 2019/20

	Workshop Attendees	Webinar Attendees
2019	1,134	0
2020	345	378
<b>Subtotal</b>	<b>1,479</b>	<b>378</b>

**Total = 1,857 people attended**



# 110

workshops and webinars delivered in 2019/20

	Workshops Delivered	Webinars Delivered
2019	58	0
2020	23	29
<b>Subtotal</b>	<b>81</b>	<b>29</b>

**Total = 110 workshops and webinars delivered**

"You guys delivered a very engaging session. I am so pleased that I attended and I will definitely be raving about your presentations to anyone that will listen!"

FIONA ALLEN, CITY OF MANDURAH

## EVENTS & FORUMS



# 1016

people attended Social Inclusion and Wayfairer forums in 2019/20

Event	Forum Attendees
Social Inclusion Forum August 2019	192
Social Inclusion Forum November 2019:	122
WayFairer Forums (16) across three communities	702

**Total = 1,016 people attended**

"The session provided a very holistic approach. It made me think about things from a different perspective and I plan on implementing a number of my learnings into my work life and personal life. Thank you!"

SOCIAL INCLUSION FORUM ATTENDEE

- \* Developed first national partnership & project with Cricket Australia
- \* Delivery of first interstate State Sporting Association partnership (Victoria)
- \* Launch of the Social Inclusion in Sport & Recreation resource (comprehensive online & hardcopy resource)
- \* Development of the Employment Innovators Committee promoting the sustainability of the Rotary Employment Project
- \* Development & delivery of first online products:
  - > Numerous webinars
  - > Club Development Toolkit
  - > Club Renovation Toolkit
- \* Delivered multiple community consultancy projects across WA



## PROJECTS DELIVERED IN 2019-2020

- \* Cricket Australia National Education Project
- \* United Reds Football League (Partnership with Manchester United Football Club, Football West and Telethon)
- \* WACA – Staff and Club support project
- \* Gymnastics WA – Development of Kinder Gym Resource
- \* Development of iPLAY Playspace Audit Tool
- \* Rotary Employment Project
- \* Social Inclusion Forums
- \* Development of the Social Inclusion in Sport and Recreation Resource
- \* Socially Inclusive Communities WA (SICWA) Project 1.0 (Delivered to 8 x LGAs)
- \* Socially Inclusive Communities WA (SICWA) Project 2.0 (Delivered to 13 x LGAs)
- \* Delivery of the WayFairer Project in three communities (Cambridge, Mandurah and Kalamunda)
- \* Community Consultation Projects in:
  - > City of Canning
  - > Mount Lawley Electorate and
  - > Katanning
- \* Trainings and Webinars
- \* One Community Project, Mirrabooka

"The Club Renovation Toolkit introduces inclusion into clubs and groups in our community... the impact is immense as it improves community's understanding and learning about how to increase opportunities for all people. It is easy to get involved with, it doesn't take up a lot of time but it provides awesome opportunities for everyone."

LOCAL GOVERNMENT STAFF MEMBER

# Overview

Reflecting on the year it's been for Personal Assistants WA, the focus has been about preparing for the future. Personal Assistants WA recognised that the service model, 'to assist people with disability and their families to take an increased level of control over their funding and services', is something that NDIS participants wanted.

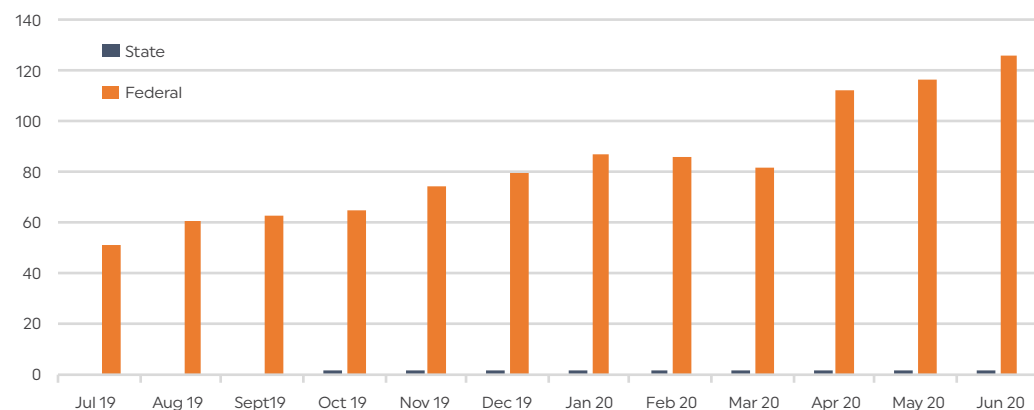
We saw continued growth over the 12 months. We were working alongside approximately 52 people in July 2019 and by June 2020 we were alongside about 128 people. Over this period, we also commenced working alongside 11 people living in Regional WA. 3 out of the 11 people live in the North West and 8 out of the 11 people live South West.

This steady growth provided us with the opportunity to invest in recruiting for additional team members to allow for the service to plan for the future. Through this recruitment process, we identified the importance of building a team of people that had life experience of living with disability, who have had to navigate the NDIS, and who have had their own unique experiences that led them to taking control of their own funded supports and services. In March 2020, we welcomed Kellie Varady, Tammy Healy, and Tara Gordon in the team.

Through our work, we continued to support people to understand what the NDIS is and how to get the most from their NDIS plan and find the best way to do this. We continued working on upskilling people we supported to understand that they are in control of making decisions on how they want to use their NDIS plan, what supports and services to engage, and when and how these supports and services will support them. Our biggest piece of work continues to be walking beside people and building their confidence to challenge the status quo. NDIS is one of the biggest human service reforms in our society's history and the words 'choice' and 'control' are associated with this, however as a service we are constantly questioning if we are truly there yet.

We know that people we support are still not able to access the supports and services they want in a way that suits them. The role we have played in this is to help people explore the alternative. Generally, this is supporting people to move away from the traditional larger providers who have a 'one stop shop' approach and help people engage in smaller local services for gardening, cleaning and therapy or helping people employ their own support workers. We continue to keep reflecting on our own approaches to how we support people to have true choice and control and over the last 12 months have commenced re-developing our Shared Management Service Model so people wanting to engage their own staff can continue to have more control over this process.

Personal Assistants WA - Growth



**10 PEOPLE**

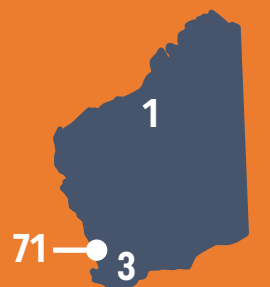
supported through our Shared Management Services  
1 person was from Northwest WA



2/10 were State funded

**81 PEOPLE**

supported through our Plan Management Services  
3 in the Southwest, 1 in the Northwest, 77 in the metropolitan area



**37 PEOPLE**

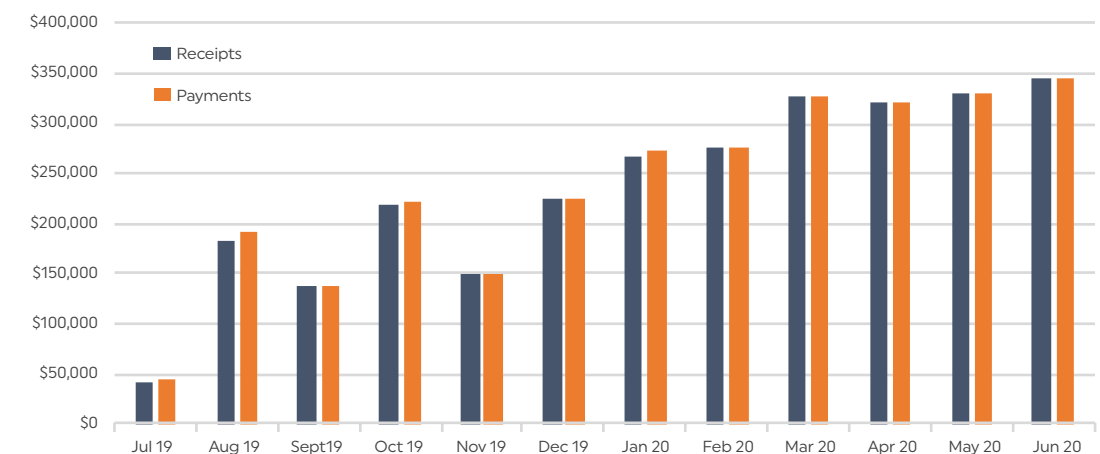
supported through our Support Coordination Services  
5 in the Southwest, 1 in the Northwest, 31 in the metropolitan area



**OUT OF 128 PEOPLE**

- 4 people moved to self-managing their own plans
- 3 people living in Supported Accommodation moved to NDIA-agency managed plans
- 2 people changed service providers when their plan was reviewed

Plan Management movements





WE GRATEFULLY ACKNOWLEDGE THE SUPPORT GIVEN BY THESE ORGANISATIONS THROUGHOUT THE YEAR

