



Australian
Inclusion
Group

ANNUAL REPORT : 2022



inclusionwa



inclusion solutions



plannavigators



Australian
Inclusion
Network

Staff 2021-2022

Australian Inclusion Group

Chief Executive Officer

Paul Fleay

Chief Operating Officer

Richard Orr

General Manager - Business Services

Laurensia Rosana

Marketing and Communications Coordinator

Jehu Dagohoy

Administration and Executive Support Officer

Olivia van der Kroon

Asset and Administration Manager

Jennifer Drury

Acting Finance Manager

Nitin Goel

Accountant

Yi Qing Koay

Selena Lewis-Jones

Kah Tan

Tracy Zheng

HR and Payroll Officer

Emmanuel Fidalgo

Project Officer

Asha Campbell

Board Minute Taker

Grace Mills

Inclusion WA

General Manager

Jess Kain

Individualised Services Manager - North Hub

Sharon Morgan

Individualised Services Manager - East Hub

Matt Shaw

Individualised Services Manager - South

Jessica De Masi

Megan Norman

Individualised Services Coordinator

Thomas Darley

Jonathan Drzezdzon

Linelle Fields

Karla Longstaff

Anne Marliac

Judd Martin

Danielle May

Sasha McCaughan

Ashlee Price

Patrick Roso

Support Coordinator

Francis Baptist

Susan Deering

Nikki Ilich

Kate Jackson

Sarah Genoni

Liam Parsons

Jarrold Murfit

Service Support Officer

Sue Lawlor

Service Support Assistant

Dimithira Jani

Janine Muir

Mentor

Peter Adamson

Gayle Aggiss

Matthew Appelbee

Nicholas Ardley

Angus Armstrong

Libby Ashley

Ruby Baptist

Daniel Barrington

Benjamin Bastion

Jodi Batley

Michael Beckers

Jessica Bennett

Piper Bethell

Tiana Blackwell

Courtney Bolton

Mackenzie Bougoure

Naomi Bowman

Kayla Braddy

David Brewer

Natasha Brown

Sarah Brown

Samuel Buhagiar

Sophie Burton

Neil Byrne

Nadia Callan

Kameron Casey

William Catlin

Ramona Chant

Erik Chong

Raymon Chong

Amanda Choularton

Rhianna Choularton

Rhys Choularton

Kym Cochran

Michael Cotton

Renee Crompton

Jay Cutler

Tessa Darcey

Lee Davies

Martin Davis

Lara De Bianco

Andre Di Biase

Andrew Diamond

Lorraine Drexler

Courtney D'Silva

Isabella Dunbar-Tapp

Sharon Edwards

Joshua Eriksen

John Flannery

Jarred Frederick

Aseem Gandhi

Tracey Going

Liam Gough

Ella Graham

Leanne Green

Daniel Gregory

Deborah Hamon

Jacqui Hampton-Grigg

Luke Hartley

Sally Harvey

Dylan Headley

Jessica Hegarty

Fletcher Heyward

Cameron Hill

Alec Holder

Elle Hollingum

Robert Houston

Jasmine Huriwai-Kahuroa

Muhammad Ibrahim

Kevin Jackson

Brenda James

Kudakwashe Juru

Venus Karel

Diane Keenan

Craig Kenyon-Quigley

Carla L Presti

Jasmine La'Brooy

Alysia Leary

Marina Leeming

Kayleen Less

De'Arne Liddell

Veronica Lienert

Aran Lock

Mark Lowenthal

Ebonee Lynch

James MacDonagh

Nathan Mananui

Sophie Manning

Lauren Martin

Nigel Matthews

Robert McCasker

Daniel McCormick

Chloe McGrath

Darby McGrath

Darren McLaughlin

Nahom Mebrahtu

Samuel Melville

Ashley Middleton

Katherine Millington

Mari Mokonen

Renee Moncrieff

Daniel Morley

Thomas Mucciarone

Nurul Muhamma

Michelle Munyard

Jordan Murfit

Timothy Murphy

Suesara Nelson

Julie Ollier

Li Ong

Conor O'Sullivan

Sara Paredes

Benjamin Patterson-

Morris

Lata Periakarpan

Isabelle Petri

Jordan Pfaff

Felicity Pheasant

Karyna Platonova

Kate Powley

Steven Preedy

Christopher Prindiville

William Pusey

Ana Rakonjac

Ryan Randolph

Nivalda Rebelo

Elise Reidy-Crofts

Carin Richter

Kerry Riley

Harvey Rose

Briony Rothnie

Yoann Roy

Rosie Ryan

Allanah Schwagereit

Luke Shunmugam

Caroline Smith

Evelyn Snook

Eric Songcuan

Sophie Sparks

Margaret Steadman

Darren Stevenson

Mary Suralta

Nathan Sutton

Rebecca Swan

Jessica Tanner

Thomas Taverner

Brenton Terry

Sasha Todhunter

Kerryn Troy

Thomas Tuffnell

Sarah Tussler

Joshua Unwin

Toby Van

Meg van Der Borgh

Daniel van der Waal

Bettina Van Dijk

Jeroen van Gijssel

Barry Vandamme

Fabienne Vanderhaeghen

Nan Versaci

Amy Vinson

Matthew Vlahov

Fraser Waddell

Craig Walton

Liia White

Clarissa Widjanarko

Jack Williams

Jessica Wolfe

Jacob Wylde

Inclusion Solutions

General Manager

Denver D'Cruz

Manager -

Community Inclusion

Adam Nankin

Zoya Yukhnevich

Laura Bullock

Ciara Cooney

Rachel Dillon

Michael Farmer

Robert Geersen

Jennifer Irvine

Lisa Kelly

Grace Mills

Shealie Mullins

Michael Owens

Kiri Penter

Adam Popham

Erin Taylor

Plan Navigators

General Manager

Kristy Macnamara

Francis Baptist

Michelle Boyle

Felicity Brown

Samuel Callow

Michelle Chesters

Ugyen Choden

Diana Clausen

Malcolm Dunlop

Garincha Giri

Tara Gordon

Sarsha Govender

Dominica Johnson

Harold Johnson

Shelley Johnston

Rajvir Kaur

Kellie Miskiewicz

Mark Murrell

Jesse Ockelford

Tyson Ockelford

Jordan Ridley

Caroline Smith

Irena Spaseska

Charles Taylor

Australian Inclusion Network

Individualised Services Manager

Karla Summers

Leanne Ellis

Jizelle Ellul

Gabrielle Harris-Clark

Isabelle Kingsman

Seoirse Laffan

Eloise Maxwell

Michelle Slyderink

Paul Tieppo

Contact details

Australian Inclusion Group

Phone: (08) 9201 8900
Email: hello@inclusiongroup.org.au

Street Address

Unit 4/61 Walters Drive,
Osborne Park 6017

Postal Address

PO Box 1279
Innaloo WA 6918

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Chair's Report

For Australian Inclusion Group (AIG), the last three years have been characterised by resilience in the face of constant and fast-paced change. 2022 has been no exception. The Board continues to be hugely proud of the organisation as it has tackled seemingly endless challenges and yet continued to deliver a fantastic service and thrive in pursuing its strategic goals.

The absence of the COVID-19 virus from Western Australia ended in 2022, with high infection levels throughout the community in the first half of the year. As an organisation whose mission is supporting people at risk of social exclusion, we anticipated that high infection rates and associated isolation periods would disproportionately impact marginalised people in the community. This drove our approach to managing illness as it affected both our workforce and clients. We focused on rapid communication and adapting individualised services wherever possible so we could continue delivering high-quality service. We were pleased to see that client engagement and satisfaction feedback remained stable, which supported our approach to this phase of the pandemic.

AIG's capacity to weather the continued challenges of COVID-19 bears testament to the unflagging strength and energy of the organisation's management, led by CEO Paul Fleay. The year brought some significant changes to the core management group. A farewell to some long-standing organisational leaders gave rise to an opportunity to reflect on and reshape the portfolios held by key managers. This allowed us to capitalise on the key strengths among the group in team building and risk management at a very opportune moment.

As always, the organisation could not have thrived as well as it did without the guidance of Jess Kain, overseeing Inclusion WA, with a renewed focus on people and culture. Adam Nankin and Zoya Yukhnevich led Inclusion Solutions through ongoing growth and new opportunities, while Kristy Macnamara steered Plan Navigators as the sector finalised its transition to the NDIS. Karla Summers continued to introduce our individualised approach to support services to Queensland, with the Australian Inclusion Network successfully moving into its second year. On behalf of the Board, I thank these outstanding individuals for contributing to the AIG team. We are grateful to Laurensia Rosana (whom we also recently farewellled) as she managed AIG's responses to its first NDIS audits. The audit process was complex and valuable, and we look forward to applying our learnings to enhance the quality of our services further.

2022 saw us farewell some longstanding Board members. We thanked Elizabeth Shaw and Melissa Caputo for many years of keen commitment to guiding the organisation through fundamental change, with the introduction of the NDIS followed by the pandemic during their tenure. We also welcomed Catherine Pearce and Claire Swyny to the Board and look forward to capitalising on their specialised knowledge and skills in management, people and culture. We appreciated Brendan Cullinan's contribution as he stepped down as Chair and are very grateful that he remains on the Board. I thank all Board members for the knowledge, energy and humour they bring to guiding this wonderful organisation in its significant contributions to promoting inclusion in our community.

Looking back on the challenges and successes of the year, I feel excited and enthusiastic about AIG's future. I look forward to being part of the team as we tackle all the opportunities and plans we have for 2023.

Gemma Nugent
Board Chair



Above: Artwork by Australian Inclusion Network client Willow.



Group Operational Report

It is always the case, in any business, and in any year, there are challenges but also opportunities in equal measure. This year is no different.

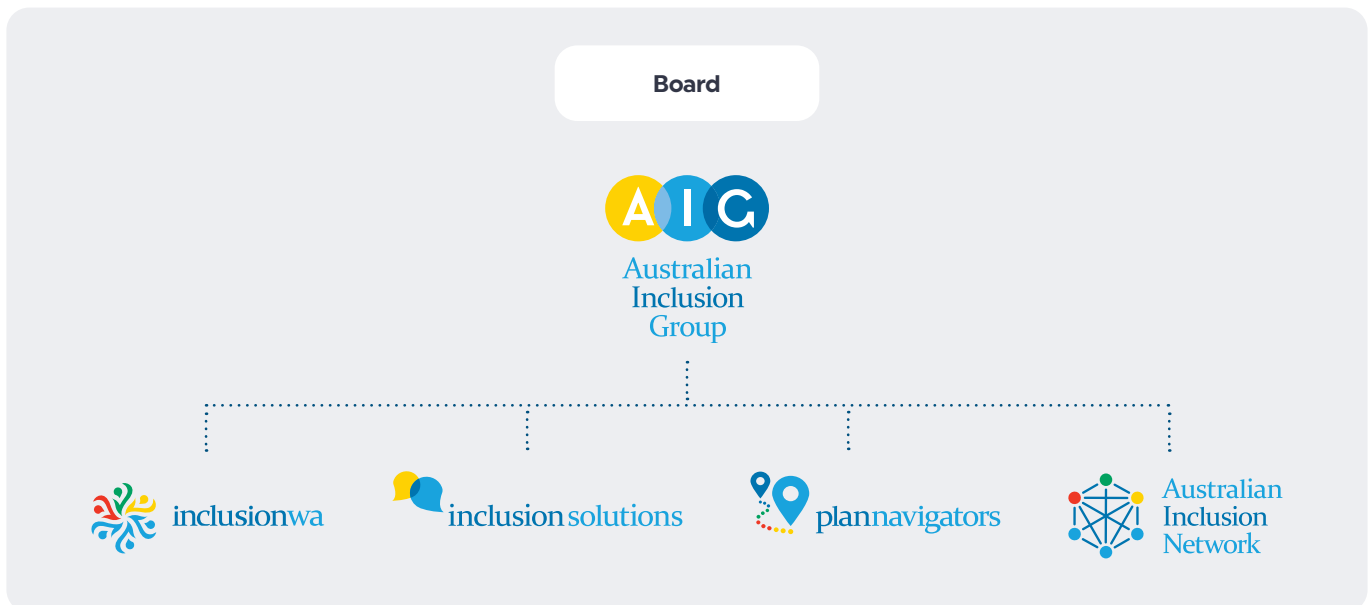
As Gemma has alluded to in her Chair’s report we, unusually, had some turnover of staff during this past year. The primary impact for me personally was the departure of Richard Orr. After 10 years helping build the core practices of the Group, Richard decided to turn his mind to new opportunities. This impacted me directly due to the loss of our Chief Operating Officer but also the loss of a close colleague who acted as my daily sounding board. However, with many wonderful people still passionate about the work we do, each of the entities within our Group were able to develop and grow. It also provided me with an opportunity to re-structure our senior team and get closer to the work – which has been tremendously energising for me.

The senior team re-structure involved two current employees, Jess Kain and Olivia van der Kroon, moving into newly created roles as GM – People and Culture and Business Information and

Technology Manager respectively. But the change also included a new, experienced Marketing and Communications Manager role being created. These roles will provide key support to the management and staff of the operational entities and provide a better foundation to support growth.

Within each of the entities, we have begun a renewed focus on THE two key elements of our operations. Firstly, going back to our core purpose and remembering why we exist as an organisation – and in this era of increased compliance and regulation – making sure all of our decisions are based on our purpose and are not being driven by “business”. This has helped us all remember the value in why we work here and not be distracted by the system.

Our second area of focus has been on improving our financial position. We made decisions in 2019, following the development of our latest strategic plan, to invest in our business. However, within months of these decisions we were hit by COVID-19 and as a result, the return on our investment has taken longer than anticipated. The past year, we have started to see an improvement. After beginning operations in December 2019, and generating their first revenue in March 2021, Australian Inclusion Network has had 883% growth over the past 12 months. Coming from a low base this isn’t as brilliant as



“ There is still much to be done but we begin the new year with a sense of optimism and energy. ”

Financial Highlights

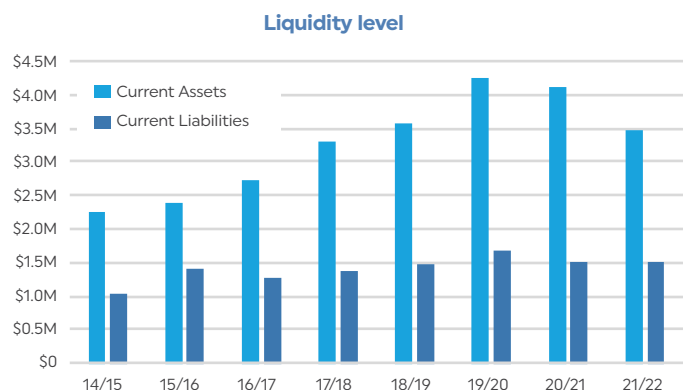
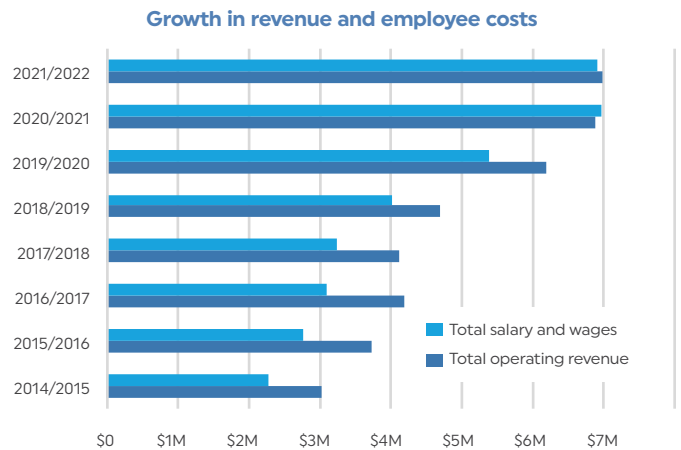
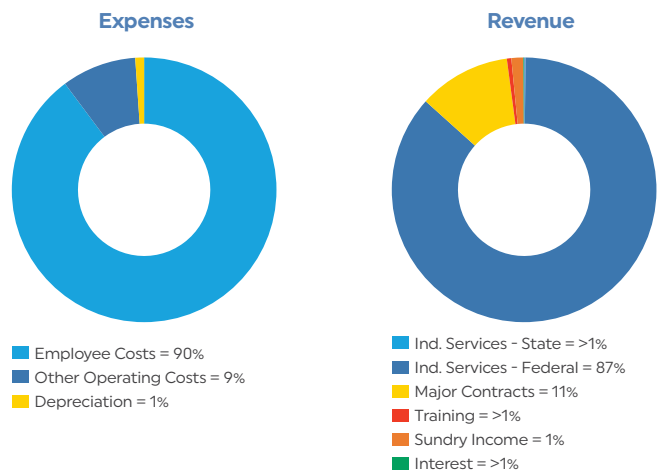
it sounds, however it is the sign of the green shoots we have been looking for. Inclusion Solutions had genuine revenue growth of 13% over the year in another sign of investment beginning to pay dividends. The success of Inclusion Solutions is critical to our business as it is the only non-NDIS entity we operate, and as such success here means we can work for narrower margins elsewhere.

After a challenging year, both Inclusion WA and Plan Navigators broke even in the last quarter and look to be heading in the right direction. The work that has gone into those two organisations deserves to be recognised and acknowledged – and I tip my hat to Jess De Masi, Matt Shaw, Sharon Morgan and Kristy Macnamara (and their superb teams).

There is still much to be done but we begin the new year with a sense of optimism and energy.

Finally, a huge thank you to Gemma and the Board for the support, guidance and perfect level of pressure they provide. As CEO I could not possibly hope to work with a more wonderful group of people.

Paul Fleay
Chief Executive Officer



Board of Directors



Gemma Nugent

Chair

Gemma is a specialist contract lawyer who founded her own commercial and contract law practice, SoundLegal, in 2019. Prior to this, Gemma was corporate counsel to a global engineering and design consultant for many years.

Gemma has taught commercial and corporate law at Curtin Law School. She also played a key role developing a legal advisory service for NFPs at the John Curtin Law Clinic. Gemma holds degrees in law and psychology, completed a Master of Business Administration in 2013 and will complete her Master of Laws in 2022.

Gemma has been on the board at AIG since 2015 and is so proud to be a part of the work that AIG does. The Board and Management team always bring their best selves to their roles and she finds the opportunities for personal connection with AIG team members and clients very rewarding.



David Shallue

Deputy Chair

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 AIG, 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.

David is heavily committed to creating welcoming communities for everyone.



Michael Radford

Treasurer

Michael joined the board as an observer in 2019, and has since been nominated to the role of Treasurer in November 2020. Currently, he is the Commercial Finance Manager at Boral Construction. Michael has previously held roles in a broad range

of industries from Mining and Engineering to grassroots start-ups. In his spare time, Michael enjoys spending as much time with his two young boys and keeping physically active, whether it's long distance ocean swimming or hiking new places in the state.



Scott Harper

Secretary

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.



Brendan Cullinan

Board Member

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 20 years in positions with the State Government and various sporting

organisations. Brendan is currently the Executive Director with Triathlon Western Australia. In his spare time, Brendan keeps active by coaching AFL football and enjoys keeping fit. Brendan holds a sports management degree and is a qualified company director.

Brendan has played sport all his life. He has worked professionally in sport and recreation for nearly 20 years. He envisions a true 'sport for all' philosophy where people have a choice to participate in their favourite sport regardless of their ability, gender, or age.



Reece Hedwards

Board Member

Reece has personal and professional experience in the disability industry. Having a life long physical disability, he has also had 13 years experience with direct care including a role at Inclusion WA before being involved with

supporting people moving onto the NDIS from their state funded plans. Reece has a strong ambition to empower people with disabilities, helping and encouraging them to take control of their lives. Reece is also a proud father and enjoys playing footy and golf in his spare time.



Matthew Popham

Board Member

Matthew is a tax professional with over 25 years of experience in providing tax advice to a range of entities including not-for-profit organisations. He currently works for a large multinational gold mining company and has a Degree

in Business Economics. Matthew is married with three children and, together with his wife Jennifer, plays an active role in the WA swimming community for people with disabilities. In his spare time, Matthew likes to run in exotic places, is a rugby coach, plays touch rugby and wheelchair basketball and enjoys most sports.

Matthew has three wonderful, sporting children. One of his sons is an elite para-swimmer who happens to have cerebral palsy. This is why he is passionate about social inclusion and the inclusion of people with disability.



Elizabeth Shaw

Board Member

Resigned November 2021

Elizabeth is an Associate Director at KPMG, advising organisations on people, culture, diversity and inclusion. She has worked across a number of industries, including police, sport, resources,

retail and government, and led pro-bono work for the Male Champions of Change and the Institute of Company Directors 30% Club. She has published widely on diversity and inclusion issues and presented on these topics around Australia and at the United Nations in New York. Prior to her role with KPMG, Elizabeth worked as a solicitor for the State Solicitor's Office and Executive Director of the UN Association of Australia. A qualified company director, Elizabeth is also a Board Member of the Stella Prize. Her work driving change across business, government and the community sector has been recognised by the Australian Financial Review who named her as one of Australia's 100 Women of Influence, and WA Business News, who presented her with the Professional Services Award at the 40under40 Awards.

She is proud of the people she gets to work with through her involvement with AIG. She has learnt so much from the team and the clients she is lucky enough to work with.



Melissa Caputo

Board Member

Resigned November 2021

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.

Melissa feels motivated by people who show determination and strength when faced with adversity.



Catherine Pearce

Board Member

Commenced January 2022

Catherine has over 15 years' experience working in management and engineering consulting in Australia and the UK. She is passionate about helping people and organisations reach their

potential, through good governance and great working dynamics. Catherine is pleased to have joined the Australian Inclusion Group Board in 2022 and support social inclusion in our communities.

Catherine's expertise is in advising organisations of all types and sizes on strategy, governance, program management and operations as they navigate significant change or implement challenging projects. She brings together analytical thinking and broad industry experience to filter and process complex data, identify key issues, develop innovative strategies, and navigate challenging stakeholder environments to drive outcomes. She has worked across a wide range of industries, with not-for-profit, government, community, education, health care, engineering, construction, defence, utilities, resources, manufacturing and financial services organisations.



Claire Swyny

Board Member

Commenced January 2022

Claire is a Registered Psychologist with a Masters in Industrial and Organisational Psychology and a passion for inclusion and diversity. She has over 20 years experience working across a

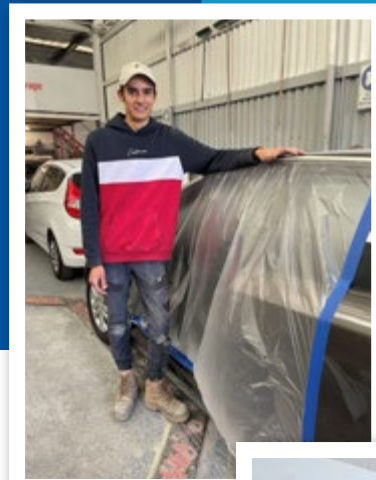
cross-section of internal and consulting roles in organisational development and behaviour change management.

Claire spent the first decade of her career in a consulting environment, helping client organisations across industry sectors with their organisational development, coaching and psychometric assessment needs. After extensive experience assisting organisations optimise their performance and manage change projects, Claire advanced to a General Manager position, leading a profitable consulting business. She then broadened her exposure via appointment to an internal, strategic leadership role in Learning and Organisational Development, with Monadelphous Group, before moving into a Culture, Inclusion and Diversity lead position with Woodside Energy and HR Business Partner leadership positions with the Finance, Engineering, Sustainability and Climate divisions at Woodside. Claire is a well-respected professional in the areas of organisational development, culture and inclusion with a strong commitment to positive progress in social inclusion and a drive to help individuals, teams and organisations operate to their fullest potential.

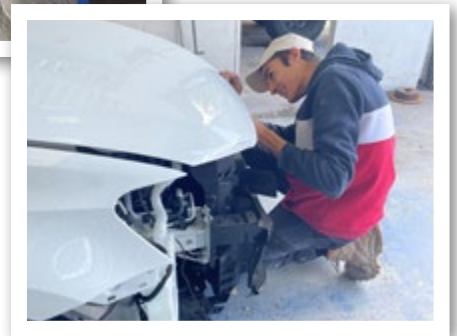
Overview

Ghandi once said, "We must be the change that we wish to see in the world." During a time of great change within the sector and uncertainty across the globe, thinking about what we deeply value and believe in, is one way we can keep motivated on driving the change we want to see in the world.

This is more important than ever with the introduction of many new compliance and auditing requirements placed on organisations. Remembering the purpose of why our organisation exists is more important than ever, as more and more external pressures are placed upon the organisation which has the potential to cause mission creep. Before long, we will find ourselves wandering down a path and not realise how we got there. Staying the course and being resolute in our resolve to provide high-quality services and be the change we want to see in the world will help ensure Inclusion WA continues to push boundaries and help people lead a good life.



Noah exploring his automotive passions.



The 2021/22 financial year proved to be a year of consolidation for the organisation - with the focus firmly on consistently providing high-quality services for existing clients through a global pandemic. Added to this mix is the presence of the Quality and Safeguards Commission. The Commission introduced a laser focus on ensuring the safe delivery of services across the sector, by introducing a series of new compliance requirements for service providers. This external pressure to focus on compliance and red tape, had the danger for Inclusion WA to lose sight of our purpose in order to comply with these new regulations. Thankfully the client survey results indicated that Inclusion WA was able to continue with their high-quality service delivery despite these pressures.

Additionally, Inclusion WA had some financial challenges to overcome. The move solely into Individualised Services proved to be a big hurdle for the organisation to overcome, particularly with the uncertainty a global pandemic creates. However, it was particularly pleasing to note that at the back end of the financial year the organisation's financial position was heading in the right direction, providing some much-needed confidence going into the 22/23 financial year. Read on for a snapshot of the amazing support that has happened during the year, which is just another reminder of our "why".

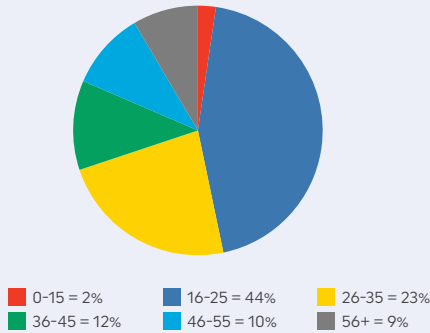


Left: Jack developing his reading skills by finishing his 'Stranger Things: Science Camp' comic book. **Right:** Jess with family cat, Castiel.

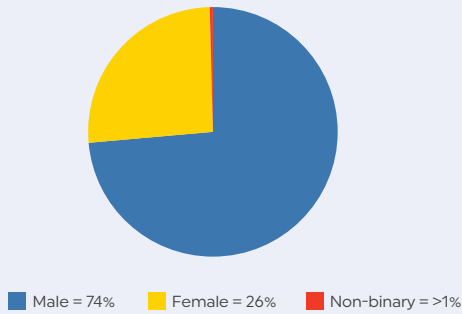
“ Staying the course and being resolute in our resolve to provide high-quality services and be the change we want to see in the world will help ensure Inclusion WA continues to push boundaries and help people lead a good life. ”

Client Demographics

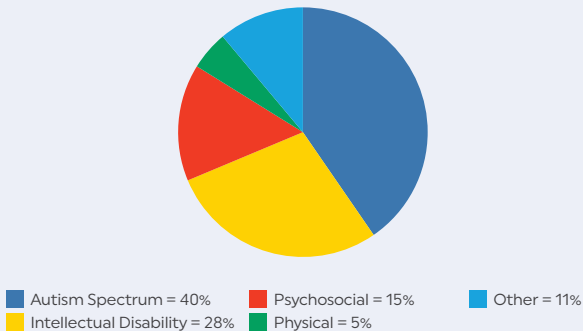
Client Age Groups



Client Gender Distribution

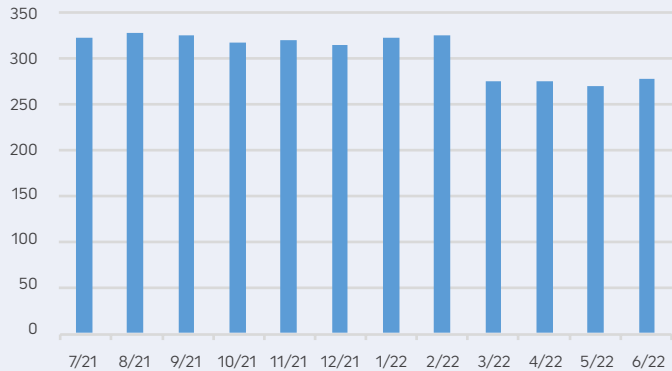


Client Type of Disability

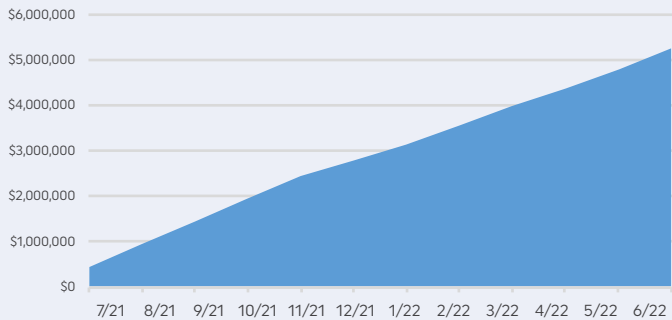


Financial Highlights

Client Number



Revenue Monthly Accumulation





Client Stories

Devon

Devon began support with Inclusion WA in her final year of high school. She worked alongside Mentors to navigate the huge life change of transitioning from school to work.

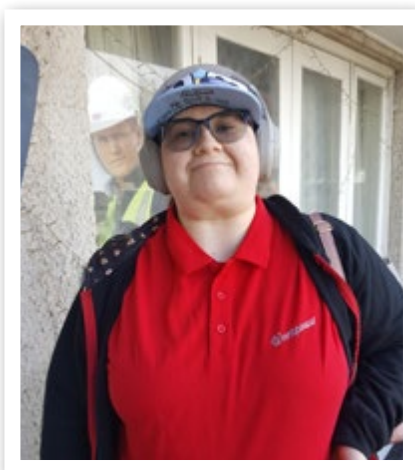
When Devon first began her support sessions, she came across as very shy and reserved. It took a few months for Devon to engage in conversation and build rapport with new Mentors, but it became clear quite quickly that Devon has a passion (and talent!) for singing and dancing. This was identified by her Mentors who promptly researched activities and supported Devon to enrol in music, singing, and theatre classes where she has thrived, participating in (and sometimes leading) classes independently.

In her day-to-day, Devon could become overwhelmed and panic in situations where she didn't feel comfortable. She often found it difficult to anticipate these feelings and struggled to self-regulate when crises did arise. Mentors worked alongside Devon to support her through these moments, holding space for her to experience things deeply at her own pace, but also providing

gentle encouragement, guidance, and insight. Over the last few years, Devon has learned to be assertive and advocate for herself in sessions. She identifies feelings, anticipates discomfort, and effectively communicates her needs to the point where becoming overwhelmed and panicked are usually averted. When these situations do arise, Devon recovers quickly and has developed an impressive capacity for compassionate self-reflection.

This change was noted by her family and also employers at Workpower who recognised her personal progress with a promotion and permanent position. This strength of self-regulation and comfort also increased Devon's confidence in social situations and Angela (Devon's mum) has mentioned that she is now beginning to make friends at work.

Devon's support sessions with Inclusion WA have increased too. In the early stages of support, Devon was only comfortable with one Mentor and tended to engage for less than one hour. Currently, Devon sees three Mentors throughout the week and her sessions can run for up to three hours. She accesses community activities, navigates crowded shopping centres, catches public transport with minimal assistance, and is learning to manage her finances more sustainably. Devon is also becoming more independent with activity planning. Previously, all planning was communicated by Mentors and Angela (Devon's mum) but Devon has started to communicate directly with her Mentors to plan sessions.



Devon in her new work shirt after receiving a promotion.

“It has been a privilege to work alongside Devon and watch as she gains confidence in everything that she does. Devon is so open and accepting of herself now and I have learned so much in supporting her to find value in the times when things don't go to plan. We try to frame everything in terms of a win - whether it's getting overwhelmed and recovering, communicating or asserting needs, or knowing your limits and wanting to end the session early - it's all really important experience for navigating independence.”

– Devon's Mentor



Elsie

Elsie has been a client of Inclusion WA for the last few years. Elsie comes from a very supportive family and has been involved in the community through theatre and arts programs over the years and has been a part of many community shows. Although very confident with her performances and accessing areas of the community, Elsie has struggled with developing the confidence to spend time away from her supports at home.

Earlier this year Elsie's mum Felecia found out about a group called "Calm and Connected" which offers a variety of camp's and overnight stay options for young adults with Autism.

When Elsie was first informed about the 2-night stay she was unsure about attending, however with the support of her Inclusion WA Mentors and her family she eventually agreed to give it a try.

Elsie, her mum and her Mentor had a video conference meeting with the camp workers who were so lovely answering any questions and lifting any concerns she had about attending this camp.

We decided that in order for this camp to be a success, Elsie would have overnight supports from her Inclusion WA Mentors for her first 2-night weekend away, with the supports leaving during the day so Elsie could really shine on her own during the activities with her peers.

This first camp was a big success and after the weekend was over, Elsie could not wait to attend a future camp without her Inclusion WA Mentors there for support.

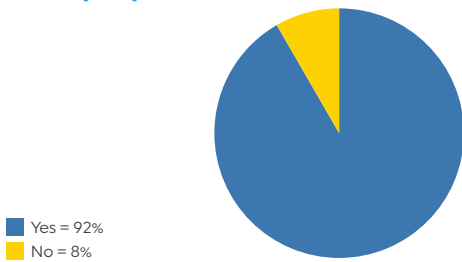


Elsie cooking up a storm on her camp trip.

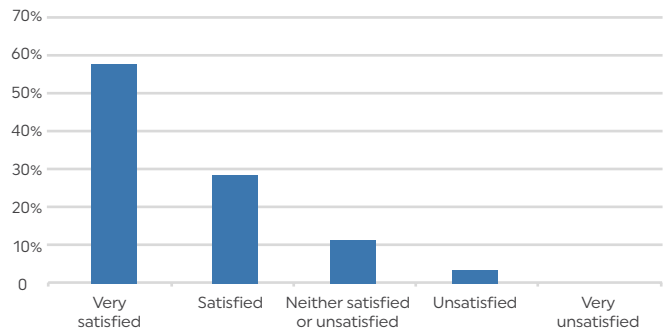
Client Satisfaction Survey Results

Each year, Inclusion WA conducts a client satisfaction survey to collect feedback that helps us improve our services.

Would you recommend Inclusion WA to other people?

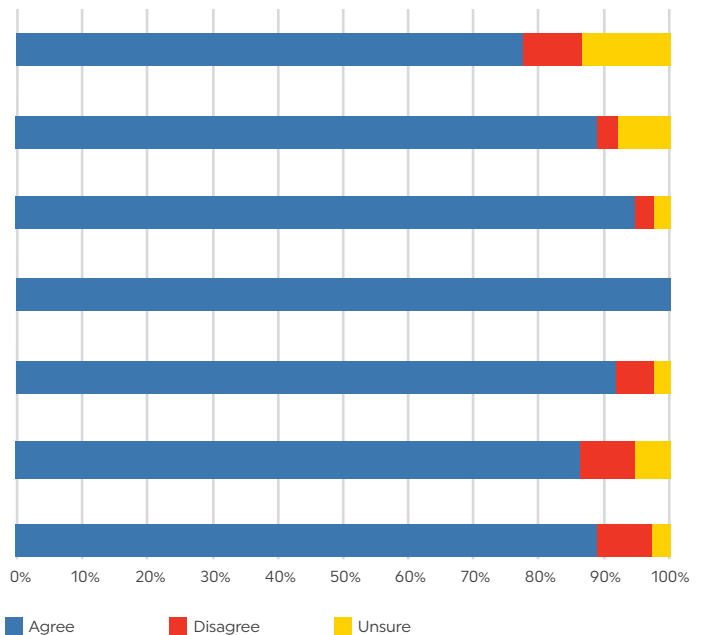


Overall how satisfied are you with the services you received?



Please choose if you agree or disagree with the following statements.

- I understand and have control over my annual budget with Inclusion WA
- I get to have a say on which Inclusion WA staff person works with me
- I know who to contact to make a complaint
- I am comfortable giving feedback about the things I am happy about and unhappy about
- The service focuses on my goals
- Inclusion WA is flexible and made changes when I need them to
- I was able to make choices and decisions about the service I received



What goals are you working on with Inclusion WA?



Client Feedback

What is working well?

The majority of clients were happy with the services received from Inclusion WA. Below are some of the key areas of success for the organisation.

Matched Mentors to Clients

Clients feel that Mentors were well-matched with aligned interests that supported them in achieving their goals. This allowed clients to feel comfortable from the beginning and helped foster good relationships through a shared understanding.

Enabled to make their own choices

Clients feel enabled to have control and choice both with their annual budgets and their Mentors. Through this enabling support environment, clients felt comfortable voicing what they were pleased with and what they were unhappy with to ensure services were adapted to suit their needs.

Flexible, goal-orientated delivery

Overwhelmingly, clients stated that the services they received from Inclusion WA were flexible, and adapted to best support their evolving goals and needs.

What could we do better?

There was constructive feedback received from the survey, with key themes detailed below.

Collaboration and communication

Clients expressed a desire for greater communication and consistency, particularly when Mentors transitioned either through going on extended leave or exiting the organisation. The need for an improved handover to ensure service interruptions were minimised was mentioned. This was partly magnified by the COVID-19 pandemic, however, is an area of focus for Inclusion WA to ensure all clients remain informed during Mentor changes.

Additional Mentors with greater flexibility

Some clients noted that there was a need for extra Mentors to support increased service delivery requests, as well as a desire for even greater flexibility. Ensuring we hire Mentors with broad flexibility enables us to best support our clients to ensure their needs and goals are met.

Improved Employment Services

Clients mentioned their desire for improved employment services and felt the process of us supporting them to find a job was taking too long. They felt that the organisation needed to focus more broadly on this service and how to best support client needs.

Overview

It's hard to believe another year has gone by! Another year spent working on some fantastic projects, identifying new opportunities and partners and really growing and developing as a team. All the while with a strong focus on fostering vibrant and inclusive communities with all we work with.

Our WayFairer projects continued to grow this year, both in the Kalamunda and Mandurah communities. Across both projects, we've connected with more than 200 older adults, raising awareness for the project, connecting folks in their community and matching individuals with clubs, community groups or other organisations looking for volunteers to help them establish a sense of belonging in their community.



United Reds Football League members.



Inclusion Solutions team Christmas function.

Looking towards our international partnership, this year, we celebrated our third season of the United Reds Football League – a milestone we were incredibly proud of together with Manchester United Foundation, Telethon, Football West and the Football Futures Foundation. Nine local clubs were involved in the league throughout the season and we've seen some great outcomes, watching kids get involved in the sport for the first time, grow in their confidence and even progress within their local club. Of course, the highlight of the year would have to be the visit from Manchester United, where some lucky United Reds players had the opportunity to join their Manchester United heroes on the pitch after their open training session for a kick around and some penalty shoot-outs!

Our newest project, the Industry Mentors in Employment project, also gave us a great opportunity to work alongside our partner organisation Inclusion WA. We've loved hopping across the car park to chat with their team and share ideas and resources to ensure this project is truly a collaborative one. Thanks to State Government funding, the project is all about supporting people with disabilities to gain employment by fostering authentic connections with Mentors in their chosen industry. Over the course of this year, we've begun connecting participants with industry Mentors to increase their confidence, grow their network connections and gain employment in their field.

Financial Highlights

Education and capacity building is still at the core of who we are. Similar to previous years, our training and workshops have gone from strength to strength. We have revamped our content, style and delivery, and have been fortunate to present this year at a wide variety of organisations, including state sporting associations, local and state government departments, corporate organisations, as well as present at several conferences and summits.

Now in its second year, our Building Inclusive Communities Project and Social Inclusion Forums have continued to impact communities and foster inclusion at a statewide level, thanks to the support of Lotterywest. Due to the successes of these projects, partners made and outcomes delivered, Inclusion Solutions has been published in several articles and publications this year with a focus on inclusive community development.

In the sporting sector, we've continued to support a number of clubs at a local level, as well as through our partnership projects with state and federal sporting associations. From developing pathways for inclusive football, to making a splash with our new Swimming WA partnership – we are committed to finding innovative ways to support people of all ages, backgrounds and abilities to reduce barriers to participation and play the sports they love.

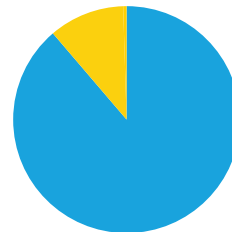


Staff and presenters at the Inclusion Solutions Forum.

Revenue

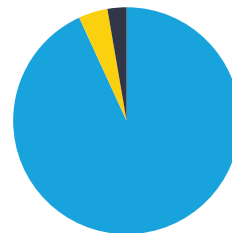
2019

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



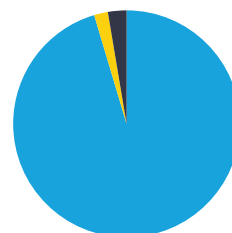
2020

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



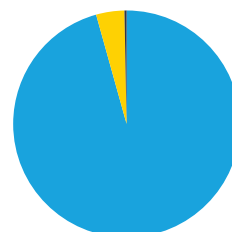
2021

- Partnership 95%
- Training 2%
- Other 3%



2022

- Partnership 96%
- Training 4%
- Other 0%



Organisational Highlights

35 WORKSHOPS
WITH **427** ATTENDEES



13 PROFESSIONAL
DEVELOPMENT SESSIONS
ATTENDED BY **65**



5 NATIONAL
WEBINARS



6 PRESENTATION/
CONFERENCES



LOCAL
GOVERNMENTS
CONNECTED WITH:



17

603 PARTICIPANTS
REACHED VIA

6 SOCIAL INCLUSION
FORUMS FEATURING



47 GUEST SPEAKERS

ONLINE COURSE
REGISTRATIONS
(CRT, CDS & CA):

124 UP **3100%**
(FROM 4 IN 2021)



Choir performance at Social Inclusion Forum.



Sharon Cooke and Karen Jetta delivering Welcome to Country at Social Inclusion Forum.

Case Study

The Little Club with a Big Heart: Mount Helena Junior Football Club

Our team had the pleasure of meeting the wonderful folk at Mount Helena Junior Football Club (JFC) towards the end of last year. As a local club in a small community, they were struggling with membership and were keen to focus on inclusion to ensure they were representative of their community.

Through our mentoring process, our team worked alongside the Mount Helena JFC committee, to get to know their club and support them to thrive as a strong and inclusive club in the community. Through regular communication, sharing of ideas, resources and advice over the past few months the club is now kicking goals – literally.

Here are some of the fantastic things they've achieved over the last few months:

- * The launch of an inclusive football program for children with disability
- * 1 in 4 of their junior program members are now children with a disability
- * An improved relationship with their Local Government and other groups in the area
- * A doubling of club membership (families are travelling to be a part of the club!)
- * An increase in volunteerism by 300%
- * An increase in sponsorship and grants by 300%
- * Recipient of the WA Football Participation Certificate of Excellence Award
- * Mount Helena JFC Club President took out their districts Volunteer of the Year award
- * Plus, they were invited to participate in the AFL Purple Hands Foundation Optus Stadium Half Time game.



Mount Helena Junior Football Club.

Overview

Plan Navigators celebrated its first birthday on 1 July 2021 as a standalone business unit of Australian Inclusion Group. When reflecting on the last 12 months, we can easily get lost in the evolving challenges and Government mandates brought on by the COVID-19 pandemic.

It's easy to only remember the negatives that we faced as a community, from our lifestyles being adjusted almost daily, to COVID-19 fatigue starting to set in. However, it is important to remind ourselves how the community at large and the organisation responded and adapted to these testing times. From adjusting how we supported our clients and using creative ways of connecting as a team, we remained focused on our goal of ensuring we provided the best support possible during this challenging time. This strong partnership working towards a common goal is what we want to remember from the last 12 months.

Our success in working through these challenges was reflected in our 2022 Client Survey with 97.9% of surveyed clients either very satisfied or satisfied with the overall services received from Plan Navigators. While 100% of respondents felt their Support Coordinator or Plan Manager treated them with respect and would recommend our services to others. This is a stellar achievement for the team and a credit to the amazing work they do - day in, day out.

Our Plan Navigators Great Southern Service based in Albany, continued to see steady growth with a 52% increase in the number of clients we supported this financial year. We also started to work alongside people in the Katanning, Denmark and Kojonup areas, where we primarily provided Support Coordination and Plan Management services.



Plan Navigators team.

Organisational Highlights

Our Clients

252 TOTAL CLIENTS SUPPORTED
by Plan Navigators

89 NEW CLIENTS
in the 21/22
Financial Year

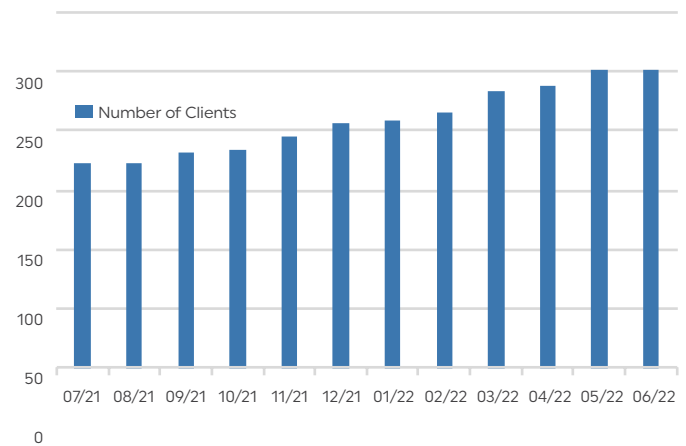
CLIENTS SUPPORTED
IN OTHER STATES
1 (QLD)

47 CLIENTS SUPPORTED
living in regional WA
205 in Metropolitan WA
7 in Mid-North West
40 in other regional areas

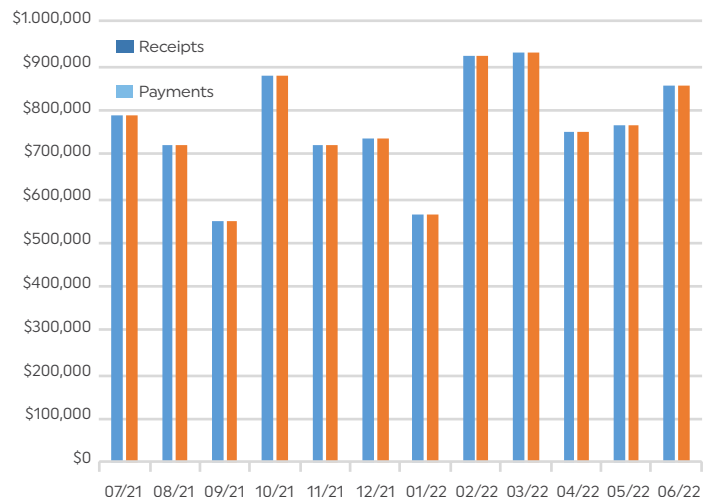
Service Delivery

- * Value of client supports and services paid: **\$9,189,382**
- * Support Coordinator hours delivered: **2,210 hours**
- * Shared Management direct support hours delivered: **7,381 hours**
- * Payroll Support Service hours delivered: **1,188 hours**

Growth

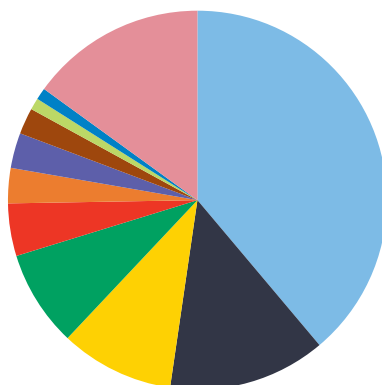


Movements



Primary Disability Type Distribution

- Autism = 38.81%
- Intellectual Disability = 13.43%
- Psychosocial = 9.70%
- ADHD = 8.21%
- Physical = 4.48%
- Cerebral Palsy = 2.99%
- Neurological = 2.99%
- Psychiatric = 2.24%
- ABI = 1.49%
- Angelman's syndrome = 0.75%
- Other = 14.93%



Client Story

Sally became a client of Plan Navigators a couple of years ago and through support and positive role modelling from her Mentor, her life changed dramatically.

Sally now lives in her own home, is able to manage her household bills, works part-time, is learning to save for holidays (as she loves going on them), socialises with her friends and is learning new skills like cooking healthy meals and planning dinner parties. This is just a taste of what a good working relationship can achieve.

Over the last couple of years, Sally has been supported by Plan Navigators to learn the skills to take on more responsibility for managing her own funding and employing her Mentor Dawn directly. Sally started with Plan Navigators by asking us to employ a person with whom she already had a trusted relationship. Sally did not want to recruit a stranger, but a familiar face who could support her journey. Our Shared Managed Model provided the flexibility for Sally to learn how to coordinate and direct her own day-to-day support and staff. Plan Navigators were engaged to be the employer of Sally's chosen staff.

“It is good being able to have my own life, make my own choices, and have my own staff whom I know, trust and have fun with. They support me in whatever I do and guide me to do what is safe or not to do.”

– Sally, Plan Navigators Client

After a couple of years, Sally started to need a more flexible staffing arrangement. Some of the issues faced by Plan Navigators being the employer of Sally's staff were the conditions set out in the Social, Community, Home Care and Disability Services Industry Award. We started to discuss with Sally the opportunity to take on being the employer of her staff and the support available to help implement this.

Most people's concerns are about dealing with the ATO, super, contracts, industrial relation laws and insurances, staff checks and balances, and employer obligations. To help overcome these concerns, we built a service around Sally that included linking her with a Book Keeper, a payroll tool and having a Service Support Coordinator whom Sally could contact to help troubleshoot issues and answer queries to help understand what it means to be a good employer. By Plan Navigators providing people living with a disability with the right support and tools, we help enable them to have more control of their lives.

Sally has grown in confidence and thrived in all aspects of her life, knowing she is believed in and trusted with such a big responsibility. We can't wait to see what goals Sally will tick off next!



Mentor Dawn (left) and Plan Navigators Client Sally (right).



Overview

The first half of 2022 started strongly for Australian Inclusion Network, with another recruitment round seeing support workers Paul and Mishi joining the team. We started working with younger people with School Leaver Employment Supports (SLES) funding, to best ensure their school-to-work transition goals were achieved through individualised capacity building activities.

The team continued to meet regularly to facilitate peer support, debrief, and address any concerns or issues they were facing. During the ongoing challenges of COVID-19, it was critical we remained connected as a team to ensure we were supportive, motivating and mindful of one another. Keeping with team engagement, to wrap up a successful year we decided to support our local art and culture community by attending a ballet performance of 'Dracula' at the Queensland Performing Arts Centre.

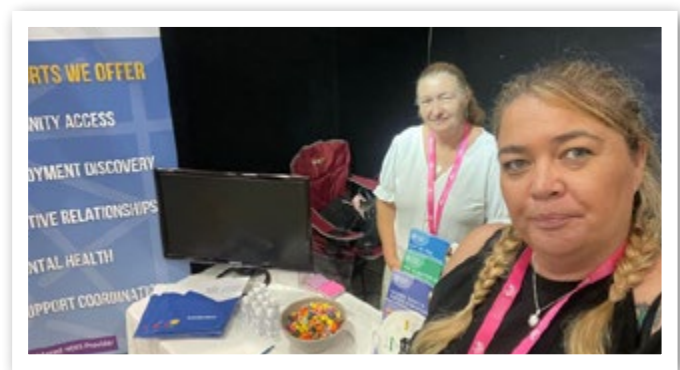
We started to see results from all the work that Karla and Eloise had done in February 2021 when we started getting referrals to work alongside people. Australian Inclusion Network currently works alongside 11 people in different capacities ranging from Community Access, School Leaver Support (SLES) and Support Coordination.

We started our first recruitment round in May 2021 where we welcomed into the team Gabrielle Harris Clark, Jizelle Ellul, and Seoirse Laffan as our first Support Workers. In the same month, we facilitated the first workshop targeted to people with disability and their families called 'What Good Support Looks Like'. Each month we saw an increase of people who chose to use our services with June 2021 being our biggest month of growth.

Reflecting on the last six months, we have learned a lot about the disability sector in Brisbane. One of the biggest challenges for Karla and the team is the fact that people with disability and their families have lost trust in service providers based on their negative first-hand experience. Karla and the rest of the team put in a lot of work to walk alongside families in order to break down those preconceived notions.

The new year saw another round of recruitment, this time in search of an Individualised Services Coordinator. With Karla stuck in WA due to the ongoing COVID-19 lockdowns, interviews this time were completed online, and in February 2022 we welcomed Leanne to the team. The new year was not without challenges though, with much of Brisbane and South East Queensland being struck with another devastating flood, impacting much of the community for the next few months.

In April, Karla and Leanne attended the Brisbane Disability Connection Expo where they met with potential clients and like-minded service providers over the two-day event. The expo provided a great opportunity to have continued conversations about how we could work together with different service providers to support greater outcomes for our clients and NDIS scheme participants across Queensland.



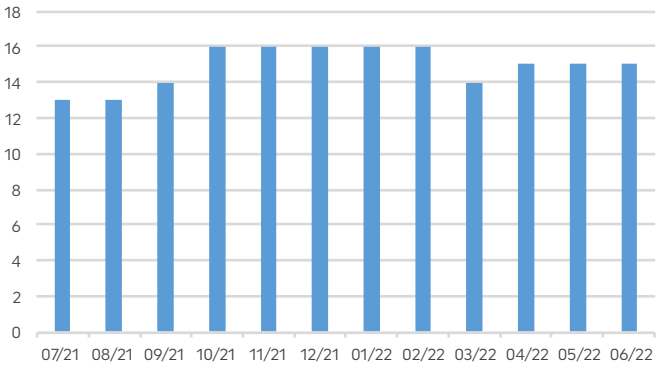
Karla and Leanne at the Brisbane Disability Connection Expo.

As the financial year ended and COVID-19 restrictions started to ease, our CEO Paul made his way over to the East Coast to meet the team and discuss strategies for our growth and service expansion in Brisbane's Northern suburbs. When we look back and reflect on the year, we note that even through these challenging times we saw a 64% increase in the number of people who we supported. This is a testament to our staff and their commitment to an individualised service approach. We welcome the challenges ahead and look forward to providing more services to our current and prospective clients, as well as being further engaged in the community through workshops and training sessions.

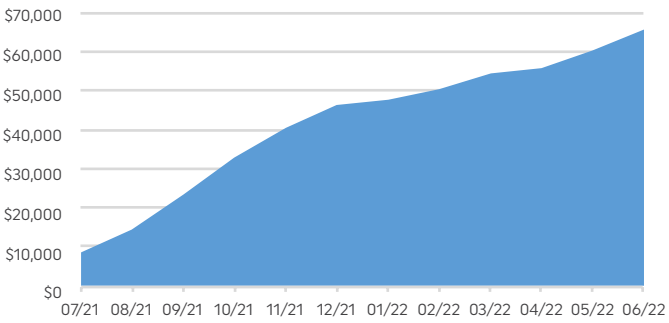
Financial Highlights

Organisational Highlights

Growth



Accumulated Revenue



 **18** PEOPLE SUPPORTED
IN COMMUNITY ACCESS, SLES AND SUPPORT COORDINATION

8 STAFF MEMBERS

857 HRS OF SUPPORT 

 COLLABORATED WITH OVER **36** SERVICE PROVIDERS



Team members at 'Dracula' ballet performance.



Client Story

19-year-old Willow has been a client of Australian Inclusion Network for about a year now, engaging us for three days a week with her Support Worker supporting her goals of becoming job ready, growing her bath bomb business, developing confidence in the kitchen and being active in the community.

Not only is Willow an entrepreneur with her own creative bath bombs and paintings for sale, but is also becoming quite the ace in the kitchen. To help Willow achieve more skills and confidence in the kitchen, her Support Worker is supporting her to try new methods of cooking and recipes.

When she is not baking up a storm, her Support Worker supports her in becoming more engaged and socially connected to her local community. This can be through a range of supported activities such as mini golf, visiting the local shopping centre, checking out a new art exhibition or visiting the Zoo. Not only do these activities provide a great day out, but they also enable Willow to be more involved and relaxed in the community – not to mention ignite new interests and passions. Planning the day itself also provides opportunities to develop skills including managing time, sorting the day's schedule, and navigating the use of public transport.

“I enjoy spending meaningful time with my Support Worker doing things that interest me, or new things that I have never tried before.”

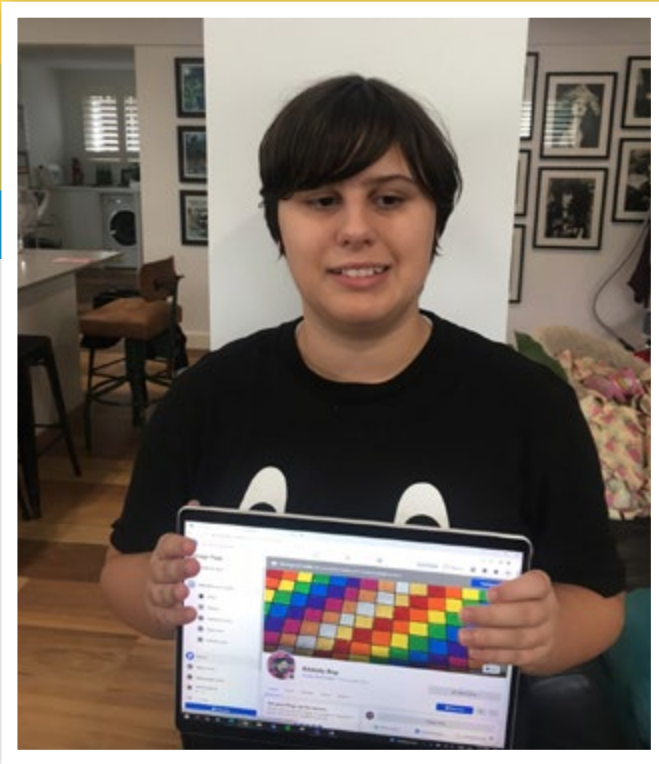
She has been supported to start her own online business where she sells her creative creations including bath bombs and artwork through her Facebook page – 'Bibbidy Bop'.

“I recently had a table at a market and was able to sell my bath bombs. This was a great experience that not only generated my own income, but also allowed me to connect with other people. I loved when people were interested in my products and wanted to know more about them.”

The support we deliver for Willow is flexible and changes as needed to suit her needs whilst working to ensure her goals are met. Sometimes this might mean that hours of support are altered so she and her Support Worker can attend an upcoming art event or hold a stand at her local market selling her bath bombs.



Artwork by Willow.



Above, right and below right: Willow on the day of her Facebook page 'Bibbidi Bop' went live and bath bombs.

Willow is working towards finding meaningful open employment in her local area and would love to find a role that aligns with her passions. Naturally, this led her to the local Lush store where not only has she been discussing her employment goals with the team, but also managed to get some ideas around ways to make her bath bombs foam up more. The process of applying and accepting feedback has also been a part of her open employment journey.

⋮ "A highlight would be that I am given the opportunity to be included in the community, try new things and interact with people in fun and exciting ways."

Working with her Support Worker Izzy, Willow has developed a greater structure in tasks and activities, is more engaged in the community and is always encouraged to give things a go. Her confidence has grown and is now more able to decide on the activities they do together out in the community.



We gratefully acknowledge the support given by these organisations throughout the year:

