



ANNUAL REPORT : 2024



inclusionwa



inclusion solutions



plannavigators

Staff 2023-2024

Australian Inclusion Group

Chief Executive Officer

Paul F.
Leanne P.

Operations Manager

Kristy M.

General Manager of People & Culture

Jessica K.

Business & Information Technology Manager

Olivia v.d. K.

Finance Manager

Yuhan R.

Quality & Safeguarding Manager

Karla S.

Marketing & Communication Manager

Brett S.

Accountant

Aileen L.

HR and Payroll Officer

Emmanuel F.

Marketing & Communication Coordinator

Elvira V.

People & Culture Advisor

Nikki I.

Administration Assistant

Grace M.

Inclusion Solutions

General Manager

Matthew S.

Manager

Zoya Y.

Senior Inclusion Consultant

Ciara C.

Inclusion Consultant

Anne M.
Erin T.
Michael F.
Adam P.
Poppy S.
Kimberley E.
Crispin R.
Marie S.

Inclusion WA

Manager

Jessica D. M.
Sharon M.
Matthew S.

Senior Service Coordinator

Danielle M.
Anne M.
Thomas D.
Karla L.
Jarrod M.

Service Coordinator

Sharon E.
Dylan H.
Li Yen O.
Joshua U.
Leanne G.
Ruth C.
Jodi B.
Marina L.
Sarah T.
Anna-Louise B.

Service Support Officer

Suzanne L.
Dimithira J.

Service Support Assistant

Janine M.

Senior Mentor

Ashlee P.
Bettina V. D.
Nicholas A.
Ramona C.
Ashley M.

Mentor

Kiavash A.
Zaya A.
Gillian B.
Tracy B.
Hanna D.
Kerryn D.
Isabella D.
John F.
Sam G.
Jamie-Lee H.
Lucy I.
Kudakwashe J.
Raymond J.
Craig K.-Q.
Mayank K.
Acquila L.-W.
Stephen L.
Aran L.
Nigel M.
Karyna P.
Jade-Lee P.
Elise R.-C.
Luigi T.
Steven v.d. W.
Nan V.
Kinley W.
Jay W.
Joyce W.
Gayle A.
Benjamin B.

Daniel B.
Piper B.
Tiana B.
Amelia B.
Olivia B.
Bridget B.
Natasha B.
Natalie B.
Harry B.
Christopher C.
Maddison C.
Lily C.
William C.
Amanda C.
Rhianna C.
Rhys C.
Kym C.
Thomas C.
Colin C.
Michael C.
Renee C.
Tessa D.
Sheryl D.
Brian E.
Breanna E.
Darryl F.
Riley F.
Campbell F.
Jarred F.
Olivia G.
Gabrielle G.
Liam G.
Riley G.
Daniel G.
Teresa H.
Talia H.
Jessica H.
Poppy H.
Cameron H.
Amy H.
Joshua H.
Alec H.
Jade H.
Robert H.
Iain H.
Deo I.
Agot J.
Georgia J.
Venus K.
Sienna K.
Giannina K.
Elliot L.
Hannah L.
Leah L.
Ebony L.
Avril M.
Yvette M.
Claire M.
Patrick M.
Matthew M.
Max M.
Nicholas M.
Katherine M.
Lulani M.-O.
Archie M.
Thomas M.
Georgia N.
Kylie N.

Lewis N.
Tayla O.
Conor O'S.
Michael O.
Kellie P.
April P.
Leanne P.
Christopher P.
Glenn P.
William P.
Jaime P.
Ryan R.
Paula R.
Kerry R.
Emerson R.
Yasmin R.
Madeleine S.
Alan S.
Ryan S.
Caroline S.
Evelyn S.
Thaylia S.
Eric S.
Michael S.
Bradley S.
Margaret S.
Darren S.
Jessica T.
Tinsae T.
Thomas T.
Daniel v.d. W.
Toby V.
Amy V.
Jodie W.
Craig W.
Jasmine W.
Olivia W.
Fraser W.
Liia W.
Shan W.
Edward W.

Plan Navigators

General Manager

Kristy M.

Plan Management Manager

Shelley J.

Team Leader Support Coordination

Felicity B.

Plan Manager

Sarosha G.
Mark M.

Support Coordinator

Francis B.
Kristina H.
Hayley W.
Karla S.

Service Support Officer

Michelle B.

Mentor

Caroline S.
Diana C.
Malcolm D.

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Chair's Report

If this post-COVID era has taught us anything, it is that organisations - particularly those in the disability sector - need to continually review and adapt in order to maintain their viability and deliver effective services to their clients.

The 2023-24 financial year has been one of significant change for the Australian Inclusion Group, both at Board and operational levels. The fact that I am writing this as Acting Chair reflects the departure of our elected Chair, Gemma Nugent, who recently resigned from the Board. Although this occurred after the end of the reporting year, it would be remiss of me not to acknowledge Gemma's huge contribution to the Board over a number of years - particularly as Chair where she led the Board, in our responsibilities with our CEO recruitment, the closing of Plan Navigators and the transfer of resources from Western Australia's Individualised Services (WAIS).

The CEO recruitment referred to above came about as a result of the resignation of our long-standing CEO, Paul Fleay, who left us in September to take up another CEO role within the sector. Paul was the only CEO that the majority of us had known; and the evolution of the group from the Recreation and Support Network, as it was when he commenced, to what we are today is largely due to Paul's efforts.

Other departures will be acknowledged elsewhere in this report; but I thank them all for their dedication and support of our cause and wish them well in their future endeavours.

Throughout the course of the year, the Board maintained its strategic focus on recovering financial stability across the Group. This remains a work in progress. Notwithstanding some tough measures taken to reduce our costs and maximise our revenue, the business model we operate (and which we remain committed to) will necessitate further adaptation to ensure our ongoing viability.

To this end, the strategic planning processes undertaken by the Group during the reporting year concentrated primarily on the short to medium-term goals we needed to achieve rather than planning for the longer game. While the impact of the National Disability Insurance Scheme has yet to fully play out (which, in turn, impacted our planning ability) and the NDIS pricing model may be subject to yet further review, the pathways identified by the Group and approved by the Board during 2023/24 have been designed to achieve sustainability for the organisation and continuity for our clients.

It's no secret that we are operating at a time when the disability sector is facing huge upheaval under the NDIS. Many providers have either closed their doors or are amalgamating to reduce overheads as their business models come under increasing pressure. We believe that our service delivery model, which focuses on flexibility and building capacity within our client base, is unique and continues to be the most effective way to promote social inclusion, and the Board is therefore committed to maintaining our relevance and presence within the sector.

I pass on my appreciation to all members of the Board for their support and dedication to pursuing this objective. Each has contributed significantly to the decisions and directions we have taken in order to provide the Group with every opportunity to survive these difficult times.

Finally, I thank our new CEO, Leanne Pearman, the Group Executive and our wonderful staff for their tireless work in addressing the considerable challenges we face. Leanne only joined us in February but has been instrumental in, not only shaping the strategic and operational directions of the Group in that short time, but also bringing everyone along with her, and we are significantly indebted to her for that.

David Shallue
Acting Board Chair

CEO Report



I started with Australian Inclusion Group (AIG) in February this year.

It has been a big year for the organisation, with Paul Fleay leaving in September 2024, along with a number of Board members retiring throughout the year, including, Matt Popham, Brendan Cullinan, Scott-Marshall Harper, Michael Radford, Catherine Pearce and Board Chair Gemma Nugent. I sincerely thank them for their years of support, guidance and importantly, the giving of their time to the organisation.

Whilst these changes are significant, it can also provide an opportunity for new people to join our team, and to bring new energy and focus to steer the organisation to success. On that note, we welcomed new Board members, Paul Tulloch, Blake Jaenke, Patrick Ky and Marita Walker. They join long term Board members, David Shallue (Acting Chair), Reece Hedwards, and Claire Swyny. The Board is strong, committed to the organisation, and diverse in its skills and expertise.

I want to give a massive shout out of thanks to Jess Kain, who did the wonderful job of Acting CEO and holding the organisation steady, from September 2024. I have appreciated Jess' patient buddying of me, as I got to know people, and as I learnt all our organisational systems and processes.

I acknowledge the significant contribution made by the Executive and Management teams (and all of their staff), across the organisation – Kristy Macnamara, Olivia van der Kroon, Yuhon Richards, Jess Demasi, Sharon Morgan and Matt Shaw. Their stabilising influence, and demonstration of leadership, through some big changes can't be underestimated, and I thank them for that.

I have always known AIG to be a values based, person centred, community and inclusion focussed organisation. My experiences, since starting, has only strengthened and reinforced this to me.

I sincerely thank the people (and their families) who have chosen to trust us in providing quality services, and I want to acknowledge the mentors and workers, who are alongside them, making a positive difference in their lives.

I also thank the many organisations (Sporting and Community), Local Government Authorities, State Government (Education, Disability Services, Justice) and Federal partners, who invest in us, to create a vibrant, inclusive and connected community.



Our vision

All people have the opportunity to live a good life and participate in a welcoming community.



Our mission

To support people at risk of social exclusion to live a good life of their choosing.

CEO Report continued

Strategic Planning

During February and March, we held two Strategic Planning Sessions, one with leaders across the organisation, and with our Board.

We identified our strategic priorities, and the critical principles to guide our individual and organisational decision making.



Our strategic priorities



The principles that guide decision-making

Inclusion & diversity

Inclusion is our thing. True inclusion comes with greater diversity all across.

Financial sustainability

Finding ways to be sustainable in a context of significant change is vital.

Collaboration

We prioritise partnerships, inside and out.

Leveraging our culture

Our strong culture is an enabler: it should be protected and leveraged.

Simplification

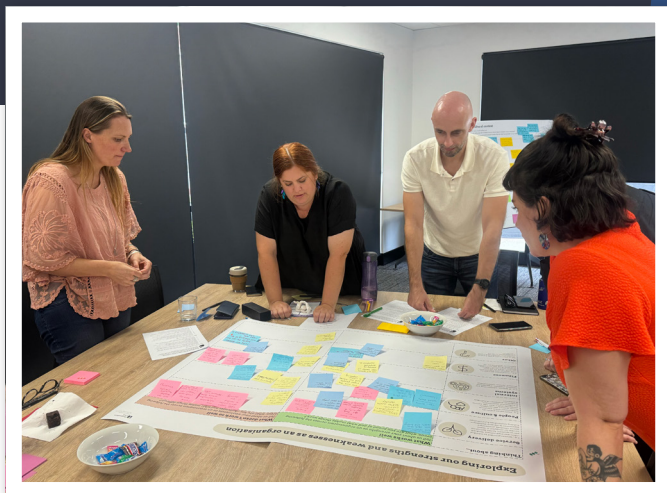
Simplifying services and systems helps us boost efficiency and impact.

Leaders Session



Board Session





Staff at our strategic planning session leaning over a table with butcher paper and post-its.

As we are all aware, changes within the disability sector, continue to have a profound impact on our service delivery and organisational viability. The NDIS Review recommendations, the Disability Royal Commission, Quality and Compliance requirements, and in particular the pricing framework from NDIS, have all impacted the real costs associated with providing quality, capacity building services.

We have seen many organisations across the Nation completely close or significantly reduce their disability services, and many other providers having to merge or be acquired by other organisations to survive, so people can continue to have a quality service.

Our own organisation is not immune to these challenges and it has been in financial distress for a few years. The board and our executive team have worked tirelessly to find a way forward for us as an organisation in what are very uncertain times in the disability sector, locally and nationally.

Our financial challenges have meant some very difficult decisions have needed to be made to ensure we can safeguard our services and continue to have a meaningful presence in our sector.

In May this year, one of the difficult decisions made by the Board, was for Plan Navigators, which could no longer be financially sustained, to cease services by the end of December 2024. This means we will be farewelling, the amazing team of Shelley Johnston, Felicity Brown, Francis Baptist, Hayley Warren, Vanessa Govender and Mark Murrell.

Other big decisions the Board made for the coming financial year, in line with our strategic plan and organisational restructure, was to reduce our corporate services support. These changes include saying goodbye to Yuhan Richards in May, Olivia van der Kroon and Karla Summers in August and Jess Kain and Kristy Macnamara by December 2024.

This process has not been an easy one, and we have done our very best to reach these decisions in a considered, collaborative and pragmatic way, with our decision-making principles being our foundation.

I want to reiterate that the Board and I remain committed to ensuring that Inclusion WA and Inclusion Solutions, continue, and thrive, making a positive difference to people and our communities. I would also like to express my heartfelt thanks to each and every one of you for the integral role you all play in achieving that vision.

I look forward to sharing our next year of work together, which includes our Christmas party celebration in December and next year's Mentor Summit in February!! Whilst there has been much change, there is also much to look forward to, and as you can see by this report, there is much to celebrate about our organisation, and the people in it!

Leanne Pearman

Board of Directors



David Shallue
Acting Chair/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.



Paul Tulloch
Secretary

Paul joined the Board of AIG in Feb 2024 and accepted the role of Treasurer in April 2024. In October 2024, Paul stepped down from role of Treasurer and took on the role of Secretary. Working with the team at

AIG has provided Paul with an opportunity to contribute to the community through the pursuit of social inclusion.

Paul has spent more than 17 years in the mining and resource industries, travelling nationally and internationally for various operational and governance roles. He holds a Bachelor of Business from Murdoch University in Perth and a Bachelor of Laws from Deakin University in Victoria, and is admitted to practice law in Western Australia.

Paul is supported by an amazing partner and is a proud father of two young children, all of whom bring him endless happiness, love, and laughter.

In his spare time, Paul loves to spend time with his family and to read.



Blake Jaenke
Treasurer

Blake is an Accounting and Tax professional with over 15 years' experience having worked in the construction, mining, telecommunications and education industries as well as Public Practice.

He is a Fellow of the Institute of Chartered Accountants Australia and New Zealand (CAANZ) and recently established his own Accounting and Advisory business.

Blake has two young children and is heavily involved with their school, where he has been a Board Member and Treasurer of the P&C Committee since 2019. He is also the 2024 Chair of the Corporate Advisory Panel for the WA branch of CAANZ and has been a member of the Panel since 2021.

Blake is pleased to have joined the Australian Inclusion Group Board in March 2024 and was appointed Treasurer in October 2024. He is committed to supporting social inclusion in our communities.



Patrick Ky
Board Member

Patrick Ky is a lawyer with over fifteen years of experience providing legal, policy, and strategic advice to government and corporate organisations.

Patrick has worked in the public sector in Western Australia and Victoria and in large international law firms in Melbourne and London. He holds a Bachelor of Law and Bachelor of Science from Monash University as well as a postgraduate law degree from the University of Oxford.

Patrick has three young children, and his experiences supporting a neurodivergent child drives his passion for creating more accessible and inclusive communities.



Jo Baker
Board member

Jo has had a long and varied career in senior executive roles within the Banking Industry, focusing on delivering strategic, cultural, process, productivity, and cost-improvement initiatives

and programs. Jo has extensive experience leading large processing, operations, change, risk, capability, and sales teams. She specialises in transformational and cultural change, implementing significant operating models and organisational design changes.

Jo is a hands-on leader who loves helping solve complex problems and helping people reach their potential. Jo holds degrees in Human Resources, Social Science, and Counselling and recently moved into a senior people role within the WA Government.

Being new to the AIG board Jo has a desire to help make a difference in the community as we aim for a socially inclusive future for all. Personally, Jo relishes spending time with her friends and family while enjoying the outdoor lifestyle.



Marita Walker
Board Member

Marita has worked in the disability sector for over 35 years in state government and the NGO sector, where she was CEO of Perth Home Care Services (now Avivo) for 14 years and from 2014 – 2021

in the National Disability Insurance Agency. She was an early advocate for the NDIS and was then involved in local implementation as the Trial Site Manager of Perth Hills and later in the policy area of NDIA. Governance experience includes membership in various peak bodies in disability, mental health, aged care and Chairperson of WAIS.

Marita also has personal experience as the Guardian of a woman with disability who moved from a group home to an individualised arrangement 13 years ago.



Claire Swyny
Board Member

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.



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.

Retired Board Members

We would like to thank our retired Board Members for their invaluable contributions.



Gemma Nugent

Retired

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.



Scott-Marshall Harper

Retired

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.



Michael Radford

Retired

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.



Matthew Popham

Retired

gold mining company and has a Degree in Business Economics. Matthew is married with 3 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 3 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.



Brendan Cullinan

Retired

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.



Catherine Pearce

Retired

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.

Inclusion WA

Overview

In this uncertain and shifting landscape, it becomes even more important for Inclusion WA to remain **focused**, maintaining a **steady approach**, while **remembering the core purpose** of our work. This is crucial for the ongoing success of the people we support and the organisation's employees.

Inclusion WA like many organisations in the disability sector in Western Australia and many parts of Australia, has been facing several ongoing challenges, particularly related to the National Disability Insurance Scheme (NDIS) and the overall cost of running disability services. The rising operational expenses, combined with a pricing model under the NDIS Disability Support Worker Cost Model, have put considerable financial strain on the organisation.

As the sector looks toward the future, there are several major developments ahead. The ongoing compliance requirements of the NDIS Commission audits add additional layers of complexity to service provision. At the same time, both State and Federal Governments are wrestling with the recommendations from the Disability Royal Commission and the outcomes of the NDIS Review, which will likely lead to significant policy and procedural changes.

Despite all the challenges, Inclusion WA team showed resilience, and the leadership team continued to work on ways to ensure Inclusion WA continues to deliver high quality services in the Perth metro area successfully passing our midterm audits and having our work be recognised at this year's NDS Support Worker Awards night!

Organisational Highlights

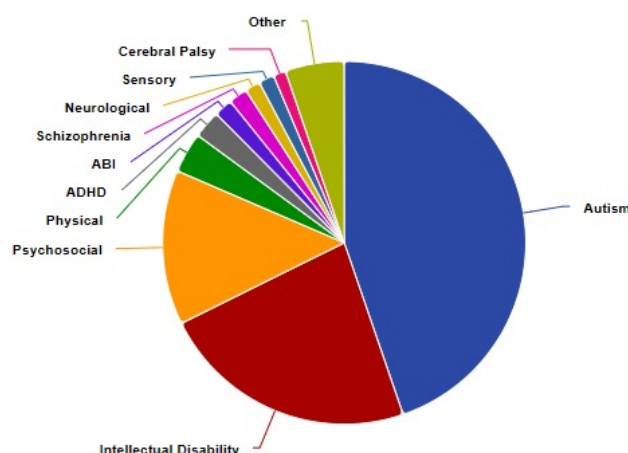
Folks we support!

294 TOTAL CLIENTS
supported by Inclusion WA

60 NEW CLIENTS
in the 23/24 FY

73,991 SUPPORT HOURS
DELIVERED

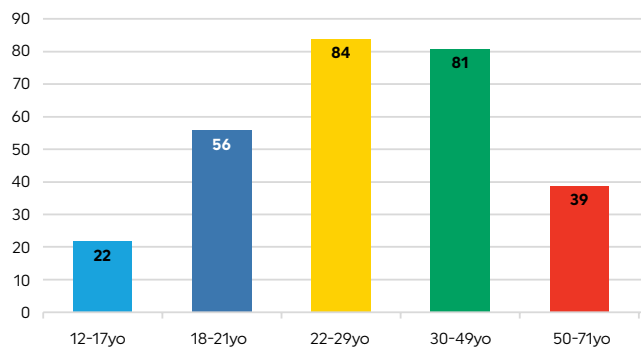
Primary Disability Type Distribution





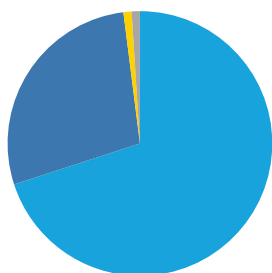
Inclusion WA staff standing at our stall at an expo

Client Age Groups



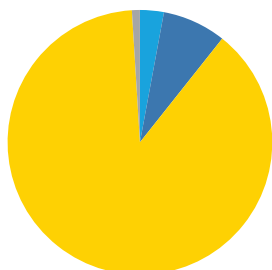
Gender

Male = 210
Female = 83
Non-binary = 1
Intersex = 2



ATSI

Aboriginal but not Torres Strait Islander origin = 8
Declined to answer = 23
Neither Aboriginal origin nor Torres Strait Islander origin = 250
Torres Strait Islander but not Aboriginal origin = 1



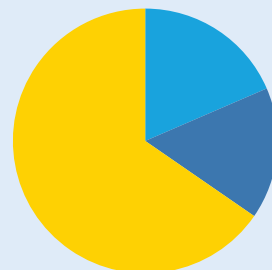
Client Survey Snapshot

Each year Inclusion WA does a client survey to collect feedback that helps us provide a better service. The full report can be found on our website inclusionwa.org.au

How many folks responded	49	100%
I am a client of Inclusion WA	27	55.1%
I am a family member of an Inclusion WA client	19	38.8%
I am a service provider of an Inclusion WA client	2	4.1%

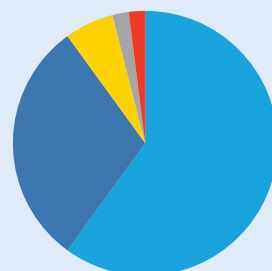
Length of service participation

Less than 1 year = 18.4%
More than 1 year but less than 2 years = 16.3%
More than 2 years = 65.3



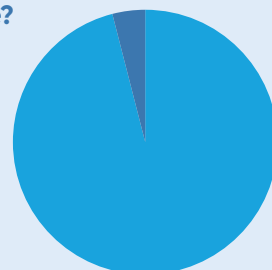
Client overall satisfaction about their services

Very satisfied = 60%
Satisfied = 30%
Neither satisfied nor unsatisfied = 6%
Unsatisfied = 2%
Very unsatisfied = 2%



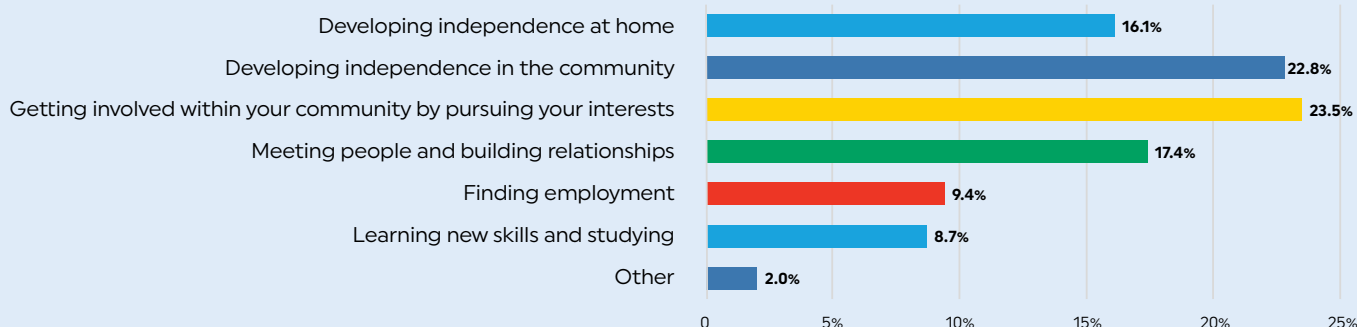
Would you recommend Inclusion WA to other people?

Yes = 95.9%
No = 4.1%



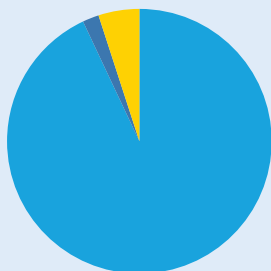
Client Survey Snapshot continued

What goals are you working on with Inclusion WA?



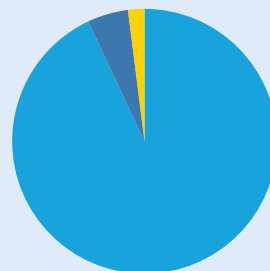
I get to have a say on which Inclusion WA staff person works with me

Agree = 46
Unsure = 1
Disagree = 2



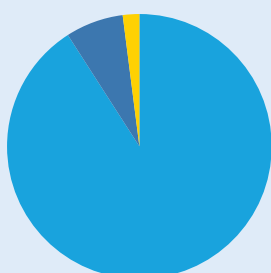
I was able to make choices and decisions about the service I received

Agree = 46
Unsure = 2
Disagree = 1



The service focuses on my goals

Agree = 45
Unsure = 3
Disagree = 1



What is working well?

"Our daughter has enjoyed being supported by the workers who take her out. When adjustments need to be made to time or date, the Co-ordinator is so willing & obliging."

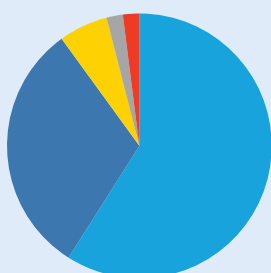
"Support worker is very proactive and is helping my son achieve his goals and develop his independence."

"Inclusion WA are well organised and cater to my individual needs."

"The support worker is doing well preparing my son for life without support."

Overall, how satisfied are you with the services you receive?

Very satisfied = 29
Satisfied = 15
Neither satisfied nor unsatisfied = 3
Unsatisfied = 1
Very unsatisfied = 1



Why did you choose Inclusion WA?

"I used to be an LAC and individuals/families were always happy with Inclusion WA."

"They were recommended to me from other parents."

Any other comments?

"We are grateful for the dependable, enjoyable services she receives. Well done, Inclusion!"

"Just thank you for all your hard work."

"You are doing a great job."

Client Story: John O'Neill

John began his journey with Inclusion WA in July of 2023 aged 16. John and his dad met with coordinator Sharon and Aran, mentor, and made it clear that he was not enjoying school and wanted to leave to pursue a career in the trades. Aran and John were a great match from day one owing to their mutual interests in going to the gym and self-improvement.

John's early sessions with Aran were demanding as he was still required to attend a full week of school before sessions on a Friday where Aran pushed him to work on laying foundations for his career such as resume writing, employment discovery and working on his morning and evening routines. John worked tirelessly and continued to pursue goals outside of sessions, each small win fuelling him to take on more and before long John was engaging with multiple mentors. Alan and Riley joined John's team along the way, each bringing their own unique expertise and experiences, John absorbed all they could offer and showed his appreciation by working hard during and outside of sessions.

After carefully considering all of the trades available to him, John decided that plumbing was his path; he was particularly attracted to the elements of manual work, and of course the generous salary! John and Aran researched early career options and Alan helped to set up a tour of the local TAFE. Before taking this first step on his new adventure, Alan and Aran took John to some local building sites to immerse him in his potential new future.

"We could tell at that moment that John had found his calling, he came to life on that day. We talked for hours about construction, and we all had the sense that John would be a real asset to the trade"

– Aran, mentor

John was now able to leave school and start a pre-apprenticeship at North Metro TAFE. His mentors would then pick him up from a long days study and take him to the gym or to the library. John aced his studies, largely owing to his dedication outside of the classroom working on lifestyle factors that supported his continual flourishing.



John and Aran standing and shaking hands in front of John's new car.

John graduated and began working with Alan and Aran on finding an employer so that he could begin his apprenticeship. This was a long process as John didn't yet have his driver's license and had little previous work experience. John began driving lessons with his mentors, alternating these with long sessions handing out resumes, cold calling employers and scrolling through Seek. Where tasks were set outside of sessions, his mentors were confident that John would attend to them, this vigilance was a major determinant of John's success.

It was as a direct result of his work outside of sessions that John landed a probationary position with a local plumbing company in February of 2024. John's story has not been easy however. His nerves got the better of him on his first two driving assessments and he fell just short of passing. Unphased, John rebooked and passed with flying colours on his third attempt in July 2024. By this point he had been working so hard at his job that not only had he passed his probation and was now an apprentice, but he had also saved enough money to buy his first car!

John is still working with Aran once a week while he continues to progress in his apprenticeship. They mostly catch up at his gym, working out together and Aran helps John to stay on the right path to what is sure to be a bright future.

Client Story: Rose's Remarkable Growth with Inclusion WA

This year has marked a period of extraordinary growth and achievement for Rose, a long-standing client at Inclusion WA. Rose's journey has been a testament to her resilience and commitment as she has achieved significant milestones including finding her own independent home, obtaining her driver's license, representing Western Australia in state netball, and deepening her community connections through her passion for netball and basketball. When Rose first came to Inclusion WA in 2019 Rose did not have a stable living arrangement and was quite vulnerable.

One of Rose's most significant accomplishments over the last couple of years, with the support of her mentors, has been securing her own home. This milestone has not only provided her with a sense of autonomy and stability but has also been a crucial step in her personal development. The process of finding and settling into her own space required determination and perseverance, qualities that Rose has so often demonstrated this past year. This achievement reflects her growing self-sufficiency and confidence in managing her own money and running her own home. Her team will now be working towards increasing Rose's confidence in her independent daily living skills.

Achieving her driver's license was another major goal that Rose set for herself, and she has excelled in this area. The ability to drive has greatly enhanced her independence, allowing her to navigate her daily life with greater ease and flexibility. This now includes being able to drive her friends and herself to her sports games and in so doing Rose has strengthened relationships within her local community. This accomplishment has also allowed her to engage more fully with her community and participate in activities that were previously less accessible.

Rose represented Western Australia in state netball in Brisbane recently which was a major goal for Rose. She worked so hard to make this dream come true. Rose attended trainings twice a week with the support of mentors for one of these sessions weekly. Competing at this level has not only showcased her skill and dedication to the sport but has also significantly boosted her confidence. Being selected to represent her state is a testament to her hard work and talent in netball, and her performance at the state level has further solidified her position as a respected athlete within the netball community.



Rose sitting on the bonnet of her car with 'P' plates visible (above) and Rose at the airport with her luggage (left)



Throughout the year, Rose has continued to grow her confidence within her community. Her involvement in both netball and basketball on a weekly basis has been a key factor in this growth. Participating in these sports has allowed her to build strong relationships with fellow teammates and community members, fostering a sense of belonging and connection.

Rose's regular engagement in netball and basketball reflects her passion for these sports and her commitment to maintaining an active and vibrant presence in her community. Her enthusiasm and dedication have not only enriched her own life but have also contributed positively to the sporting community she is a part of.

Rose's journey this year with Inclusion WA has been marked by significant personal and professional milestones. Her achievements in living independently, obtaining her driver's license, and purchasing her first car, representing her state in netball, and actively participating in community sports illustrate her remarkable growth and determination. Rose's story is an inspiring example of how dedication, support, and perseverance can lead to meaningful and transformative outcomes.

As Rose continues to build on these successes, her journey will undoubtedly inspire others and contribute to the ongoing mission of Inclusion WA in empowering individuals to achieve their fullest potential.

NDS Support Worker Awards 2024!

Inclusion WA is so proud of all the staff nominated for this year's National Disability Services Support Worker Awards May 2024. Overall Inclusion WA had several nominations.



Inclusion WA staff holding props in a photo booth at the NDS Support Workers Awards ceremony

Excellence in Supporting Inclusion and Citizenship

- Nick Ardley, who supports Clinton
- Team Cohen. Karla Longstaff, Aran Lock; Ben Bastion; Daniel Gregory; Hannah Lawrence; Raymond Juru; Rhys Choularton; Shân Williams
- Team Rochelle. Leanne Green (Service Co-ordinator), Acquila Lammas; Talia Haydock; Venus Karel; Paula Rebelo; Ashley Price
- Team Glenn. Eric Songcuan; Ted Edward Withers

Excellence in Supporting Employment Outcomes

- Ryan Randolph, who supports Jake

We would like to share the following words from Nick Ardley and Ryan Randolph who each won their category:



Excellence in Supporting Inclusion and Citizenship Winner, Nick Ardley

"I want to take the opportunity to express my gratitude for all the support I've received from everyone at Inclusion WA over the three years I've been with the company. Working as a mentor has profoundly impacted my life, and I am so grateful for the opportunities to learn and grow that Inclusion has given me. Winning the award for excellence in inclusion and citizenship is not just a personal achievement; it is a testament to the values that guide our organisation, and the care and dedication we all put in to supporting our clients and colleagues. I am truly humbled to have been recognised for the work that I do when I know there are so many passionate, hardworking people here.

I would also like specifically thank Tom Darley for nominating me. Tom has been an exceptional line manager and mentor to me, and none of the work I did to receive the award would have been possible without his support."

- Nick Ardley



Excellence in Supporting Employment Outcomes Winner, Ryan Randolph

"None of us get into this job to win an award. Sometimes in this industry, it can be a struggle just to feel self-assured. In the end, we're all human. We are successful, but we tend to focus on the fact that we're flawed. However, this drives us to show a lot of heart, and that simply can't be ignored. So, suffice it to say, at the end of this day, my reflection to you is to give yourself a bit of grace, and you can carve your own way. You just have to keep showing up every day. And I tell you, this is yours to take, and that's why I'm proud to have accepted this award—not only on behalf of myself, but on behalf of the man they call... Jake."

- Ryan Randolph

Inclusion Solutions

Overview

At Inclusion Solutions, we are more committed than ever to fostering vibrant, connected, and inclusive communities across Western Australia and beyond. This year has been a remarkable journey filled with growth, adaptation, and impactful work that has brought us closer to achieving our vision of a society where everyone feels valued and included. As we reflect on the past year, we are inspired by the progress we have made and excited about the future possibilities that lie ahead.

Our organisation has experienced significant evolution, refining our internal culture and enhancing our capacity to deliver meaningful social change. We are proud to be a dynamic, resilient team that continuously adapts to meet the diverse needs of the communities we serve. As we move forward, we are more determined than ever to expand our impact, leverage new opportunities, and drive innovative initiatives that build inclusive environments where everyone has the opportunity to thrive.

While we've streamlined our team to focus our efforts more effectively, we've also welcomed new talent and energy to Inclusion Solutions. This year, we said goodbye to some outstanding team members—Zoya Yukenovich, Michael Farmer, Erin Taylor, and Crispin Roberts—who have each contributed greatly to our success. At the same time, we were delighted to welcome Poppy Sloan and Kimberley Ellis, whose fresh ideas and enthusiasm are already sparking new avenues for growth and innovation.

Key Highlights

We are thrilled to share some of the key highlights, which showcase the remarkable progress and achievements of Inclusion Solutions:

24

Local Government Authorities



Actively partnered with 24 Local Government Authorities across Western Australia to promote inclusivity and accessibility in their communities.

4

NEW TRAINING WORKSHOPS

Developed and delivered four new training workshops specifically tailored to meet the diverse needs of Western Australian communities.



45+



State Sporting Associations supported

Engaged and provided tailored support to over 45 State Sporting Associations, enhancing their capacity to foster inclusivity.

116



PEOPLE

Attended Social Inclusion Forum

Successfully hosted a Social Inclusion Forum, attended by 116 individuals who actively contributed to discussions on community inclusivity.



Overwhelming Positive Feedback

An impressive 92% of workshop attendees reported an increase in knowledge and confidence after participating in our training sessions.

228 EXTERNAL STAKEHOLDERS ENGAGED

Worked closely with 228 external stakeholders to drive collaborative efforts in creating more inclusive environments.



Inclusion consultant Poppy standing on stage presenting at IDAHOBIT Social Inclusion Forum



2,432+ HOURS

of Staffing Supporting WA Communities

Our team has dedicated over 2,432 hours of staffing time to support and work closely with communities throughout Western Australia.

690+ PEOPLE ATTENDED



Facilitated Trainings, Workshops, Forums and Events

Over 690+ attendees participated in various training sessions, forums, and events organised by Inclusion Solutions.

16



REGIONAL REMOTE COMMUNITIES

Engaged with Face-to-Face

Built strong, direct relationships with sixteen regional and remote communities, ensuring our programs and services meet their specific needs

35,760+ VIEWS

via Social Media Platforms

Reached a broad audience through our social media platforms, accumulating over 35,760 views, thereby increasing awareness and engagement.



Key Acquisitions

This year, we are proud to announce the acquisition of key resources developed by Western Australian Individualised Services (WAiS), which will greatly enhance our ability to deliver meaningful support and education to individuals with disabilities and their supporters. These resources represent internationally and nationally recognised expertise and leadership in disability rights, independent living, and decision-making capacity building. Just a small snippet of the key resources we acquired include:

- **The Lives We Lead:** A collection of 60 videos showcasing the economic, social, cultural, and political contributions of people with disabilities within their homes, workplaces, and communities. This valuable resource will amplify the voices and stories of individuals with disabilities, raising awareness about their positive impact on society.
- **My Rights / My Home Project:** Two comprehensive online resource hubs that bring together a wealth of knowledge on Supported Decision Making and Individualised Living Arrangements, helping individuals and their supporters navigate the complexities of independent living and human rights within the disability sector.
- **Supported Decision Making:** A series of resources designed to build the capacity of people with complex communication access needs to make informed decisions, with the support of their chosen networks. These materials are freely available for individuals, service providers, government agencies, and the community, covering topics such as values-based training for support workers, navigating the NDIS, and safeguarding quality of life while promoting human rights.

These resources further enrich our library and solidify our commitment to empowering individuals with disabilities to lead fulfilling lives while equipping their supporters and the broader community with the tools to foster inclusive, respectful, and empowering environments.

Highlights of Social Impact Projects

Our work has always centered on making a genuine difference in the communities we engage with. This year, we have been fortunate to embark on several exciting social impact projects that have not only expanded our reach but have also deepened our impact.

Remote NDIS Capacity Building

One of our standout projects this year has been our work within the Warmun and Wyndham communities. These remote areas have unique needs and challenges, particularly in accessing the National Disability Insurance Scheme (NDIS). Our team has been privileged to work closely with these communities, engaging in comprehensive scoping activities and exploring economic opportunities within the disability sector. Through our collaboration, we are helping to bridge gaps in service provision and fostering an environment where people with disabilities are empowered to lead fulfilling lives. This project has reinforced our belief in the importance of community-driven solutions that are both culturally sensitive and sustainable.

Open Doors Project

Creating welcoming and accessible environments for all community members is at the heart of our mission. Our Open Doors Project embodies this by working with local businesses to enhance their inclusive practices, particularly for customers with disabilities. This year, we have partnered with numerous businesses, providing training and resources to help them better understand the needs of all customers and create more inclusive environments. The feedback has been overwhelmingly positive, with many businesses reporting a noticeable increase in customer satisfaction and engagement. By fostering a culture of inclusion, we are building stronger, more cohesive communities where everyone feels welcome and valued.

Welcoming and Inclusive Networks (WIN) Project

Sporting clubs are often at the core of community life, serving as places where people come together, form connections, and build a sense of belonging. However, not all clubs are equally accessible to everyone. Through our Welcoming and Inclusive Networks (WIN) Project, we have been working diligently to change this narrative. Our team has been hard at work consulting with individuals, clubs and industry professionals about how we can create an effective assessment framework that guides clubs on their inclusion journey, ensuring they are welcoming spaces for all. Clubs that meet our standards of inclusivity are awarded an "Inclusive Symbol," a visible marker of their commitment to diversity and inclusion.

Building Inclusive Schools

Our Building Inclusive Schools initiative has seen tremendous growth this year. The project focuses on creating educational environments where all students feel valued, respected, and included. We have partnered with more schools across the State, delivering training sessions and workshops to educators and students alike. These sessions are designed to raise awareness and engage in conversations about the diverse needs of students, particularly those with disabilities, and equip schools with the tools and strategies they need to foster a truly inclusive environment. Feedback from participating schools has been overwhelmingly positive, with many reporting a shift in school culture towards greater acceptance and inclusion.

Workforce Retention – The Inclusion Hub

A significant part of our work involves capacity building and education, not just within communities but also within organisations. This year, we launched a new initiative aimed at addressing workforce retention challenges within the disability and community sectors—The Inclusion Hub. This series of online, self-paced courses covers a wide range of topics, including Disability Awareness, LGBTQIA+ Awareness, and the History of Disability. These courses are now an integral part of Inclusion WA's mentor induction process and have been designed to be engaging, accessible, and informative. We believe that by equipping staff with the right knowledge and skills, we can create more supportive, understanding, and inclusive workplaces that retain their talent.



Filming day for Workforce Retention Project, The Inclusion Hub.

Social Inclusion Forum

One of the highlights of the year was our Social Inclusion Forum, held on IDAHOBIT Day (International Day Against Homophobia, Biphobia, Interphobia, and Transphobia). The event attracted over 100 attendees, including more than 20 external stakeholders from various sectors. The forum provided a platform for meaningful dialogue, sharing of best practices, and community engagement. It was heartening to see such diverse representation and to hear the overwhelmingly positive feedback from participants who felt inspired and empowered by the discussions. The forum has set the stage for continued community engagement and collaboration in the coming year.



WayFairer Project

The WayFairer Project has been one of our most successful initiatives to date, and this year, it has seen remarkable growth, thanks in large part to the dedication of our team and the supportive communities in which the project is embedded. WayFairer connects individuals aged 55 and over to volunteer positions within their local community, leveraging their skills, talents, and experiences to create meaningful opportunities for engagement and contribution. The project not only benefits individuals but also strengthens community bonds and promotes intergenerational learning.

We are thrilled to announce that our efforts with WayFairer have been recognized with an extension of the project for an additional five years. This incredible opportunity will allow us to build on our achievements and further expand the reach and impact of the project. We are excited to see where this journey takes us and are committed to continuing our work in enhancing community engagement, reducing social isolation, and fostering inclusivity across all ages.



Above: Poppy moderating the panel discussion at IDAHOBIT Social Inclusion Forum.

Left: Panel discussion at the IDAHOBIT Social Inclusion Forum.

Expanding Our Vision for the Future

Looking ahead, we remain committed to expanding our work in community education, capacity building, and fostering inclusive environments. We understand that meaningful change takes time and requires ongoing collaboration, innovation, and dedication. As we continue to adapt to the evolving needs of the communities we serve, we are excited about the new opportunities that lie ahead.

Our future initiatives will build on our current successes, with a renewed focus on sustainability and long-term impact. We are exploring new ways to leverage technology to enhance our training programs and reach more people, particularly in remote and underserved areas. Additionally, we plan to expand our partnerships with local government authorities, businesses, and other community organisations to amplify our impact.

Thank You to Our Partners, Stakeholders, and Supporters

None of our achievements would have been possible without the unwavering support of our partners, stakeholders, and supporters. Department of Communities, Telethon, National Disability Services, National Disability Insurance Agency, and Department of Social Services, to name a few. Your commitment to our mission and your belief in the power of inclusion have been the driving force behind our work. Together, we have made great strides in building more inclusive communities, and we look forward to continuing this journey with you.

Celebrating Our Team and Volunteers

At the heart of Inclusion Solutions is our incredible team and volunteers who bring our vision to life every day. Their passion, dedication, and expertise are what make our work possible. We are grateful for their tireless efforts and their commitment to making a difference. This year, we have also focused on enhancing our internal culture to ensure that our team feels as connected and valued as the communities we serve. From professional development opportunities to team-building activities, we are committed to creating a workplace where everyone feels empowered to thrive.



The Inclusion Solutions team. (Top left to right) Poppy, Matt, Anne, (bottom left to right) Kim and intern Maya in front of the Inclusion Solutions banner at IDAHOBIT Social Inclusion Forum

Acknowledging the Challenges and Opportunities Ahead

While we celebrate our achievements, we are also mindful of the challenges that lie ahead. The landscape of social inclusion is ever-changing, and we must remain agile and responsive to new developments.

With change, however, comes opportunity. We believe that each challenge presents a chance to innovate, grow, and strengthen our impact. We are committed to staying at the forefront of best practices in social inclusion and community development, continuously learning and evolving to serve our communities better.

As we close this year's chapter and look forward to the next, we are filled with optimism and excitement for what lies ahead. We remain dedicated to our mission of fostering vibrant, connected, and inclusive communities where everyone has the opportunity to thrive. Together, with our partners, stakeholders, and supporters, we will continue to drive meaningful change and build a more inclusive future for all.

Thank you for being a part of this journey with us. We look forward to another year of progress, collaboration, and impact.

Plan Navigators

Overview

In May 2024, after many months of analysing our financial position within the group of Australian Inclusion Group (AIG) with the support of the board and leadership team the hard decision was made to close Plan Navigators by December 2024. We could no longer cover the increased costs to wages and insurance, travel, cost of being a Registered Provider of the National Disability Insurance Scheme and maintaining this registration.

For the past 4 years the National Disability Insurance Scheme had not increased the hourly rate or payments (price guide rate) for Support Coordination and Plan Management. This meant the cost of delivering our services was more than the amount we could charge.

As a team our reflections have been that we created a dedicated team and a service that focused on people, we created a flexible work environment, supporting workers with lived and life experience of disabilities and mental health conditions and our values to hold ourselves accountable for how we supported people to ensure the service met their needs.

We extend our heartfelt gratitude to the people we have had the honour of working alongside since our inception in 2018 as Personal Assistant WA and the staff who chose to work with us!

Organisational Highlights

372 TOTAL CLIENTS SUPPORTED
by Plan Navigators

47 NEW CLIENTS
across all service types

CLIENTS SUPPORTED IN OTHER STATES
3 2 QLD 1 VIC

73 CLIENTS SUPPORTED
IN REGIONAL WA

299 in Perth Metro Area
5 in the Mid Northwest
68 in the Great Southern and surrounds



2023-24
FY

3,125.11

Support Coordination
hours delivered

2,883

Shared Management direct
support hours delivered

815

Payroll Support Service
hours delivered

\$16,915,247.16

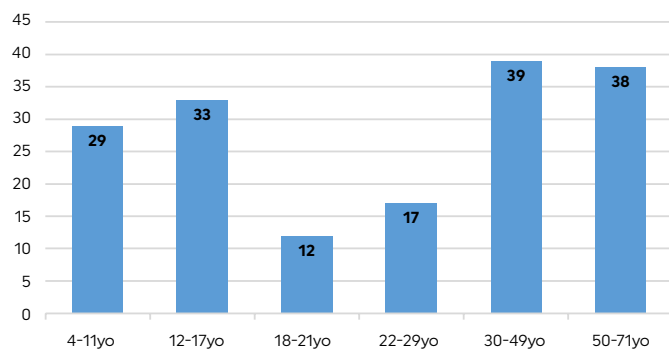
INVOICES PAID IN 23-24 FY

Plan Management - value of clients supports
and service paid

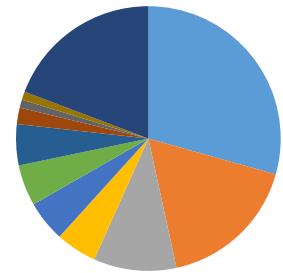
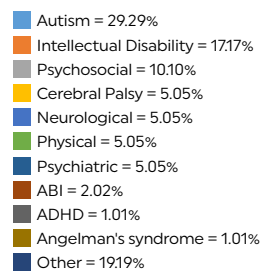


Client Demographics for people using our Support Coordination and Payroll

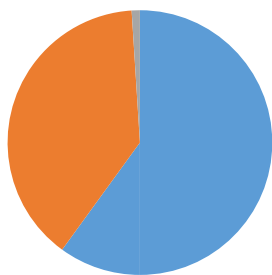
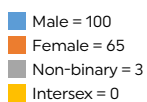
Client Age Groups



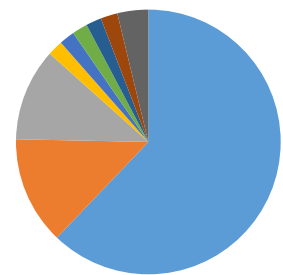
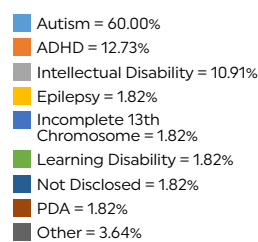
Perth Metro Primary Disability Type Distribution



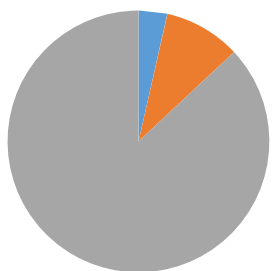
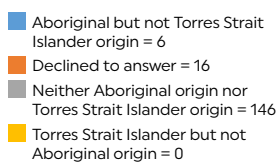
Gender



Regional WA Primary Disability Type Distribution



ATSI



Alex's Story

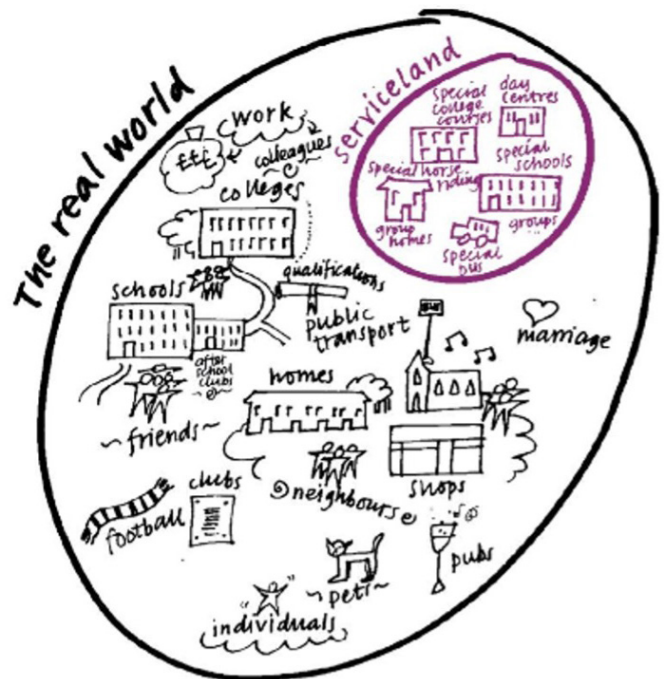
Alex's journey towards moving from a psychiatric hostel to a supportive house is a testament to the power of determination and collaborative effort. As Alex takes these crucial steps towards a more independent and fulfilling life, their story sheds light on the process of change and growth.

When we met Alex to help them with Support Coordinator needs, it was clear from the start that they were driven, full of ideas, and enthusiastic about the future. One of the challenges we faced was narrowing down the ideas! After working with Alex for some time, we could soon pinpoint one of Alex's biggest goals. Alex had been living in a psychiatric hostel for the past 20 years. Now, they wanted to move to a Supported Independent Living (SIL) house.

Alex, their Support Coordinator, and the rest of the support team started to create a plan to help Alex reach this goal.

Certainly, Occupational Therapy (OT) assessments were part of this plan to move Alex out from the psychiatric hostel to Supported Independent Living. But apart from assessments, there were other challenges Alex and the support team had to address. Alex had not lived by themselves for a very long time. For the last 20 years, Alex had shared their space with others, and the idea of having their own space was very foreign.

It's a big change from living in a psychiatric hostel to living in Supported Independent Living (SIL). Alex's Support Coordinator and the rest of the team realised how important it would be to build Alex's confidence in living independently, and it would be an important element to make sure the transition would be as smooth as possible. Alex's support team brainstormed several ways the team could help Alex better understand what it would mean to have their own living space. The team began arranging trials in the new supportive house. These trials included many visits and overnight stays in the new home to help Alex become comfortable in the new living space. This was very exciting for Alex as they got glimpses of the independence that awaited.



Over six months, Alex spent more and more time in the new home until the official move-in date finally came!

Today, Alex is very happy that they decided to leave their previous familiar living arrangements. Alex experienced a range of emotions during this process—moments of fear combined with excitement and happiness. Although the process was long and challenging, Alex learned a lot, such as practicing patience, resilience, and determination. It was also a learning process for the team around Alex to understand his unique personality and how important it was to build a trusting relationship with them before starting the process of moving him out of the psychiatric hostel. Alex is now living in a Supported Independent Living house and has never looked back.

The Golfing Man – We Say Goodbye and Farewell

With great sadness, but also with great fondness, we farewell Mr Michael T. Michael lost his battle with cancer on 26 December 2023. We first met Michael and his sister Julie many years ago in 2009, when we began working with Michael and his family under our sister organisation, Inclusion WA. Julie was supporting Michael to find a service that could assist him in transitioning back into his own home and living in his community after being in hospital and transitional care.

This was an interesting journey as we worked with Julie to establish our original shared management model, supporting her in employing Michael's own staff through the organisation, and sharing the responsibility of coordinating his service. Michael was fortunate to be supported by the same staff members—Mal, Caroline, and Diane—throughout this time.

Michael was an eccentric and creative man who loved his family, enjoyed watching cricket and soccer, and had a deep passion for playing golf. With the support of his team, Michael reconnected with two of his golf clubs, Embleton and Altone. Through his passion for golf, he found his community and became a long-term member of the Altone Club, where he formed lasting friendships. Each year, with the support of his team, he participated in the Long Tan Remembrance Day Golf Tournament. In his last tournament, Michael and his partner Arthur came 37th out of a field of 60 teams!

Michael was dearly loved and is deeply missed by his community. On 14 May 2024, a memorial service was held where his family, staff, and fellow golfers honoured him by spreading his ashes at his favourite spots on the golf course.



Michael playing golf



Mal Dunlop (man in striped tshirt) pictured with Michael's family Julie, Kate and Alex and his fellow team member Caroline Smith (Lady in white)

Staff Story – Happy retirement!!

Plan Navigators recognised a dedicated team member Mal Dunlop this year! Mal started with our sister organisation Inclusion WA in 2012, coming onboard to work alongside Michael T as part of the shared management model. After decades of service not only with our organisations but also with the broader disability sector, in March 2024 Mal formally retired at the wonderful age of 71! We wish you all the best in your retirement and your new chapter to go prospecting in the wild west!

Midterm Audit

In June 2024, Plan Navigators completed our NDIS Practice Standards midterm audit. This audit is conducted 18 months after our registration audit in 2022. It is intended to review the previous non-conformities that were noted and ensure that we have corrected them through best practice processes, procedures, and staff upskilling. As part of this process the auditor conducted interviews with Plan Navigators staff, clients and their families.

What the auditor had to say

Previous non-conformities have been deemed as conforming, with significant improvements noted in the areas of governance, human resource management, information management, quality systems and support planning. Staff confirmed that Plan Navigators no longer supports any participants with any aspect of medication management, nor their money or property, aside from NDIS related plan management responsibilities.

No non-conformities were identified during the assessment.

I have confirmed that, Plan Navigators Limited has a process in place to ensure all relevant personnel have suitable probity checks, and accordingly, this process demonstrates that the required probity checks have been performed for all relevant people in the organisation. In addition, the CEO has confirmed that:

- All incidents that are required to be reported have been reported internally, recorded on the organisation's central incident register, and responded to; and
- There have been no cases of notifiable abuse or neglect since the previous assessment; and
- All critical incidents that are required to be reported externally have been reported to the appropriate authority as required by relevant legislative, regulation, and or contracts; and
- There have been two deaths of a participant supported by the provider since the previous assessment, deemed out of jurisdiction.

What our staff had to say!

Discussions with staff identified the following comments:

"Approachable, reliable and you feel like you can ask any questions, which is reassuring."

"They are very understanding when it comes to a work life balance for staff, so we don't burn out."

"values based work environment."

"Amazing support, knowledge and unified team."

"I think we do more for our staff and clients, bringing it all together."

"I think we're really changing people's lives and help vulnerable people."

What the folks being supported by us had to say!

Discussions with participants and related persons identified the following comments:

"The support coordinators are fantastic. They are a really good organisation that went above and beyond in how we used his funding. I feel supported, and they make sure I'm supported. The services he's getting are really helping him."

"If I ever need anything, they are prompt at getting back to me. They never miss paying his bills, if they notice anything suspicious, they let me know and double check with me."

"I'm impressed. They are transparent and own any errors. There was an overpayment, which was sorted out in a couple of days. I knew it would be sorted. I have a lot of confidence in them, and it's taken a lot of pressure off me. I've got feedback from the other provider that there is no delay in payments to them."

"They choose the right person for the right job. She's a trusting and guiding light of financial transparency."

"Efficient, thorough and excellent communication. I bow to my plan manager and trust him 100 per cent. The guidance is phenomenal and there's always a plan B. Sometimes we have some tricky moments about the budget, but we discuss it through."

"I've found them very helpful and quick to come back to me about any changes and approval. I like the fact that I can rely on them, and I'm not stuck on a loop of trying to contact someone. I've had no reason to complain."

"Prompt to respond and flexible. Details orientated. Thorough. Never has anybody who said that they haven't got their payment. We have a quarterly budget meeting to keep track of the spending and keep on track."

"I'm proud with how things are going. It's nice to see that he's getting somewhere. He used to struggle to be in the community, but now I have no concerns. They're there for him."

"They've been really great and do a good job. Keep me up to date and make payments with no delay. Very interactive and follow your communication preference."

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

