



Australian  
Inclusion  
Group

# ANNUAL REPORT : 2019



inclusionwa



inclusion  
solutions

# Staff 2018-2019

## AUSTRALIAN INCLUSION GROUP LTD

### Chief Executive Officer

Paul Fleay

### Manager Finance

Laurensia Rosana

### Manager Administration and Assets

Jenny Drury

### Assistant Accountant

Tracy Zheng

### Board Minute Taker

Grace Mills

### Graduate Accountant

Nicholas South

## INCLUSION WA INC

### General Manager

Richard Orr

### Operations Manager

Jess Kain

### Administration

Sharon Morgan

Janine Muir

## INDIVIDUALISED SERVICES (NORTH)

### Manager

Jessica De Masi

Asha Campbell

Dana Saunders

Christian Cutrona

Ramona Chant  
Sharon Edwards  
Liam Parsons  
Courtney Bolton

Claire Ross

Diane Keenan

Danielle May

Fraser Waddell

Ana Rakonjac

Joshua Rowdon

Caroline Smith

Li Yen Ong

Francis Baptist

Isaac Sherwood

Kylie Smith

Jamie Woods

Jasmine La'Brooy

Andrew Diamond

Sarah Brown

Nigel Matthews

Aedan Sykes

Ryan Randolph

Elise Reidy-Crofts

Eli Going

Liam Gough

Stephen D'Sylva

Dimi Thavabalan

Erik Chong

Sanam Sarawat

Sam Curtis

Sandra Lepore

Jay Cutler

Mary Anne Suralta

Michael Cotton

Emily Kingsley

Jared Rix

Reece Hedwards

Tony Biundo

Kerriann Roots

Antoni Corecig

Karina Watson

Nathan Dyball

Kathrine Keen

Nikki Ilich

Rory Kiely  
Samantha Rosenfeld  
Dana Saunders

## INDIVIDUALISED SERVICES (SOUTH)

### Manager

Karla Summers

Anne Marliac

Robert Michel

Kelsey Sewell

Bettina Van Dijk

Judd Martin

Leila Heidarvand

Megan Norman

Johnathon Drzezdzon

Alexandra Nissen

Catherine Matthews

Ashlee Price

Daniel Jenkins

Damian Rudd

Eloise Maxwell

Jack Hayes

Rachel Fuller

Sarah Genoni

Luke Hartley

Peter Adamson

James Mocin

Lorraine Drexler

Rachel McCann

Rebecca Sullivan

Peter Zammit

Danielle Bailey

Yoann Roy

John Flannery

Coleen Butland

Margaret Steadman

Cameron Fraser

Jakeb Stevenson

Ella Graham

Edna Mallet

Angelina Pollock

Megan Knyn  
Elisabeth Longman  
Michelle Munyard  
Victoria McGiveron  
Daniel Kelsey-Wilkinson  
Matthew Allan  
Gail Sherback  
Jessica Mathews  
Brendan Loh  
Travis Collins  
Matthew Collette

## INDIVIDUALISED SERVICES (EAST)

### Manager

Matt Shaw

Claire Curr

Kate Jackson

Marina Leeming

Londa Rychlewski

Alexander Marsden

Gregory McDonald

Alexandria Kenyon

Christopher Young

Thomas Tuffnell

Kerryn Dreyer

Jarrod Murfit

Sydney Bignell

Jacqui Hampton-Grigg

Craig Hayes

Sarah McWhinney

Angelique Tuffnell

Daniel McCormick

Minju Kim

Naomi Bowman

Annette Searing

Nicholas Hingston

Isobel Sutherland

Nicole Handley

Craig Walton

## PERSONAL ASSISTANTS WA

### Manager

Kristy Macnamara

Jessica Pasley

Lauren Ireland

Tayah Burnett

Ridley Jordan

Tyson Ockelford

Malcolm Dunlop

Esther Allan

Jesse Ockelford

Melanie Cuomo

Danielle Butler

Lauren McLean

## INCLUSION SOLUTIONS LTD

### General Manager

Denver D'Cruz

Kristee Jolly

Adam Nankin

Jehu Dagohoy

Ciara Cooney

Thomas Hughson

Amy Perrie

Grace Mills

Rachel Dillon

Kale Becker

Jennifer Irvine

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# Strategy and Governance Report



**2019 has been an exciting year for the Board as we came together with our wonderful staff to set the course for the next 5 year evolution of our Group through our Strategic Planning progress.**

What struck me and the rest of the Board through this process was the sheer passion of our people. They are passionate about our vision and our purpose and are driven to obtain the very best outcomes.

One key outcome from the Strategic Planning progress was that we all – staff, management and Board – fundamentally believe in the benefits of our approach to working with individuals and communities and we want to have a bigger impact. It will not be possible for us to work directly with all individuals and communities and so part of our focus going forward will be on how can we influence the bigger machine. How can we show individuals that there is a different way and empower them to want better outcomes for themselves and to want more from their existing service providers and how can we assist other organisations, governments (local, state or federal) and communities to build the capacity to deliver those better outcomes.

As a result, I expect that advocacy will play an increasing part of our focus and we will be more confident and prominent in promoting our work and methodology. No doubt we will also be on the look-out for other like-minded agencies and organisations that we can collaborate with to positively influence change.

In addition, the Group will be looking for opportunities to expand, either geographically or in the services we deliver. We will not limit ourselves at the outset as to what that may look like, but I have every faith that the right answers will come from within.

⋮ I firmly believe in supporting the passions of our people and empowering and supporting them to make an ever increasing difference in the lives of others.

I continue to be well supported by a fantastic Board with a great range of talents and experiences. Unfortunately after many, many years, Barbara advised that she needed to step away from her Board role during the year. Barbara always brought a different insight into our Board conversations and this, together with her wicked sense of humour, will be sorely missed. I thank everyone in the organisation for another wonderful, successful year.

**Matthew Popham**



# Group Operational Report



**The Group structure was in full operation throughout the year and while having the additional entities added some administrative complexities, those challenges were outweighed by the benefits.**

The Group structure has also allowed Management and the Board to have increased creativity in our thinking about the future – do we create additional businesses operating in new areas, do we bring pre-existing entities into the Group to provide management and governance support – all of these ideas are possible, and relatively simple, within the Group. I imagine, knowing our team as I do, that there will be no resting as we continue exploring ways to add greater value to the Australian community and would therefore not be surprised if the coming 12 months saw an expansion of the Group in some capacity.

However in the meantime, the organisations we have within the Group are growing, evolving and adapting to new operating environments.

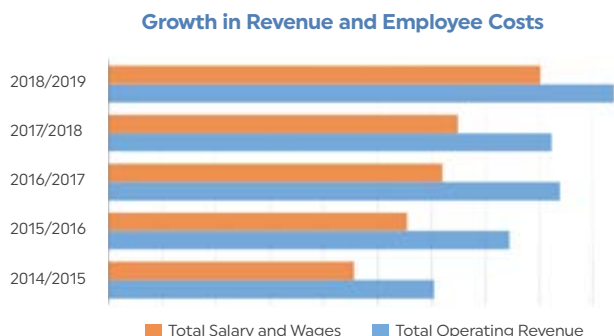
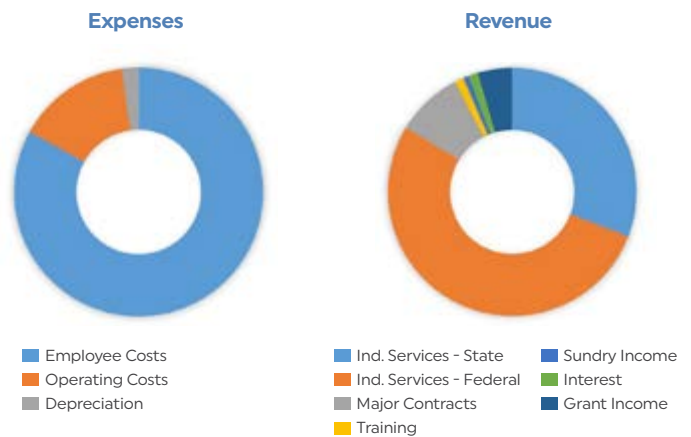
Inclusion WA continues the transition into the Federal NDIS. This past year saw the first time that client numbers and revenue were both more than 50% from the Federal system. That movement will obviously continue until all eligible people with a disability in WA are in the national scheme. Throughout the transition Inclusion WA has still managed to grow and maintain a high quality individualised service. The results from our annual client survey, whereby Board members and Management staff sit with people who use our service to get feedback, suggests our focus on the individual is extremely well regarded.

Inclusion Solutions has had a significant growth in requests for assistance – translating to more work and an increase in the team size. Interestingly the interest in the work has come not just from within WA but around the country - and in the case of the Manchester United Foundation, across the world. The team were rightly recognised with some awards for partnerships and outcomes throughout the year.

Personal Assistants WA, currently a division of Inclusion WA, was created to support people with a disability to take greater control of their life by managing their own plan and funding. The immediate growth in this area highlights the desire many people have to be in charge of their own destiny. It is also proving to be an excellent mechanism for supporting people in regional areas.

Overall the Group had a successful year as evidenced by all major metrics – and by feedback from the people and organisations we support. We certainly look forward to another significant year in 2019-20.

**Paul Fleay**





# Individual Stories



## JANINE'S STORY

Lorri is a Mentor working alongside Janine in Inclusion WA's South hub. This is their story of working together to create a valued role for Janine within her community and the difference it has made.

When Janine first joined her local craft group she wasn't part of the group the way other members were. She showed little interest in the craft project and would sometimes fall asleep – they were doing rug-making and it wasn't her thing. Janine doesn't communicate much in words but would express being frustrated and indicate wanting to go home early.

The other group members didn't know how to relate to her and Janine was on the side-lines – she'd be left out of conversations and was more of an observer as opposed to an active group member. Lorri began working with Janine and the craft group to improve their relationship and have her being properly included.

“At first it was about building a relationship with Janine – we bonded over similar tastes in music and our sense of humour. Now we have fun together – we banter and take little digs at each other.”

As they got to know each other, Lorri was able to leverage their relationship to raise Janine's profile within the group and connect her with other members.

“I would bring Janine into the conversations and help the others get to know her. They already accepted her but they didn't understand her”.

The group were involved with the Perth Basket Brigade - they make and collect items throughout the year and create baskets to donate to Perth homeless shelters at Christmas – they make beanies, scarves, blankets and kids toys.

Lorri knew finding a role for Janine that utilised her skills and strengths would be the key to her being included and valued by the group.

“It was a matter of coming up with something Janine could do to contribute to the baskets at the end of the year”.

Lorri came up with the idea of making gift tags for the baskets using recycled Christmas cards – they cut out the cards, Janine

punched a hole and thread curling ribbon through. She knew Janine's role at work involved threading - it was something she was good at and enjoyed. She was patient, focused and enjoyed using her skills to contribute something valuable to the project – she produced around 400 cards in total.

On “picking and packing day” Janine joined a number of other volunteers (including the fire brigade) to put the baskets together – she put the finishing touches on all the baskets with her Christmas cards.

“Being involved with the Basket Brigade allowed Janine to be connected with the wider community”.

Lorri explained the change to Janine's role in the craft group now: “She is a valued member of the group – they make sure she is involved in everything – whether it's their conversations, lunches or charity projects. People avoided her before and now they find ways to make sure she's included”.

Their recent project was an example of this – the craft group contributed to The Biggest Morning Tea, raising money for cancer research. Together the craft group came up with a task for Janine on their own – she could help make scented lavender “umbrellas” (to hang in the wardrobe) to sell.

“It's been a great educational process for them all too. Janine is the only one there with a disability. They've really changed their attitude now which is fantastic.”

There is an important difference between someone being present in an activity versus having a valuable role to play.

“Being in the community is not the same as being part of the community...Being in the community points only to physical presence; being part of the community means having the opportunity to interact and form relationships with other community members.”

- BOGDAN & TAYLOR

## MITCHELL'S STORY

Mitchell started with Inclusion WA in 2016 while still in High School. He was always good with numbers and wanted to pursue a career in business, so he enrolled in a "Uni Ready" bridging course.

Through his hard work and determination, with support from his Mentors, he completed the course successfully. Mitchell applied for the Bachelor of Commerce degree majoring in Accounting and Finance at Curtin University, and was offered a place.

Now in his second year of his degree, not only is Mitchell loving the lifestyle, but also smashing it when it comes to his marks!

He's very involved in the social aspect of university life, and is an active member of the Curtin Specialist Mentoring Program (CSMP), the Curtin Social Group and also the Curtin Economics Society.

Over time, Mitchell has been supported by his Mentor to build study skills and coping strategies for dealing getting through university life. He's proactively pursued career opportunities and received a paid- internship with BHP – he's loving being in the workplace and putting what he's learnt into practice.

Going forward, Mitchell plans to work towards moving in with his girlfriend. He's currently working on his cooking, cleaning and gardening skills, and building himself up to prepare for living independently. He's also an extremely passionate Fremantle Dockers supporter and is involved with playing football and cricket on weekends.

It's an honor to walk alongside people on their journey through life. Everyone has a different story to tell. Thank you Mitchell for sharing a glimpse into your world, it sounds like you have an exciting journey ahead.



# I'm a Mentor

## Why do you do this work?

I want to play my part to make sure people feel valued and don't feel the exclusion I felt during my teenage years when I knew physically I was a bit different to my peers. – **Danielle**

I do this work and will continue to because playing an important and positive role in someone's life is very, very rewarding and a lot more fulfilling than any previous work I have done. – **Jakeb**

⋮ The role is extremely dynamic with never-ending challenges. It allows for personal growth and improvement in various aspects for personal and career advancement. – **Leila**

We get to work alongside such varied individuals: People with their own stories, history, personality traits, aspirations and reservations. No two days are the same and Mentoring is the most rewarding role I've had. When you have wins – big or little, it really fuels the passion to keep going and branch out. Humans are so complex and incredible, it's such a privilege and joy to be working alongside them to make society a more inclusive place! – **Sarah**

Being a Mentor I get to connect with people on a personal level. It's a privilege to have the opportunity to have a positive impact on someone's life. I've learnt so much – communication skills, understanding what makes other people tick and how to look at things from different perspectives. Being a Mentor has changed the way I look at the world. – **Sam**

I was always told you either have to work with your hands or your brain, but I wanted to work with people instead because I find it more fulfilling. – **Liam**

## What's something you've learned or gained from being a Mentor?

Humility. For the most part I think I'm supporting someone, but in fact I have learned heaps from the folks I support. – **Sharon**

I have learnt the importance of baby steps to achieve a goal. I have learnt new ways of listening and communicating, as many of my clients don't use words to communicate. I have learnt new ways to communicate and new ways to educate others. I have learnt we are all different in some way, and our differences are something to be embraced. I love doing something meaningful and having a positive impact on someone's life. I've grown as a person, become open to new ways of thinking and get to be part of an amazing team. My only regret is not doing this many, many years ago. – **Lorri**

I've learnt that humour works. This role has opened my eyes in new ways. I've also learnt patience. – **Sarah**

⋮ Being a Mentor has allowed me to become more confident across social situations, and has allowed me to improve my communication and organisational skills. – **Emilie**

## What is a highlight you've had in your role?

Going to a community group, or even a gym with someone, and for the person I'm working alongside to let me know they don't need me there anymore. – **Angie**

⋮ For me the greatest highlight of my role as a Mentor is having the opportunity to share the joy someone experiences when they realise that they have replaced failure with success. – **Londa**





# Financial Highlights

My favourite moment was when a client attended a new group, and at first he was being "sussed out" by the other members. He managed to shine through as an expert in technology and computing, eventually being an advisor and supporting other members with their projects. He found a valued role within the group. – **Francis**

It completes me as a human. It inspires me to be a better person. Most of all it brings me joy to know that today I made a positive impact in someone else's day. – **Marina**

## What does social inclusion mean to you?

Actually being a part of something. Connected. Having a sense of belonging. Social inclusion is an important part of our lives. Without it we wouldn't know our identity in society. The "who am I?" question becomes blurred. – **MJ**

Social inclusion means to me being part of something. Something that is meaningful and has purpose. Being part of our community gives a sense of belonging and a feeling of being valued. It can contribute to personal happiness. As a Mentor facilitating meaningful connections in this way is the key aspect of this role. – **Bettina**

Embracing our differences – they colour the world. EVERYONE has a unique skill or new knowledge to share. – **Jarrold**

Social inclusion to me means being a part of something, not just being there. Knowing what you're doing and why you're there, and being able to be valued by the people there as much as you can value them. – **Daniel**

• Social inclusion is about equality and equity of access in a community at all levels. Being able to grow in yourself, and within a group - and just being able to join the group in the first instance! The things that make social inclusion important to me are the things that I take for granted in life that I know others have to fight for, or are too fearful of a negative outcome in chasing their dreams. – **Syd**

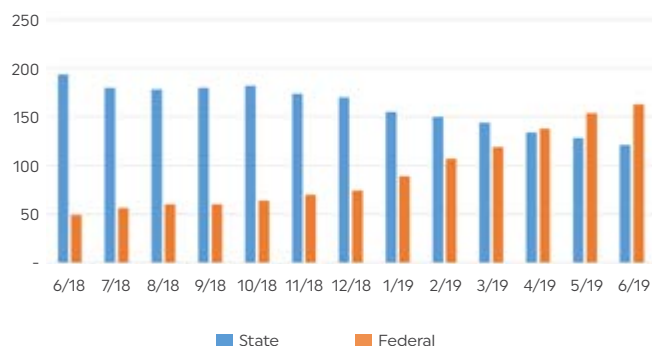
Staff Growth and Retention



Revenue Monthly Accumulation



Client Growth





# Overview

**Albert Einstein famously said “life is like a bicycle, to keep your balance, you must keep moving” and that precisely defines and describes the year we have had.**

2018-19 has been a year of movement and growth for the entire team and indeed for the social inclusion movement in Western Australia. The year has been defined by far more highlights than lowlights, and we have experienced considerable growth in all respects of the word.

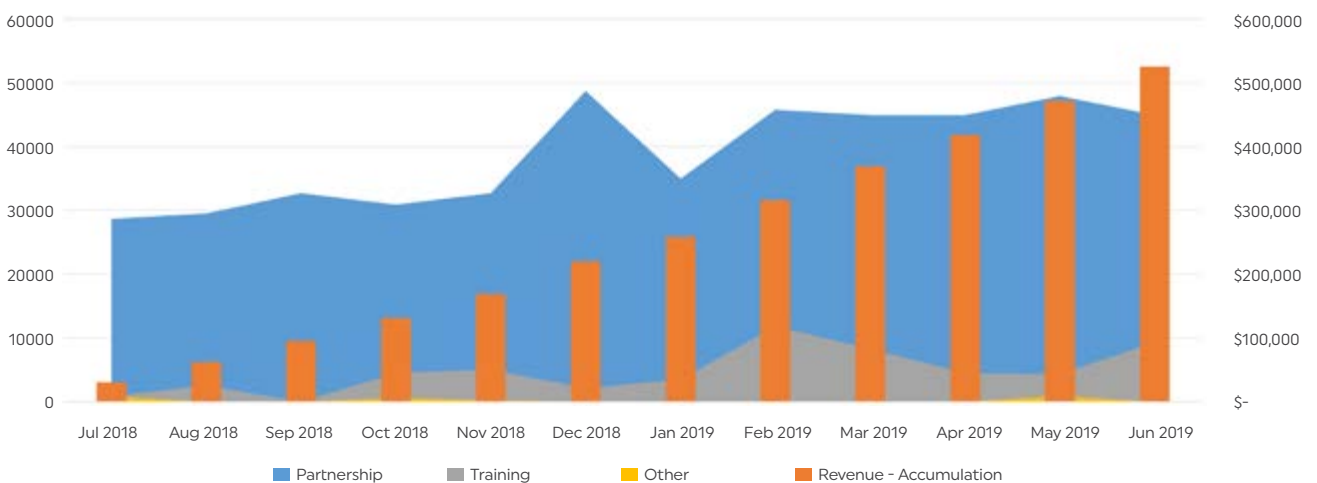
At a time when WA communities are more diverse than ever before, the requests for assistance have been plentiful and forthcoming – from Hedland to Albany and many places in-between.

## HIGHLIGHTS

While there have been many worthy outcomes and highlights from across the team in 2018-19, we have hand-selected just a few for you. These include:

- \* Cricket Australia National contract (first national contract)
- \* Cricket Australia Partner Organisation of the Year Award – May 2019
- \* Contract secured with world's largest sporting club, Manchester United FC
- \* Finalists in National Award for Innovative Practice – WayFairer Project
- \* Delivered 80+ workshops across Western Australia
- \* Team growth of 225%
- \* Presentations at three National Conferences

## Revenue Growth and Demographics



“To gain some knowledge and expertise in what to do, an organisation such as Inclusion Solutions is perfect. They provide you with the training and support you may require to overcome any barriers that you encounter. It's all about building strong communities where residents become citizens, citizens who care and connect with each other.”

ROBIN SMITH, CEO – SPORT INCLUSION AUSTRALIA

# Our Achievements



## Here is a little snapshot of the achievements by Inclusion Solutions in 2018-19.

While quantitative measures tell some of the story and capture the broad reach we have had as a team, what they don't articulate, is the immense impact of this work. The successes, impact and outcomes are perhaps best told one story at a time. While we cannot articulate the thousands of stories and successes we have been involved with in the past 12 months, we hope this gives you an insight into our world.

**3,500+**

Western Australian attendees at Training & Workshops



**5,760**

Requests for support received



**15,808** hours of staffing supporting WA communities

**560+**

people attended Social Inclusion Forums



**SUPPORTED**

over 65 of the 140 Local Government Authorities in Western Australia



**SUPPORTED**

over 620 clubs and community groups

**SUPPORTED**

over 30 State Sporting Associations



**12**

external events within the sector



Increased volunteerism by

**8,500**

hours, to the value of

**\$233K**

to WA communities



**DEVELOPED**

6 new training workshops to meet the needs of WA communities



Coordinated

**4**

Social Inclusion Forums



# Overview

**In 2018 we launched Personal Assistants WA (PAWA) – a new division of Inclusion WA. Its purpose is to assist people with disability and their families to take an increased level of control over their funding and services.**

PAWA supports both Self Managers and their staff to creatively and successfully navigate the changing landscape of the Disability Sector. Richard Orr has been the driving force behind PAWA's creation;

“The Personal Assistants WA concept was originally driven by the idea that more people could benefit from choosing to Self-Manage their NDIS Plan. We wanted to make Self-Management easier for people and their families. PAWA has now morphed into a multitude of approaches to help people take an increased level of control of their supports and services.”

– RICHARD ORR, COO – AUSTRALIAN INCLUSION GROUP

Unlike our Individualised Services, the work we do with PAWA sits independently from the service delivery model. This gives a broader scope to the work we can do, allowing us to work more holistically with people. We have conversations that educate and influence people to expect more from their service providers and staff. We also support people to achieve their goals in a truly tailored and personal way. Those who Self-Manage can use non-registered providers, so a big part of what we do is exploring creative and different ways for people to use their funding and make it work for them.

“It’s about people having greater choice and control over their lives by taking responsibility for their own plans – making mistakes, learning from these mistakes and growing.”

KRISTY MACNAMARA, SERVICE MANAGER – PERSONAL ASSISTANTS WA

Some of the most powerful work PAWA have been doing is supporting people to check their invoices and understand what it is they’re being charged for by their Service Providers.

“Self-Managers are starting to ask questions – they’re stepping up and having conversations with Service Providers to hold them to account.”

Those taking the leap are discovering many benefits to Self-Managing; greater choice in what supports can be purchased, more flexibility in what providers and staff can be employed, increased control over budget and funding and the freedom to “shop around” to find alternatives to what’s offered by registered providers.

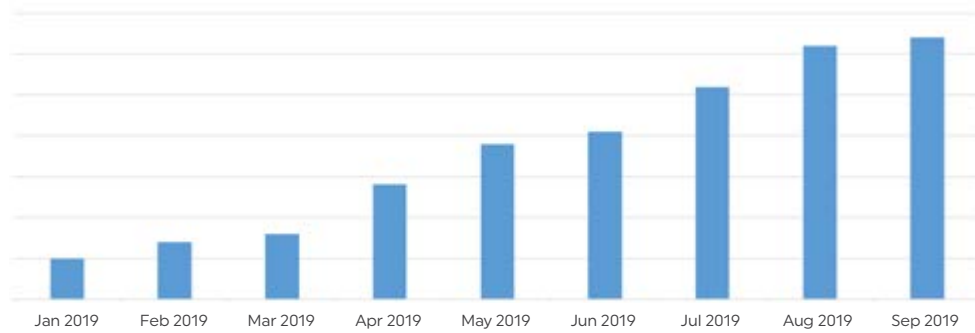
“Service Providers aren’t used to being held accountable to the person whose funding it is. I’ve had providers making decisions without my approval and I didn’t even know the decision was made until I receive the invoice. It’s good that they’re starting to be held to account now. Managing my own budget means I get to choose and track where my money is being spent and what on.”

DENISE - NATIONAL DISABILITY INSURANCE SCHEME (NDIS) PARTICIPANT AND SELF-MANAGER.

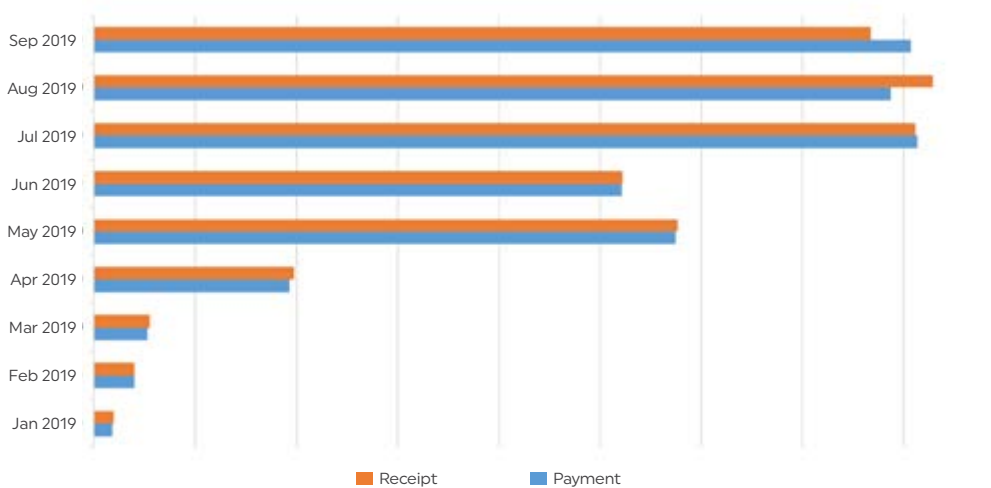
Denise is engaging PAWA's services to support her with managing her own plan for the first time.



**PAWA Number of Clients Growth**



**Volume of Transactions**



“I’d like to take this opportunity to acknowledge the power of work that Kristy Macnamara, Jess Pasley, Shelly Johnston, Tracy Zheng and Laurensia Rosana have done to turn the dream into a reality. I’d also like to acknowledge all the people and families we support in the leadership they have shown in taking an increased level of control of their supports. The PAWA journey has taught us that when given the opportunity to make informed choices about their own supports and services – the people and families who need the support will make great decisions. PAWA team – I love your work! ”

– RICHARD ORR

# Board of Directors



**Matthew Popham**  
Board Chair

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



**Brendan Cullinan**  
Deputy Chair

Brendan joined the Board in April 2012. He is married to Jane with two children. Brendan has worked in the sport and recreation industry in Western Australia for over 23 years in positions with the State Government and various sporting organisations. Brendan is currently the Regional Community Development Manager with the Alcohol and Drug Foundation. In his spare time, Brendan enjoys travelling and keeping fit. Brendan holds a sports management degree and is a qualified company director.



**Kym Carmody**  
Treasurer

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



**Gemma Nugent**  
Secretary

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



**David Shallue**  
Board Member

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



**Melissa Caputo**  
Board Member

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



**Elizabeth Shaw**  
Board Member

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



**Barbara Oosterhuis**  
Board Member (Resigned)

Barbara is passionate about community inclusion and works to ensure that all people will have a quality life filled with opportunities, friendship and choices. Barbara has for many years worked in a variety of organisations which have endeavoured to assist people with disabilities into the broader community. She has a background in human services, working in the areas of access and inclusion in local government and as a project manager for a disability service provider's peak body group.

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

