



Australian
Inclusion
Group

ANNUAL REPORT : 2021



Staff 2020-2021

AUSTRALIAN INCLUSION GROUP

Chief Executive Officer
Paul Fleay

Chief Operating Officer
Richard Orr

Finance Manager
Laurensia Rosana

Marketing and Communications Coordinator
Jehu Dagohoy

Administration & Executive Support Officer
Olivia van der Kroon

Acting Finance Manager
Nitin Goel

Accountant
Selena Lewis-Jones
Yi Qing Koay

Assistant Accountant
Tracy Zheng

Finance Officer
Simone Tan
Poonam Bajaj
Callum Lindsay

Payroll Officer
Emmanuel Fidalgo

Project Officer
Asha Campbell

Board Minute Taker
Grace Mills

INCLUSION WA

General Manager
Jess Kain

Service Support Officer
Sue Lawlor

Service Support Assistant
Janine Muir

Individualised Services Manager
Jessica De Masi

Individualised Services - North Hub

Manager
Sharon Morgan

Judd Martin
Karla Longstaff
Ramona Chant

Jasmine La'Brooy
Erik Chin Ken Chong
Sanam Sarawat
Fraser Waddell
Christian Cutrona
Claire Ross
Ana Rakonjac
Jay Cutler
MaryAnne Suralta
Michael Cotton
Jared Rix
Daniel Gregory
Isobelle Petri
Tracey Going
April Madureira
Diane Keenan
Danica Grandfield
Carin Richter
Karn Henderson
Nathan McKenzie
Nahom Mebrahtu
Andrew Davis
Alec Holder
Ivana Kovatchev
Benjamin Bastion
Katherine Millington
Rhys Choularton
Amy Vinson
Darren Stevenson
Kerry Riley
Samuel Buhagiar

Individualised Services - East Hub

Manager
Matt Shaw

Jarrod Murfit
Michelle Munyard
Alexandria Kenyon
Jacqui Hampton-Grigg
Craig Hayes
Thomas Tuffnell
Sarah McWhinney
Alexander Marsden
Daniel McCormick
Sydney Bignell
Naomi Bowman
Christopher Young
Emilie Bennison
Tiahna Murfit
Daniel Barrington
Mark Lowenthal
Jordan Murfit
John Nzuki
Thomas Manley
Nurul Hasanah
Muhammad Rushdan
De'Arne Liddell

Thomas Reynolds
Eboney Lynch
Patricia Marien
Briony Rothnie
Stephen Pekaar
Craig Walton
Daniel Morley
Clarissa Widjanarko
Nan Versaci
Justine Mohr
Eric Songcuan
Angelique Tuffnell
Kerryn Troy
Marina Leeming
Londa Rychlewski

Individualised Services - Central Hub

Manager
Joshua Rowdon

Danielle May
Asha Campbell
Thomas Darley
Sasha McCaughan
Liam Parsons
Caroline Smith
Andrew Diamond
Sarah Brown
Elise Reidy-Crofts
Eli Going
Li Yen Ong
Liam Gough
Isabella Dunbar-Tapp
Daniela Caratozzolo
Jurnee Manu
Kayla Matuzik
Jessica Wolfe
Dylan Headley
William Pusey
Courtney D'Silva
Lee Davies
Courtney Bolton
Davidson Almeida
Mackenzie Bougoure
Sumie Chan
Thomas Taverner
Kayla Braddy
Jacob Wylde
Matthew Appelbee
Michael Canicosa
David Brewer
Kate Powley
Karyna Platonova
Fletcher Heyward
Fabienne Vanderhaeghen
Lara Del Bianco
Jarred Frederick
Angus Armstrong

Brenton Terry
Christopher Thomas
Harold Prindiville
Harvey Rose
Chloe McGrath
Nicholas Ardley
Nathan Mananui
Lauren Martin

Individualised Services - South Hub

Manager
Meg Norman

Anne Marliac
Dimithira Jani
Jonathan Drzezdzon
Ashlee Price
Linelle Fields
Karla Summers
Luke Hartley
Margaret Steadman
Catherine Matthews
John Flannery
Peter Adamson
Yoann Roy
Lorraine Drexler
Rebecca Swan
Ella Graham
Jordan Pfaff
Kyla Plani
Sophie Sparks
Timothy Murphy
Ruby Baptist
Neil Byrne
Tara McCarthy
Veronica Lienert
Cameron Davey
Steven Preedy
Rhiannon Emery
Renee Moncrieff
Barry Vandamme
Jesse Liddington
Luke Shunmugam
Chelsea Haywood
Natasha Brown
Coleen Butland
Sherwin Derilo
Jeroen van Gijssel
Martin Davis
Natasha-Ann Morris
Carla Lo Presti
Kym Lynette Cochran
Tiana Blackwell
Venus Karel
Leanne Green
Felicity Pheasant
Kellie Patterson
Jack Williams

INCLUSION SOLUTIONS

General Manager
Denver D'Cruz

Ciara Cooney
Kirstee Jolly
Adam Nankin
Zoya Yukhnevich
Grace Mills
Amy Perrie
Kale Becker
Thomas Hughson
Rachel Dillon
Kiri Penter
Jennifer Irvine
Adam Popham
Amy Perrie
Delys Kay Griffin
Laura Bullock
Robert Geersen
Lisa Kelly

PLAN NAVIGATORS

General Manager
Kristy Macnamara

Shelley Johnston
Tamala Healy
Kellie Miskiewicz
Tara Gordon
Michelle Boyle
Felicity Tiller
Mark Murrell

AUSTRALIAN INCLUSION NETWORK

Individualised Services Manager
Karla Summers

Eloise Maxwell
Seoirse Laffan
Jizelle Ellul
Gabrielle Harris-Clark

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Chair's Report

The strength and resilience of our organisation from a strategic and cultural perspective was evident during the past 12 months.

The lingering impact of COVID-19 still created many logistical challenges for the organisation in order to maintain our high quality of service while still pursuing our strategic goals. Inclusion WA and Inclusion Solutions in particular have experienced financial and service delivery challenges which have been a particular focus of the Board and it is pleasing to see that these challenges are being successfully overcome with astute leadership and adaptation.

The successful launch of Australian Inclusion Network in Queensland was a significant strategic step for the organisation as we seek to explore new opportunities and markets that will complement and grow our existing services. And locally, the successful launch Plan Navigators and immediate growth in the current environment is a significant achievement by all involved.

The disability sector in general over the past 12 months has experienced significant issues as the sector completes its transition to the National Disability Insurance Scheme (NDIS). Proposed changes by the National Disability Insurance Agency (NDIA) to the NDIS particularly around the introduction of independent assessments was met with criticism across the sector due largely to the lack of adequate consultation. It was pleasing that the Federal government acknowledged these concerns and did not continue with the implementation of these changes.



The COVID-19 vaccine roll-out has also created many challenges as we seek to ensure that our staff and the people who we support are protected from any exposure to the virus. Staff wellbeing is a crucial focal point for the Board and the executive team. While there are always some areas of improvement, it was pleasing to see the positive response to the annual staff survey.

For the Australian Inclusion Group and its subsidiary organisations to continue providing quality service and to successfully pursue our strategic goals takes a committed team effort. So, to all who were involved across AIG, I sincerely thank you.

In challenging times, good leadership is paramount, and we are fortunate to have a committed and passionate executive team led by our unflappable CEO, Paul Fleay, and senior managers, Richard Orr, Jess Kain, Laurensia Rosana and Kristy Macnamara.



“ For the Australian Inclusion Group and its subsidiary organisations to continue providing quality service and to successfully pursue our strategic goals takes a committed team effort. So, to all who were involved across AIG, I sincerely thank you. ”

The Board, as always, continues to provide incredible guidance. They continue to challenge each other in a friendly and professional way while staying true to our strategic direction without compromising on organisational quality and sustainability. For the many hours that we have met during the year, and for the continual professional and personal support, I acknowledge and thank our great Board members: Gemma Nugent, Beth Shaw, David Shallue, Matt Popham, Scott Marshall-Harper, Reece Hedwards, Michael Radford, and Melissa Caputo. I would like to single out Melissa who has been contributing to our Board meetings online since moving to Melbourne some years ago, and after nine years of involvement, will stand down from the Board this year. Thanks, Melissa, for your invaluable support particularly with your involvement on the Finance Committee.

While there continues to be many challenges ahead, I am confident that we are in a position of strength to meet these challenges and I look forward to the next 12 months of continual quality service and strategic consolidation.

Brendan Cullinan
Board Chair





Group Operational Report

The 2020-2021 financial year began on the back end of the first long COVID-19 lockdown and unfortunately throughout the year we continued to be impacted in various ways.

It would not be an exaggeration to say that this year was the most challenging of my time as CEO – it included the external challenges of COVID-19 that affected everyone in the community, including intermittent lockdowns, but also many organisational challenges often stemming from the anxiety and stress levels of our people dealing with the unknown environment. However, I have always had the belief that challenges also bring with it opportunity, and this year was no exception.

The big news of the year was the launch of Australian Inclusion Network (AIN). AIN is a new business for the Group, and our first venture outside of WA. We had two intrepid adventurers—Karla and Eloise—who moved from Perth to start the AIN operations in Brisbane. It is fair to say that starting a new business on the other

side of the country during a global pandemic is not for the faint-hearted—and there has definitely been the occasional stumble backwards—overall the general direction is forward and the team are committed, strong and already making a significant mark in the Queensland disability sector.

The other significant event of the year—just because starting one new business wasn't challenging enough—was the official launch of Plan Navigators. This was slightly easier on two fronts. Firstly, it is based in Western Australia. And secondly, the work being done by the Plan Navigators team was previously being conducted as a division of Inclusion WA (under the banner Personal Assistants WA). Building on a strong base, Plan Navigators grew their client numbers by 34% over the course of the year. This was a sign of the great team but also the appetite of people with a disability to take greater control of their lives.

Inclusion WA and Inclusion Solutions, the other two organisations within our Group, had solid years of consolidation. Inclusion WA had some challenges with COVID-19 and related interruptions which impacted the revenue flow. Thankfully, JobKeeper assisted for part of the year. Then with a strong focus by General Manager Jess Kain and her team, the last quarter was much more positive.

BOARD



“ The reason we’ve still found so much pleasure in spite of the challenges is simple: it’s the people. The culture is still strong. We are working towards a common goal and we have a shared vision. ”

Prior to 2020 the bulk of the work done by Inclusion Solutions was face-to-face. That changed rapidly during the year. Out of necessity, the team have developed significant online resources including a multi-week ‘toolkit’ for clubs that has the potential to engage clubs across Australia and create an ongoing revenue stream.

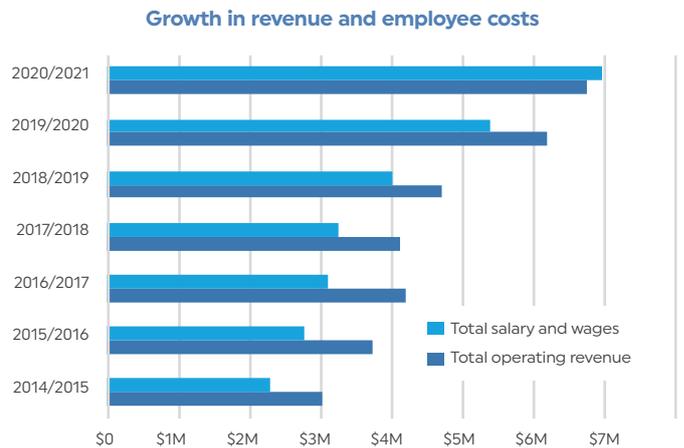
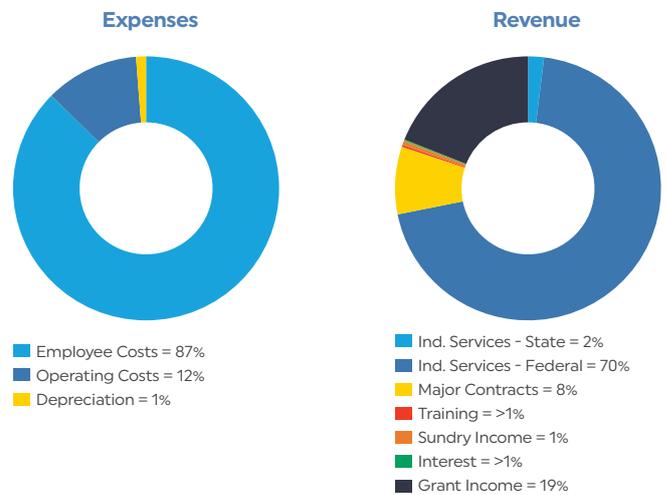
Unfortunately, perhaps due to the pressure generated by these forced changes, Inclusion Solutions lost some key, long-term people. General Manager, Denver D’Cruz, and Senior Consultant, Kristee Jolly, both moved on to new opportunities at the back end of the year. While they will be missed, it created opportunity for new people and new ideas. I’m sure next year we will have new stories of exciting ventures and wild successes.

On the subject of great people, this year also heralded the retirement of our longest serving employee. After 21 wonderful years, Jenny Drury, our Administration Manager Extraordinaire, decided to hang up the keyboard. I worked closely with Jenny for 12 of those years and very much miss her irreverence, laughter and empathetic ear.

As I mentioned, this year has had more challenges than most but we’ve carried on. We’ve had brilliant wins and still found time for plenty of laughs. The reason we’ve still found so much pleasure in spite of the challenges is simple: it’s the people. The culture is still strong. We are working towards a common goal and we have a shared vision. Our annual staff survey results are reflective of this strength.

Last year, in my report I hoped for greater stability, that is still my hope for the coming year. It may be a lofty ambition but I know whatever is thrown our way, we will all work together to keep moving forward and keep the focus very clearly on building a more inclusive community and ensuring people we support have every opportunity to live a good life of their choosing.

Paul Fleay
Chief Executive Officer



Board of Directors



Brendan Cullinan
Chair

Brendan joined the Board in April 2012. He is married to Jane with two children. Brendan has worked in the not-for-profit community sector in Western Australia for 25 years in positions with State and non-government agencies. Brendan is currently the Chief Executive Officer of People With Disabilities WA. In his spare time, Brendan enjoys keeping physically fit and active, and exploring the great outdoors with Jane, his wife, in their caravan. Brendan holds a social science degree and is a qualified company director.



Gemma Nugent
Deputy Chair

Gemma is a specialist contract lawyer who founded her own commercial and contract law practice, SoundLegal, in 2019. Prior to this, Gemma was corporate counsel to a global engineering and design consultant for many years. Gemma has taught commercial and corporate law at Curtin Law School. She also played a key role developing a legal advisory service for NFPs at the John Curtin Law Clinic. Gemma holds degrees in law and psychology, completed a Master of Business Administration in 2013 and will complete her Master of Laws in 2022.

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



Michael Radford
Treasurer

Michael joined the board as an observer in 2019, and has since been nominated to the role of Treasurer in November 2020. Currently, he is the Commercial Finance Manager at Boral Construction. Michael has previously held roles in a broad range of industries from Mining and Engineering to grassroots start-ups. In his spare time, Michael enjoys spending as much time with his two young boys and keeping physically active, whether it's long distance ocean swimming or hiking new places in the state.



David Shallue
Secretary

David joined the Board in February 2018. He has operated his own human resource management and industrial relations consultancy since 2005. Prior to this, David held similar roles in the arts and entertainment industry, primarily involved in the area of venue management operations. As well as his involvement with 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.



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.

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



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 of experience with direct care including a role at Inclusion WA before being involved with supporting people moving onto the NDIS from their state funded plans.

Reece has a strong ambition to empower people with disabilities, helping and encouraging them to take control of their lives.

Reece is also a proud father and enjoys playing footy and golf in his spare time.



Matthew Popham
Board Member

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



Elizabeth Shaw
Board Member

Elizabeth is an Associate Director at KPMG, advising organisations on people, culture, diversity and inclusion. She has worked across a number of industries, including police, sport, resources, retail and government, and led pro-bono work for the Male Champions of Change and the Institute of Company Directors 30% Club. She has published widely on diversity and inclusion issues and presented on these topics around Australia and at the United Nations in New York. Prior to her role with KPMG, Elizabeth worked as a solicitor for the State Solicitor's Office and Executive Director of the UN Association of Australia. A qualified company director, Elizabeth is also a Board Member of the Stella Prize. Her work driving change across business, government and the community sector has been recognised by the Australian Financial Review who named her as one of Australia's 100 Women of Influence, and WA Business News, who presented her with the Professional Services Award at the 40Under40 Awards.

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



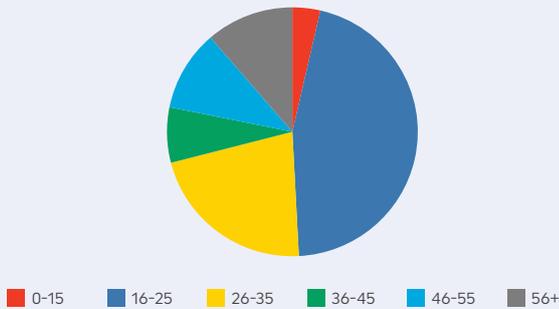
Scott-Marshall Harper
Board Member

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

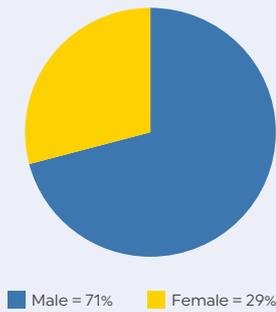
Overview

CLIENT DEMOGRAPHICS

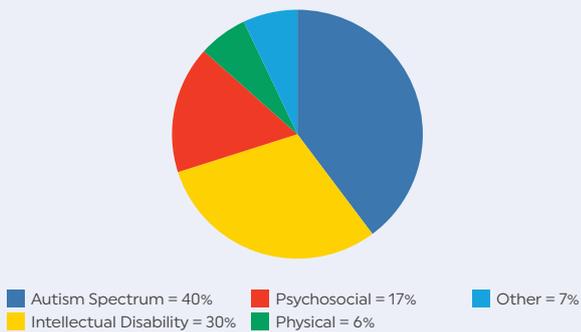
Client Age Groups



Client Gender Distribution



Client Types of Disability

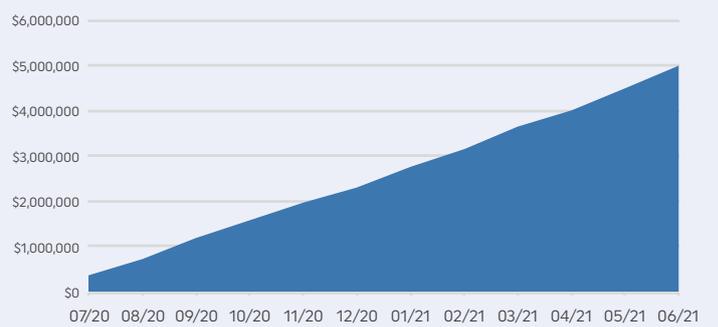


FINANCIAL HIGHLIGHTS

Client Number



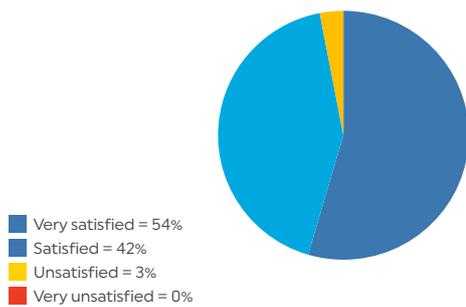
Revenue Monthly Accumulation



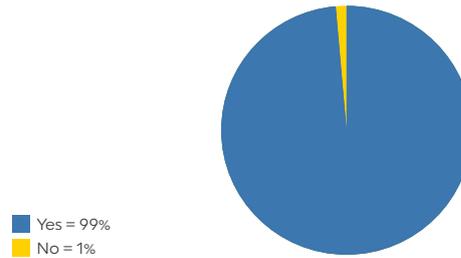
Client Satisfaction Survey Results

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

How satisfied are you with the services you receive?



Would you recommend Inclusion WA to other people?



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

Inclusion WA is flexible and made changes when I need them to

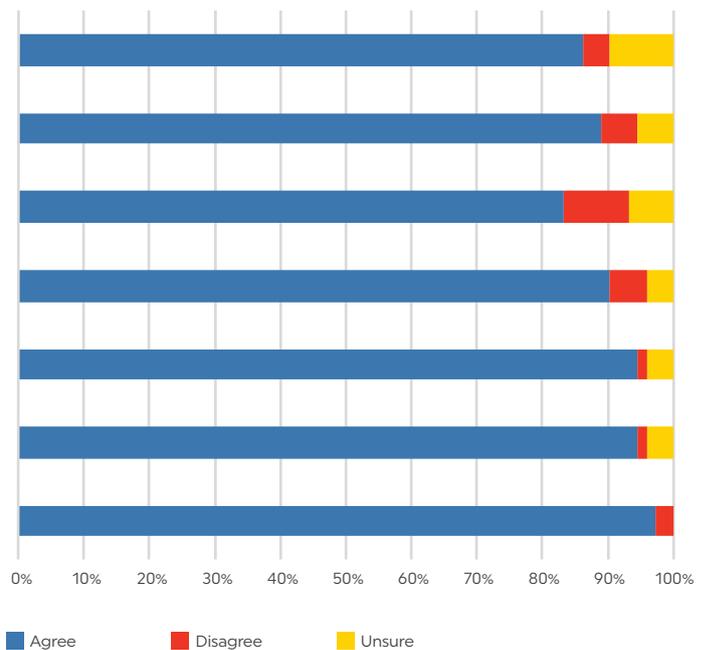
The service focuses on my goals

I am comfortable giving feedback about the things I am happy & unhappy about

I know who to contact to make a complaint

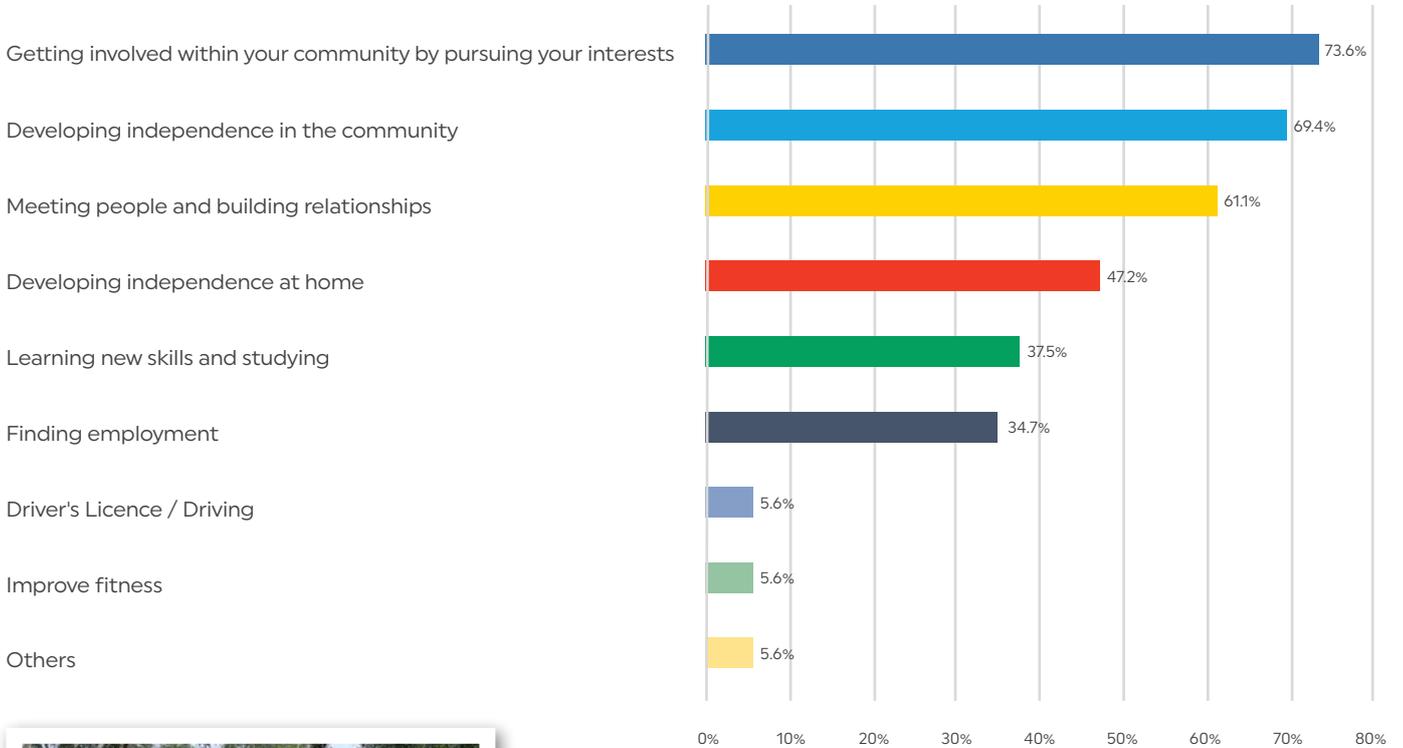
I get to have a say on which Inclusion WA staff person works with me

I understand and have control over my annual budget with Inclusion WA



Client Satisfaction Survey Results

What goals are you working on with Inclusion WA?



Client Feedback

WHAT IS WORKING WELL?

Most clients are extremely happy with the service and support they receive from Inclusion WA. Here are the key themes regarding what most client find is working well.

Choice, control and independence

Clients feel like they are given choice and control when deciding how to be supported. This translates to everyday experiences with their mentors. Due to this increased level of choice and control, clients who've completed the survey have felt like they were able to become more independent. They also feel like they have more control over how they can use their funding.

Supportive and flexible approach

Clients feel like they are encouraged rather than forced to try new things. They feel like they are well-supported and that Inclusion WA's approach takes into consideration their individual circumstances. It tailored and flexible to each person.

Open, transparent and consistent communications

In the survey, multiple clients have stated that there wasn't a lack of communications from Inclusion WA regarding the services they receive. Open communication lines are kept between Inclusion WA staff and clients. Clients are kept well-informed with how their funding is used. They also feel that there is a culture of feedback. If they have concerns or feedback, they know that they can simply touch base with their coordinators.

Client focus

Clients have repeatedly stated that support is focused on their goals. They have autonomy on how they can use their funding and they feel that staff are client-oriented.

Mentors and support staff

The largest number of positive feedback that was received from the Inclusion WA Client Survey is in regards to Mentors. Most if not all clients have had positive experience working with their Mentors. Our clients feel that they are heard and supported by their Mentors. Each Mentor interaction has always been client-focused. This is perhaps due to the Person-Centred Service Architecture implemented within the organisation.

WHAT COULD WE DO BETTER?

There was a number of constructive feedback received from the survey. Here are the key themes that emerged from it.

Clearer communications during Covid-19 shutdowns

Clients have expressed a desire for better and more consistent communications from their coordinators and Mentors regarding the COVID-19 lockdowns. Some felt that there was a lack of consistent touch points throughout the pandemic regarding changes in their services during lockdowns.

Staff retention and thorough handover

Although Inclusion WA has great staff members, there is a high turnover rate of Mentors. Some clients have felt that there needs to be a better mechanism to keep Mentors in their roles so that their support continues uninterrupted. Other clients have stated that there is a need for a better more thorough handover process for when old Mentors leave and new Mentors take over.

Client progress reports

Family members of clients have stated that there is a lack of updates when it comes to the progress of Inclusion WA clients. They feel that a more structured process can be implemented when giving feedback regarding their family members' progress.

Activity and community research

Clients have stated that they feel like there is a lack of research when it comes to helping them understand what they could do within the community. They would like more research to be conducted in terms of what they can do within their local communities.

Improved processes

According to the data gathered in the survey, the client experience when it comes to feedback, complaint and enquiry processes can be improved. Clients feel like there is no structure and clear steps as to what to do when they want to make a complaint, submit feedback or enquire about services.

Financial statements

Some clients have stated that the financial statements need to be improved. It's often confusing especially if the one reading it has no accounting or finance background.

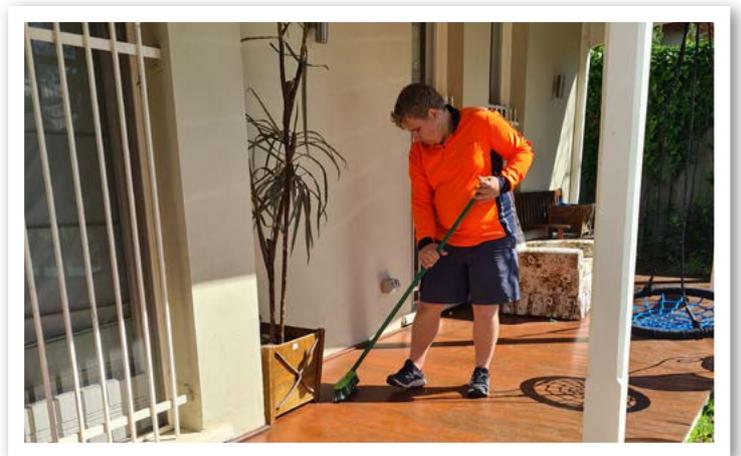
Client Stories



SAMUEL ROWAN

Samuel Rowan became an Inclusion WA client when his mum secured NDIS funding for the first time to pay for supports. Samuel comes from a very supportive family unit. He was very shy when we first met him. However, Samuel was nonetheless a very active young man in his community. He loves playing Australian rules football and cricket. Samuel is part of the Joondalup Kinross Cricket Club. He loves going to games to support his team and watching horror films. He was also working at Activ Property Care. While he enjoyed it, ultimately, Samuel's long term goal was to gain paid work in mainstream employment.

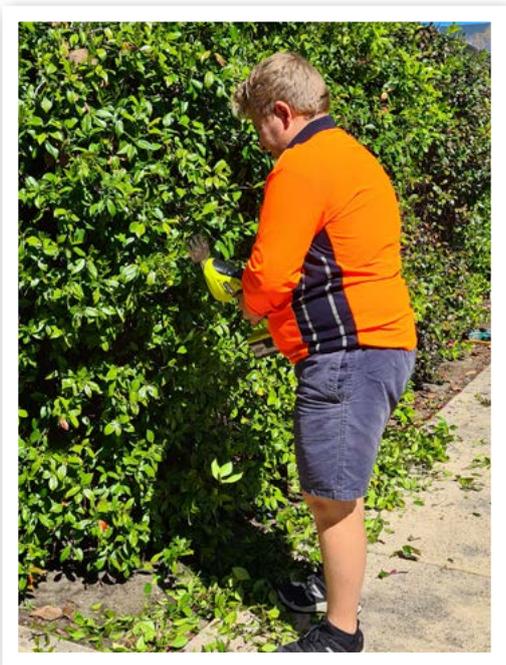
With the support of his Inclusion WA Mentors, Samuel began exploring new employment opportunities through Employment Discovery. Both he and his Mentors started investigating multiple pathways—from studying to work experience—he could take to achieve his goals. No matter what ideas were presented, Samuel always had the same enthusiasm to try something new and give it his best shot.



From day one, Samuel expressed an interest in gardening because he loves being outdoors. He decided to pursue work experience with a landscape gardener to get a better feel for the industry. With the support of Inclusion WA Mentors, he found a local landscaper who runs his own business. He decided that he wanted to do an informational interview with him. Samuel's passion for gardening was very clear during the interview and the business owner offered Samuel work experience placement. Samuel learnt so much during his work experience and it solidified his career pathway into landscaping.

During his discovery journey, Samuel also started to do some volunteer work with an organisation that assists elderly people to maintain their gardens called Chorus. He enjoyed working with the team and a lot of people complimented Samuel's work ethic and his friendly and supportive demeanour.

After nearly a year of volunteering and work experience, Samuel was offered a paid opportunity to maintain a local family's front and back yard on a weekly basis. Through this first step, Samuel realised that he wanted to set up his own gardening micro-business. This is now the next goal that Samuel and his Mentors are working on. On the way home from his first shift doing the yard work for the family, Samuel told his Mentor that "this is the first client of 1000".





CONNOR COBURN

We first met Connor over five years ago. He has always lived an active life. He regularly goes to the gym, takes boxing classes, and takes part in 'No Lights No Lycra' classes. He wasn't afraid to try new things, in fact, he suggests them. Inclusion WA's role in his life was to provide consistent and empowering support. Connor has always been on track and he has always known what he wanted to do.



Going to the gym was always a big part of the support we provided Connor. He loves going to the gym because he not only gets to exercise but he also gets to socialise with other members. He has become a big part of the community there. Every time he goes, Connor greets and gets greeted by a multitude of people, and with support, Connor has been able to further develop his confidence with his social skills. After the gym, Connor usually loves going to the local café near the area with his Mentor. Connor loves this because he is able to have meaningful conversations with the staff. The café knows Connor as a regular and they love having him there.

One of the areas that Connor continuously works with his Mentor on is his conversation skills. He often practices with his Mentor so that he can keep building his confidence and continue to keep improving his conversation skills. They practice asking questions, learning how to listen and understanding what it looks like to take an interest with the person you're talking to.

Connor has also been working on his independent living skills. He has started to learn how to put his socks and shoes on independently. He has also learned how to host a BBQ at his local park for his whole family.

Connor also has a keen interest in music. He knows just about every song on the radio. Connor, with his Mentor, attends 'No Lights No Lycra' classes. The class is a one-hour dance group where Connor gets to listen to all the new songs and dance his heart out in the dark. Connor also takes part in Catch Music weekly, with two other Mentors. Catch Music regularly puts on concerts out in the community, and with support, Connor's confidence in performing on stage has immensely increased.

He continues to pursue his own interests and choose when and how he takes part in the community.



Overview

What a year it's been for Inclusion Solutions! This year, Inclusion Solutions has been fortunate enough to continue to work on some fantastic projects as well as begin working on exciting new opportunities that continue to support communities across Western Australia.

We have continued our journey working in partnership with Manchester United, Telethon, and Football West on the United Reds project – a project that supports kids with and without disabilities and their families to represent and find a sense of belonging in their local soccer club and participate in the sport without barriers.

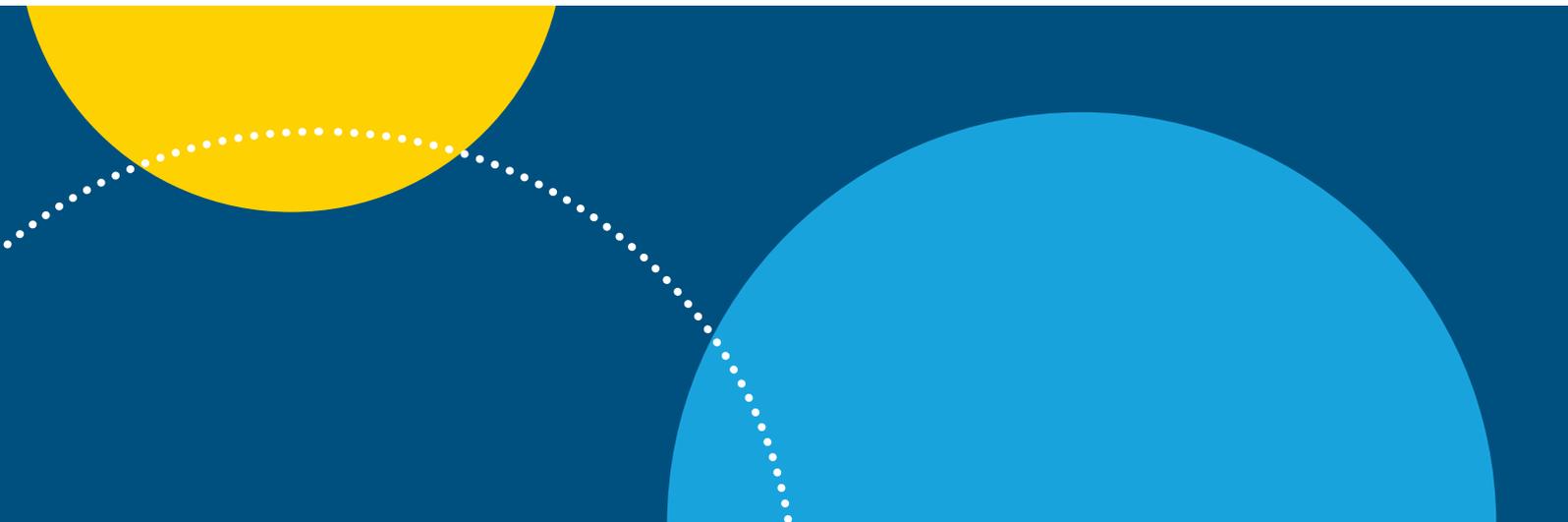
We have also developed a resource with Gymnastics WA containing best practice guidelines to ensure more inclusive practices across their KinderGym Program. We have worked tirelessly to create, design and redesign the iPlay Audit Tool, a digital auditing tool that assesses and provides recommendations according to Australian standards to ensure play equipment is safe, accessible, and most importantly, fun, for children of all backgrounds and abilities.



And it hasn't just been about kids this year either! We have continued to establish a strong presence in the communities of Kalamunda and Mandurah, connecting older adults, retirees, and folks exploring the next phase of their lives with opportunities to gift their time and talent to clubs and community groups looking for passionate and skilled volunteers.

Additionally, the COVID-19 Relief Fund gave us the opportunity to further support the community in Kalamunda, working alongside six community clubs as they took steps to create lasting positive change on their social inclusion journeys. Through this fund, Inclusion Solutions was able to deliver a flagship event for non-for-profit organisations and local businesses to provide practical tips and advice to ensure we are all working towards creating inclusive and welcoming environments for all people, no matter who they are or what they do.

This year, the Socially Inclusive Communities WA (SICWA) Project evolved into the Building Inclusive Communities WA (BICWA) Project as we reflected upon our learnings and found new, creative ways to support communities in over twenty local government areas across the state to respond to the challenges and opportunities that the pandemic presented.



In sunny Karratha, Inclusion Solutions have partnered with the City to deliver the Be Active Project, which included a range of workshops, and hands-on support to assist local community clubs to reach and engage with people from low participation backgrounds. Similarly, in the City of Wanneroo, we supported local government staff by developing a Social Inclusion Tool to ensure their events, activities and programs are socially inclusive and accessible to all people in their diverse community.

The Cricket Australia Project continues to be one of our first largest scale national projects. Inclusion Solutions has had the opportunity to support cricket State Sporting Associations to promote social inclusion by upskilling staff and supporting clubs at a grassroots level.

It's been a big year. Our team has evolved and grown more than we would have ever imagined, but we could not be more proud of the work we have achieved this year and the fantastic team we now have who have made it all happen.

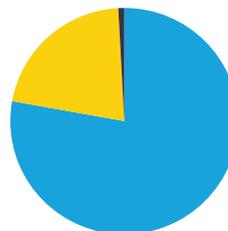


FINANCIAL HIGHLIGHTS

Revenue

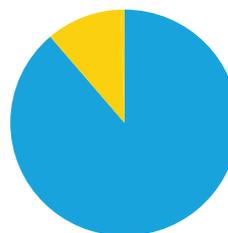
2018

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



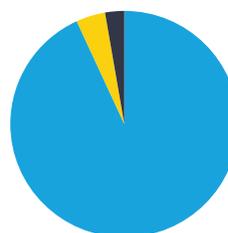
2019

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



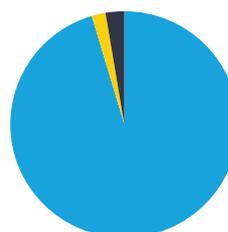
2020

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



2021

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



ORGANISATIONAL HIGHLIGHTS

74 WORKSHOPS
ACROSS WESTERN AUSTRALIA



26 PROFESSIONAL
DEVELOPMENT SESSIONS



4 SOCIAL INCLUSION
FORUMS

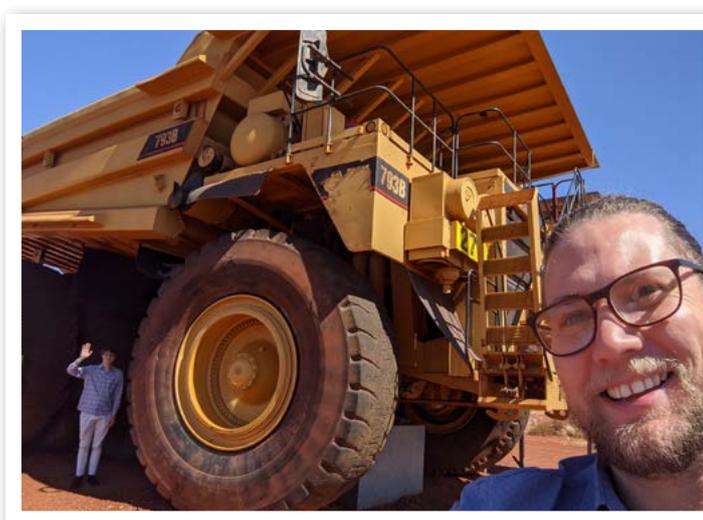


 **28** NATIONAL
WEBINARS

4 X 12 WEEK CLUB RENOVATION
TOOLKIT COURSES



Case Study



RANGE VIEW PARK TENNIS CLUB

Situation

The club identified that they didn't have any options within their programming for community members who were new to the sport of tennis, or hadn't played in some time. They saw a demand for these options and wanted to work towards a new initiative to give the community these opportunities, while attracting more members to the club.

Solution

The club worked to create a 5-week program called "Not So Serious Tennis". This program included modified rules, to allow those with little to no experience to join with ease. They covered the basics of serving, game play and positioning on the court.

Success

Over 30 individuals joined the program, an outstanding result considering the club could only accommodate 16 players a week. This program allowed players to form connections with one another, with many making new friends.

“We have pushed the message that anyone can play tennis if we welcome them and give them a chance. The committee has approved our program to include more people from the local community. We now have something to offer advanced players, regular players and beginners.”

DARRYL DOWNING, RANGE VIEW PARK TENNIS CLUB



Overview

The last 12 months focused on Plan Navigators transition from Personal Assistants WA, a service within Inclusion WA, into becoming a stand-alone business unit of Australian Inclusion Group (AIG).

Personal Assistants WA officially changed its name to Plan Navigators on the 1st of July 2020. This was only possible with the enormous amount of work and support from Paul Fleay (Chief Executive Officer), Richard Orr (Chief Operating Officer), Laurensia Rosana (Finance Manager) and the Board.

We recognised that the work of Personal Assistants WA for the past few years was centred around supporting participants of the NDIS to work their way through the complex National Disability Insurance Scheme maze. The name change occurred because we felt that Plan Navigators more accurately describes how we can help people navigate their NDIS plans and funding schemes.

The NDIS, unfortunately, is a very city-centric funding model. Although more people living in regional remote areas can access NDIS funding, the problem is that there is a lack of access to flexible and responsive services in those areas. We recognised that in Regional WA, participants engaged sole traders over employing them and that more people in regional WA have ABN's who undertake the work of support workers. That is why this year, regional WA continues to be the focus of Plan Navigators. We aim to build our client list in the Great Southern Region of Western Australia, focussing mainly on Albany and its surrounding communities. Initially working with three NDIS participants in this region, our clients steadily grew to 25. The work predominantly undertaken in the region was support coordination and plan management with our clients predominantly being those under the age of 18 years old.

In November 2020, we welcomed our first regionally-based team member, Felicity Tiller. Felicity took on the role of Service Coordinator. She is a local community member of Albany. Felicity supports people who are using our Support Coordination, Shared Management and Payroll Services in this region.



Plan Management Supports saw a steady growth over the last 12 months. While initially working with 81 people across WA, this service has grown to 141 clients. Through this growth, we were able to welcome Michelle Boyle into the team in August 2020. In May 2021, the Plan Navigators underwent a restructure. We created a team specifically focusing on Plan Management. This team is currently being managed by Shelley Johnston. We also welcomed Mark Murrell as a new Plan Manager.

Technology has played a big part in Plan Navigators ability to work remotely from office locations and keep connected with each other and played a big role in being able to employ a regionally-based team member.

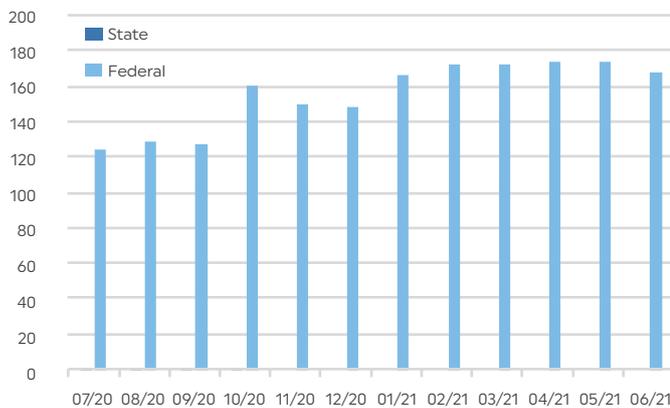
Plan Navigators also recognises the importance that the team have a balance of lived and life experience of disability. We continued to focus on this as part of our recruitment of new team members. We recognise that people with lived and life experience have so much to contribute because they viewed the work in a particular way that supported the work we're undertaking.

• We continued to support people to work towards developing their skills to take more control of their supports and services.



FINANCIAL HIGHLIGHTS

Growth



Movements



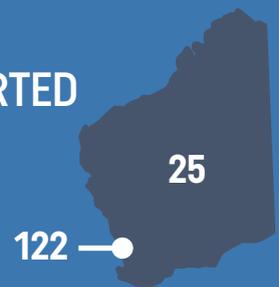
ORGANISATIONAL HIGHLIGHTS

174 PEOPLE SUPPORTED by Plan Navigators

147 PEOPLE SUPPORTED

through our Plan Management Services

122 in Metropolitan WA
25 in Regional WA



39 PEOPLE SUPPORTED

supported in Regional WA

11 in the Southwest WA,
3 in the Pilbara Region,
22 in the Great Southern Region



27 PEOPLE SUPPORTED

through our Other Services

25 People in Support Coordination
1 Person in Payroll
1 Person in Shared Management

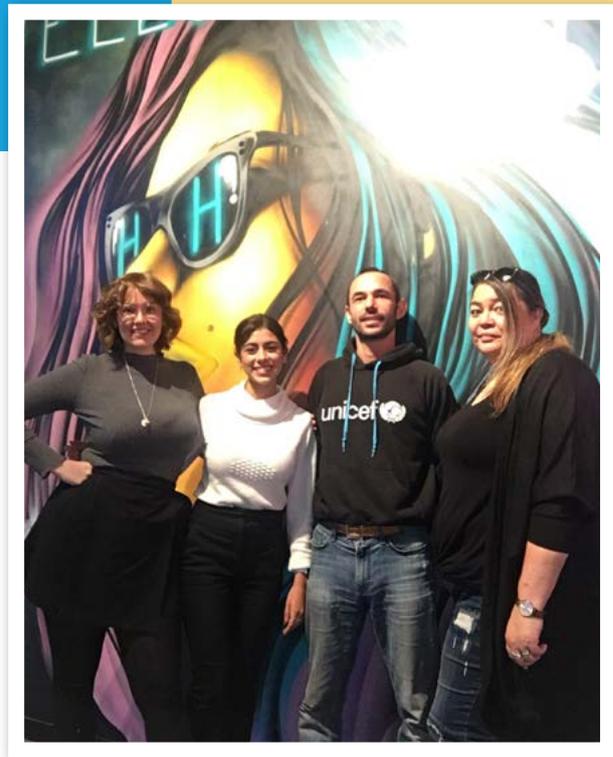
Overview

Australian Inclusion Network (AIN) officially launched in late 2020 but the story of how it started actually began in September 2019 when one of Inclusion WA's Coordinators, Eloise Maxwell, moved to Brisbane.

Before her move, discussions with Australian Inclusion Group's Chief Operating Officer, Richard Orr, started about keeping Eloise employed as she works remotely from Brisbane with the plan that she would be instrumental in helping launch Australian Inclusion Network.

AIN was set-up as Inclusion WA's approach outside of Western Australia at the back end of 2020 and it officially launched in December 2020. This organisation was conceptualised because Australian Inclusion Group wanted to expand Inclusion WA's approach within the disability sector to other states, acknowledging that the work we do in Western Australia is needed nationally. Before the official launch of AIN, Karla Summers, one of Inclusion WA's Service Managers, relocated from Perth to Brisbane to become part of the AIN team to help set-up the organisation.

In January 2021, under the banner of AIN, Karla and Eloise started meeting with different organisations and service providers within the Brisbane North Metro area. As luck would have it, Greater Brisbane went into its first of many snap lockdowns for the year which put a damper on face-to-face meetings. Once restrictions had eased, Karla and Eloise continued their work of meeting with different providers and families to raise the profile of AIN as well as to try to gain a better understanding of the disability sector in Brisbane.

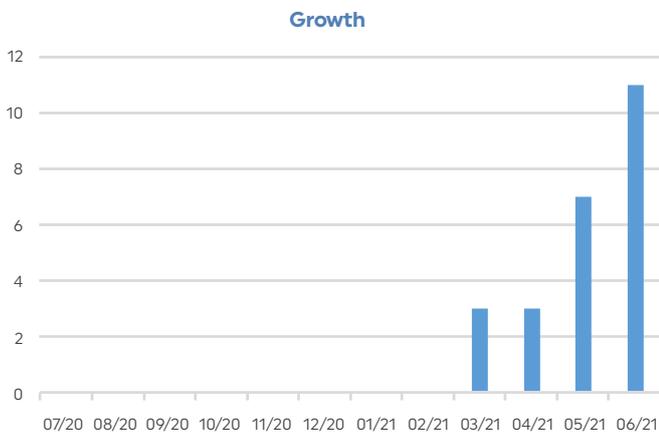


We started to see results from all the work that Karla and Eloise had done in February 2021 when we started getting referrals to work alongside people. AIN currently works alongside 11 people in different capacities ranging from Community Access, School Leaver Support (SLES) and Support Coordination.

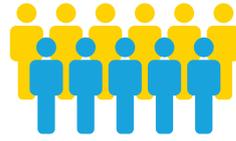
We started our first recruitment round in May 2021 where we welcomed into the team Gabrielle Harris Clark, Jizelle Ellul, and Seoirse Laffan as AIN's first Mentors. In the same month, we facilitated the first workshop targeted to people with disability and their families called 'What Good Support Looks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

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

FINANCIAL HIGHLIGHTS



ORGANISATIONAL HIGHLIGHTS



11 PEOPLE SUPPORTED

IN COMMUNITY ACCESS, SLES AND SUPPORT COORDINATION

5



STAFF MEMBERS

176 HRS OF SUPPORT

to people who use their services since February 2021

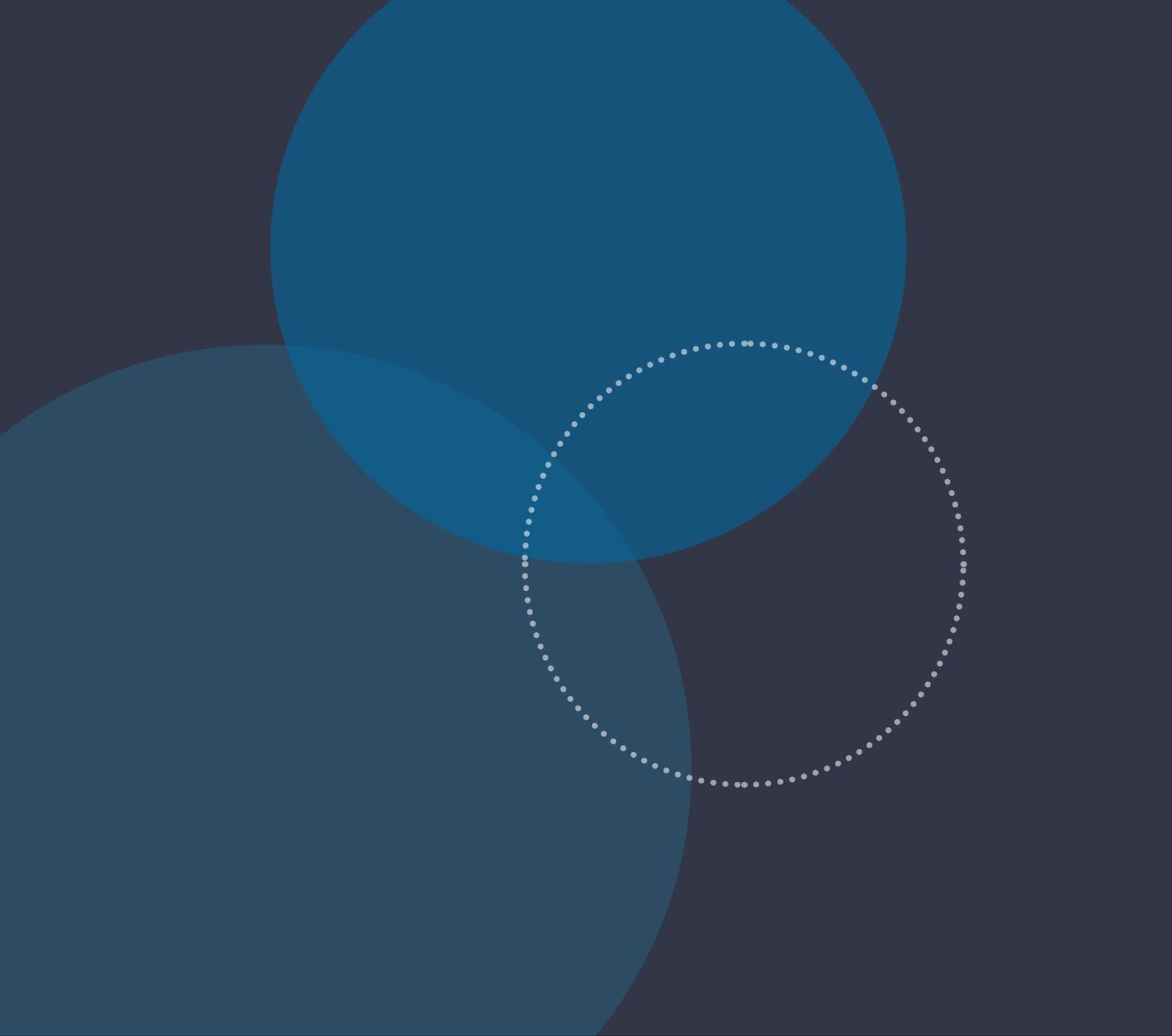


COLLABORATED WITH OVER



26 SERVICE PROVIDERS since January 2021





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

