



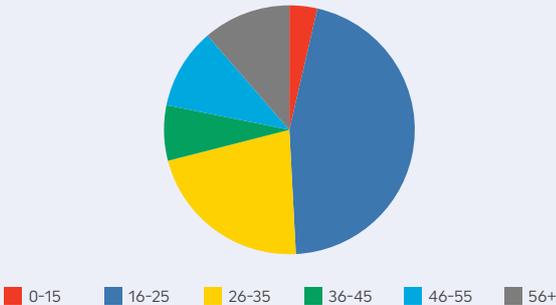
inclusionwa

ANNUAL  
REPORT : 2021

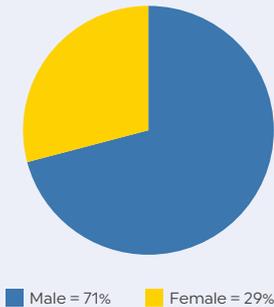
# Overview

## CLIENT DEMOGRAPHICS

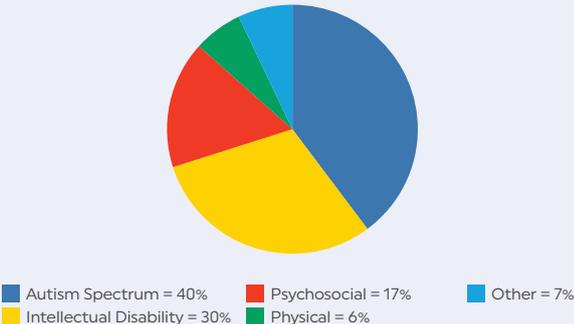
Client Age Groups



Client Gender Distribution



Client Types of Disability

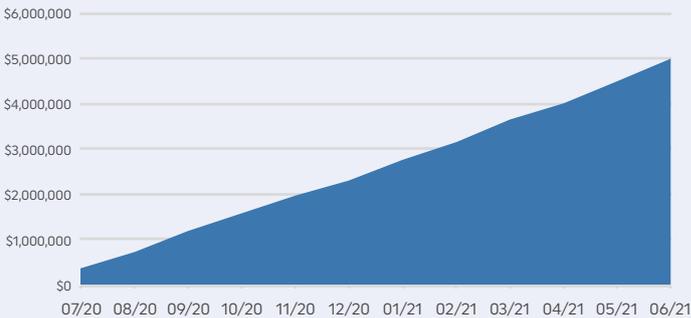


## FINANCIAL HIGHLIGHTS

Client Number



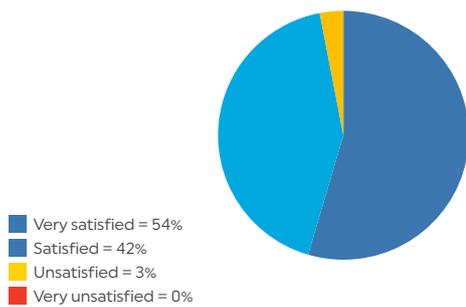
Revenue Monthly Accumulation



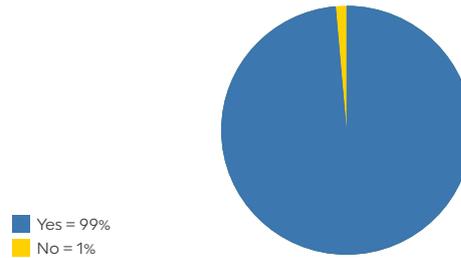
# Client Satisfaction Survey Results

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

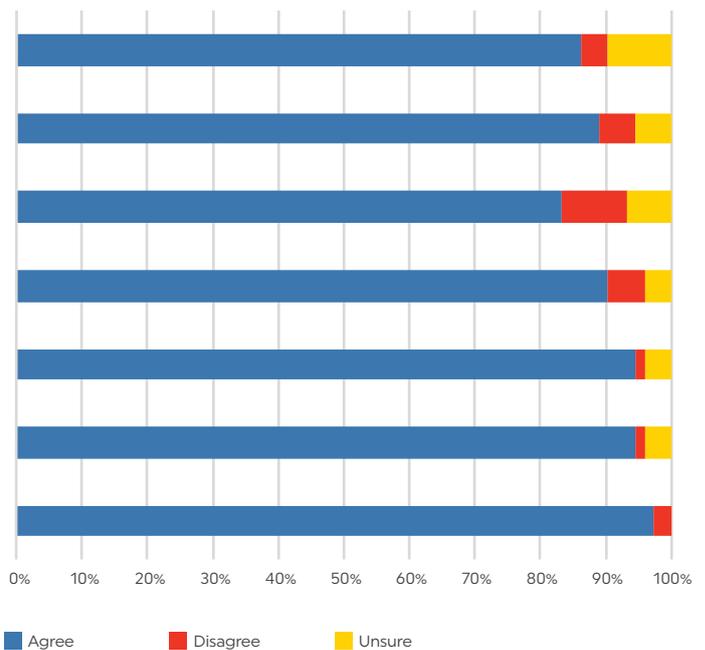
The service focuses on my goals

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?

Getting involved within your community by pursuing your interests

Developing independence in the community

Meeting people and building relationships

Developing independence at home

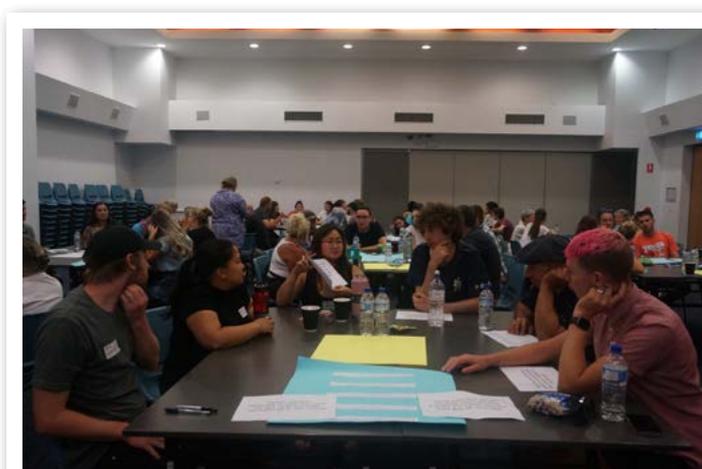
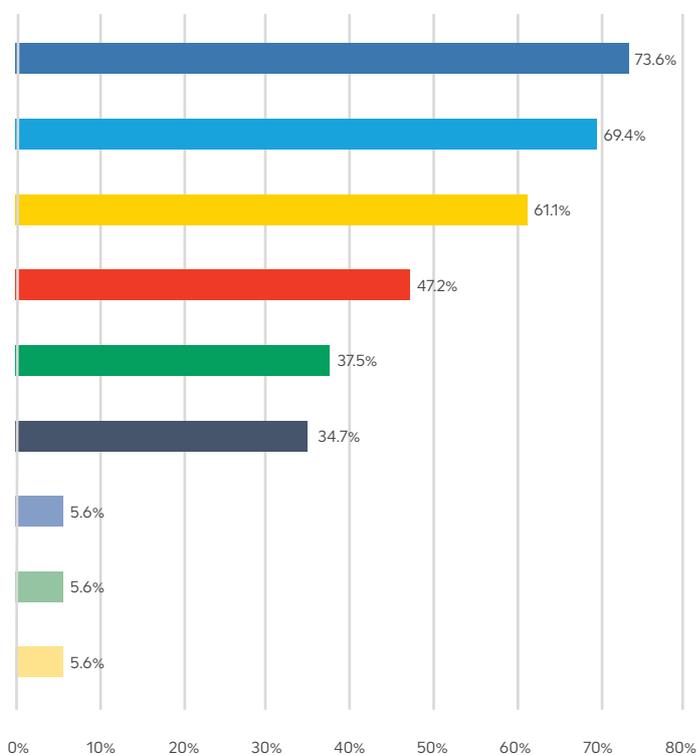
Learning new skills and studying

Finding employment

Driver's Licence / Driving

Improve fitness

Others



# 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.

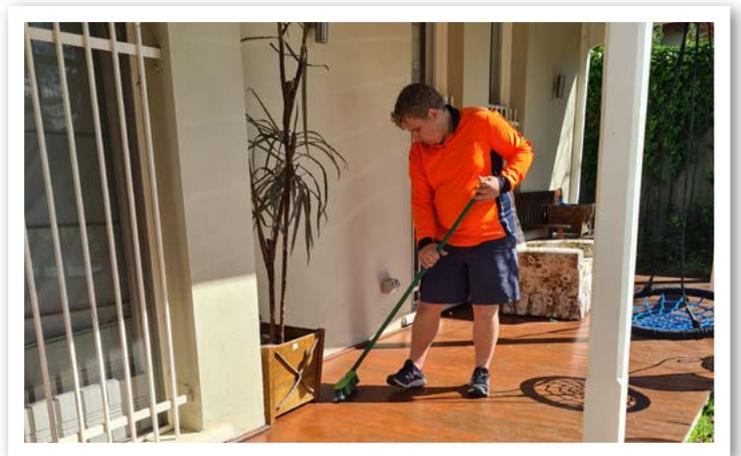
# Client Stories



## 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.

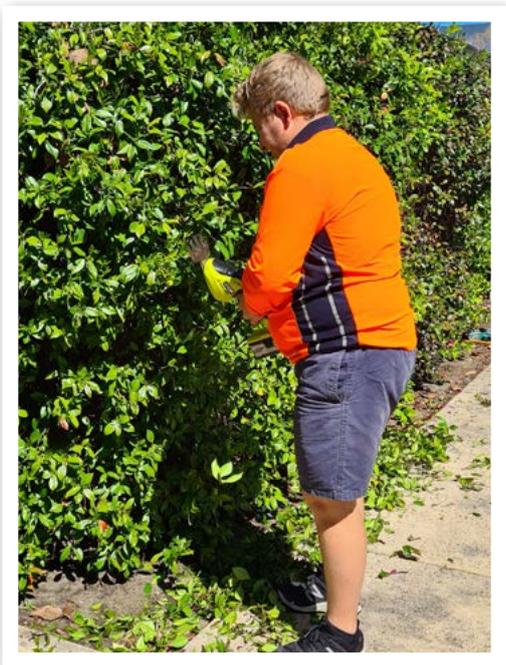
With the support of his Inclusion WA Mentors, Samuel began exploring new employment opportunities through Employment Discovery. Both he and his Mentors started investigating multiple pathways—from studying to work experience—he could take to achieve his goals. No matter what ideas were presented, Samuel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



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



Government of Western Australia  
Department of Communities  
Disability Services



Department of  
Local Government, Sport  
and Cultural Industries  
GOVERNMENT OF  
WESTERN AUSTRALIA

