



business, training and quality services 2019-2020

For ten years, Inclusion Designlab has leveraged its people's expertise in quality management, standards, project management, design and communications to deliver creative solutions that drive inclusion, citizenship and better outcomes for Australians with disability. In 2019-2020, Inclusion Designlab's consultancy services provide organisations with efficient and affordable support for quality and projects.

QUALITY MANAGEMENT AND COMPLIANCE

- ▶ Preparation for ISO 9001 and disability standards reviews
- ▶ Quality management system design

DISABILITY SUPPORT PRACTICE

- ▶ Coaching and training
- ▶ Person Centred Active Support
- ▶ Disability Awareness Training

PUBLICATIONS AND PROJECTS

- ▶ Non-profit marketing collateral
- ▶ Communications and design
- ▶ Project design and support

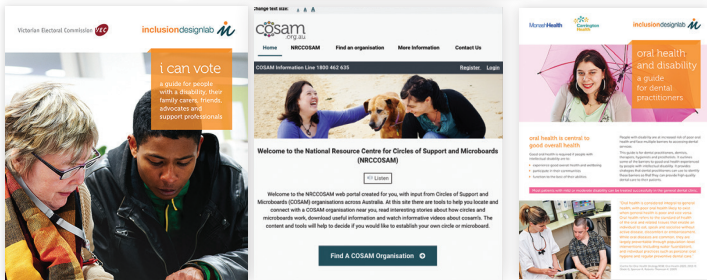
NDIS READINESS

- ▶ Preparation for NDIS planning and reviews with people with a disability

quality systems and internal audits

Inclusion Designlab believes in the power of effective quality management, outcome measurement, practice coaching, the implementation of evidence-based practices, and supporting self-advocacy to drastically improve the experiences and outcomes of people with intellectual disability accessing formal supports. Our quality consultants have significant experience at frontline, mid-level and senior leadership in non-profit organisations. We support organisations to interpret quality standards, implement new practices, and develop supporting procedures and documentation to ensure compliance and continuous improvement. We are passionate about working constructively with the leaders of community organisations to boost practice and quality.

- ▶ Internal audits against ISO 9001 and disability practice standards
- ▶ Gap analyses and design of quality management systems
- ▶ Mapping standards against processes, policies and procedures



projects in inclusion and citizenship

Over the past 10 years, Inclusion Designlab has advanced social change and community inclusion through cutting-edge research and development projects with partners at six universities and across disability, allied health and LGBTIQ+ peak bodies. Our team has particular expertise in practice coaching, sexuality and relationships, the UN CRPD, voting rights, interdisciplinary correspondence processes, access to the justice system, NDIS access and pre-planning, LGBTIQ+ inclusive practice and advocacy, support planning, risk assessment in disability organisations, quality management, mentoring self-advocates, dentistry and disability, disability policy, and a range of related areas.

Inclusion Designlab's team can support you to design projects that incorporate action research, strong funding applications, self-advocacy, rights and practice, project management, academic partners, creative outputs and translation.

publications and marketing collateral

Inclusion Designlab's team works with organisations to create high quality publications, collateral and assets that tell their story and meet their communications needs - from high budget donor development projects with loose briefs, to small jobs with clear briefs. We specialise in:

- ▶ Planning for inclusive online engagement
- ▶ Crafting messaging, copy and design for beautiful communication tools such as long form publications, fact sheets, marketing collateral, and online resources
- ▶ Dual-read publications that incorporate plain and easy language

practice coaching

Does your organisation support people with disability? Do you want to build a comprehensive practice coaching system that incorporates training in evidence-based support practices, observation, structured team meetings and strong communication? Inclusion Designlab has relationships with trainers, coaches, and researchers from across the disability and community sectors. Our team can:

- ▶ Create, action, monitor and review your practice coaching system to ensure you are delivering the best outcomes.
- ▶ Deliver disability awareness training to your team, led by trainers with lived experience of disability

person centred active support (PCAS)

Inclusion Designlab has partnered with La Trobe University to deliver training in Person Centred Active Support (PCAS), one of the world's leading evidence-based practice models used by organisations that support people with intellectual disability. When support professionals are trained in PCAS, it leads to a better quality of life for the people they support and promotes opportunities for inclusion and citizenship.

Training includes:

- ▶ Multi-day on-site group training
- ▶ One-to-one observational coaching
- ▶ Support from the Inclusion Designlab trainer during preparation

Contact us to see our PCAS training brochure



To learn more about our work and services, visit www.inclusionmelbourne.org.au/designlab or email projects@inclusiondesignlab.org.au to discuss your business and project needs.



Inclusion Melbourne is one of Victoria's longest serving support organisations for adults with intellectual disability. We have fully transitioned from congregate group-based programs to a personalised community-based model that incorporates evidence-based support practices and a commitment to continuous improvement.

Contact us to learn more about projects, partnerships and systemic advocacy.



67 Sutherland Road Armadale VIC 3143
PO Box 8093 Armadale VIC 3143
T. 03 9509 4266 E. projects@inclusiondesignlab.org.au
W. inclusionmelbourne.org.au/designlab
 Inclusion Melbourne Inc. InclusionMelb