



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