

**POSITION DESCRIPTION**

<b><u>Position Title:</u></b>	<b>Vocation and Practice Lead</b>
<b><u>Classification:</u></b>	Social and Community Services Employee - Level 4
<b><u>Employment Status:</u></b>	Full-Time
<b><u>Department/Program:</u></b>	Inclusion Designlab
<b><u>Report to:</u></b>	Head of Policy, Research and Advocacy
<b><u>Location:</u></b>	67 Sutherland Road, Armadale Will also work across a range of community settings
<b><u>Issued:</u></b>	10/1/24

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I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:- driver’s license status (if applicable); police check status or the capacity to fulfil the inherent requirements of the role.

\_\_\_\_\_  
Employee’s name  
date: / /

\_\_\_\_\_  
Employee’s signature  
date: / /

**SALARY**

The classification applicable to the position is Level 4 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

**POSITION OBJECTIVE:**

The Vocation and Practice Lead has the primary responsibility for monitoring and enabling the implementation of Inclusion Melbourne’s Practice Framework and co-designing and facilitating individualised vocational preparation and support strategies (using Inclusion Melbourne’s Personal Vocational Journey model) for people with intellectual and cognitive disability supported by the organisation. The Vocation and Practice Lead will:

- Provide expertise, guidance, coaching, and mentoring for Direct Support Professionals, Community Inclusion and Vocation Officers, training staff, and other staff as required, as part of the delivery of the IM Practice Framework and the Personal Vocational Journey model. This is to ensure that our support staff are enabled to deliver high-quality support that is inclusive and builds capacity.
- Work 1:1 with people supported by the organisation and other relevant stakeholders to establish targeted matches with prospective vocational opportunities – including in mainstream employment contexts – and to facilitate necessary resourcing, skill-development, and progress monitoring. The aim of this responsibility is for people supported by the organisation to attain valued and fulfilling vocational roles, positive relationships and to achieve their goals.

The Vocation and Practice Lead will work in alignment with the Team Leader of Direct Support and will be expected to contribute to the further refinement and design of the role with the CEO, HO Services and Development and the HO Policy, Research and Advocacy.

## KEY RESULTS AREA – PRACTICE COACHING and TRAINING

Responsibilities	Duties
<p>Ensure support staff have the skills and understanding to deliver high-quality person-centred services and support under the IM Practice Framework.</p>	<ul style="list-style-type: none"> <li>• Deliver practice support and training to DSPs and CIVO's in alignment with the Team Leader Direct Support including onboarding.</li> <li>• Conduct a minimum of two planned practice coaching sessions per week to observe practice and provide constructive feedback and guidance to both the staff member and relevant Team Leaders.</li> <li>• Support the Team Leader Direct Support with performance appraisals and development of individual professional development plans when requested, and support DSPs and CIVO's to achieve practice goals.</li> </ul>
<p>Ability to think strategically, innovatively and practically about ways to support people with disability in a variety of settings to achieve mid-long term vocation goals and live in the community as equal citizens. This includes ensuring participants receive high-quality support from Direct Support Professionals and Community Inclusion and Vocation Officers and high quality, relevant training from Inclusion Training.</p>	<ul style="list-style-type: none"> <li>• Teach support staff, particularly DSPs and CIVO's, and ensure they are able to: <ul style="list-style-type: none"> <li>○ undertake effective initial orientation and engagement with each participant they support</li> <li>○ co-design and implement unique, person-centred, inclusive, <b>personalised service solutions</b> around each participant, with a focus on strategically addressing and achieving vocational goals.</li> <li>○ co-design and deliver <b>teaching and learning strategies</b> to enhance the participants' skills and abilities in line with their goals</li> <li>○ work in accordance with IM's standards, policies and procedures, and Practice Framework</li> </ul> </li> <li>• Ensure participant quarterly meetings are conducted according to the Practice Framework and that meetings incorporate review of PVJ progress.</li> <li>• Work independently, problem solve, and plan, through set meeting deadlines and targets.</li> <li>• Develop strong professional relationships with staff, employers, the people we support, and their families through timely, clear and courteous communication.</li> </ul>
<p>Facilitate the development and delivery of high-quality individualised vocational strategies with each person, ensuring demonstrated outcomes that are in alignment with the person's personal and vocational goals, relevant training requirements, and NDIS goals.</p>	<ul style="list-style-type: none"> <li>• Oversee the management of vocational journey mapping for individual participants from intake through to placement and/or employment, using the PVJ model and Work Opportunity Matching Tool.</li> <li>• Work in alignment with the Team Leader, Direct Support to support the CIVO's with capacity building for individual participants' vocational goal setting and realisation.</li> <li>• Provide 1:1 remote or in situ support to ensure success and progress of work opportunity matches and requisite skill development.</li> <li>• Work with Inclusion Training and Direct Support staff through the provision of effective briefs and practice support to ensure the effective delivery of high-quality educational support in alignment with participants' vocational strategies, particular when urgent skill development is required for a person undertaking a work placement/opportunity.</li> <li>• Develop and maintain regular goal revision schedules for participants within their vocational journey strategy in alignment with IT, SC and DS departments.</li> </ul>
<p>Assist in the delivery of high-quality practice</p>	<ul style="list-style-type: none"> <li>• Support the HO Policy, Advocacy and Research to deliver high-</li> </ul>

<p>training and coaching for all relevant staff with a focus on: improving effectiveness of support, effectively facilitating personalised vocational strategy development and attainment, and quality reporting against outcomes measurement.</p>	<p>quality practice training for all support staff.</p> <ul style="list-style-type: none"> <li>• Deliver training for staff involved in supporting the delivery of a participant’s personal vocational journey.</li> <li>• Provide regular reports on goal progression against a person’s vocational goals.</li> </ul>
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**KEY RESULTS AREA – STAKEHOLDER ENGAGEMENT (EMPLOYMENT)**

<b>Responsibilities</b>	<b>Duties</b>
<p>Support enquiries and intake related to vocational support</p>	<ul style="list-style-type: none"> <li>• Receive referrals from Intake and actively participate in the discovery process (step 2) for intake relating to vocational journey mapping.</li> <li>• Meet with prospective eligible participants /families.</li> <li>• Meet with prospective employers.</li> <li>• Explain the Inclusion Melbourne PVJ Framework and review compatibility between the model and participant.</li> </ul>
<p>Employers</p>	<ul style="list-style-type: none"> <li>• Screen prospective employers with an inclusive employer readiness appraisal.</li> <li>• Provide guidance, education and support for employers and their teams as part of the IM PVJ Framework. This involves proactive role carving and participant matching using the Work Opportunity Matching Tool, along with support for the onboarding process and IDP development to position a participant for successful employment.</li> <li>• Identify areas for employer support and work with the HO Policy, Advocacy and Research to deliver tailored training to match the employer’s needs.</li> </ul>

**KEY RESULTS AREA – COMPLIANCE**

<b>Responsibilities</b>	<b>Duties</b>
<p>Ensure day-to-day regulatory compliance and adherence to organisational policy and procedures.</p>	<ul style="list-style-type: none"> <li>• Assist the Team Leader Direct Support with Category 1 &amp; 2 incident reports to ensure they are completed, submitted and registered in accordance with compliance requirements.</li> <li>• Ensure all client data/reports are current and completed on the CRM.</li> <li>• Liaise with NDIS Support Coordinators/Intake to ensure service agreements are completed and correct.</li> <li>• Prepare reports and support evaluation as part of the PVJ process.</li> <li>• Ensure all complaints are responded to within 48 hours and recorded in the relevant register.</li> <li>• Demonstrate advanced skills related to computer literacy, including the Microsoft Office suite of applications and the Brevity database.</li> </ul>

<b>KEY RESULTS AREA – TEAM</b>	
<b>Responsibilities</b>	<b>Duties</b>
Staff Engagement	<ul style="list-style-type: none"> <li>• Provide regular practice support for broader departmental teams as required</li> <li>• Contribute to the recognition of opportunities for process improvement</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Attend and participate in relevant meetings.</li> <li>• Ensure positive, effective communication with all teams.</li> <li>• Model high standards of teamwork.</li> <li>• Openly support and respect diversity within the team.</li> <li>• Proactively support other team members.</li> </ul>
<b>KEY RESULT AREA – Customer Experience</b>	
<b>Responsibilities</b>	<b>Duties</b>
Demonstrates and upholds IM Values	<ul style="list-style-type: none"> <li>• Values of Inclusion Melbourne are incorporated into daily work practices.</li> </ul>
Customer Service (Internal & External)	<ul style="list-style-type: none"> <li>• Models &amp; provides excellent customer service to all stakeholders.</li> <li>• Feedback from all stakeholders is complimentary.</li> <li>• Low level of complaints from all stakeholders.</li> <li>• Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne’s services.</li> <li>• Represent Inclusion Melbourne at regional networks and forums, as relevant.</li> </ul>
Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.	<ul style="list-style-type: none"> <li>• Positive customer feedback.</li> <li>• All communication is positive and effective.</li> </ul>
<b>KEY RESULTS AREA – Other</b>	
<b>Responsibilities</b>	<b>Duties</b>
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> <li>• Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies</li> </ul>
Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> <li>• A workplace free from discrimination &amp; harassment.</li> </ul>
Training & Development	<ul style="list-style-type: none"> <li>• Attends relevant training.</li> <li>• Demonstrates positive initiative and takes opportunities to increase skills.</li> <li>• Active participation in supervision meetings.</li> <li>• Feedback is accepted in an open and receptive manner.</li> </ul>

## ORGANISATIONAL RELATIONSHIPS

**Internal Liaisons:** CEO  
Team Leader, Direct Support  
Team Leader, Support Coordination  
Manager, Community Support  
Team Leader, Inclusion Training - Phoenix Park and Sunshine Campuses  
Operations/Systems & HR & Finance Staff  
HO Policy, Research and Advocacy  
HO Education and Training

**External Liaisons:** People supported by Inclusion Melbourne, their families and/or carers  
Employers  
National Disability Insurance Agency  
Non-government organisations  
External service providers  
Specialist agencies and services  
Members of the public  
Contracted professionals

## ACCOUNTABILITY

Accountable for the delivery of high-quality person-centred vocational services to participants through the design and implementation of optimal individualised vocational journeys. Responsible for the development of sustainable, inclusive employer partnerships and the fostering of volunteering, placements and employment opportunities under the PVJ Framework.

This will be achieved through: -

- Specialist mentoring and practice training of Direct Support Professionals and Community Inclusion and Vocation Officers.
- Setting priorities and monitoring workflow.
- Effective and efficient communication with all stakeholders.
- Exercising judgement and initiative where policies and procedures are not clearly articulated or where process gaps are identified.
- Undertaking duties that require knowledge of procedures, guidelines and statutory requirements relevant to the organisation.

## EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

To achieve the duties and responsibilities of the position, the Vocation and Practice Lead is expected to:-

- exercise a degree of autonomy within objectives and budget.
- undertake a variety of tasks of a specialised and/or detailed nature under general direction.
- exercise professional judgement and provide specialist technical advice.
- establish priorities and monitor workflow in areas of responsibility.
- use initiative to identify or predict an issue that may arise and assess or think through resolution options using sound problem-solving skills.
- not commit the organisation to any obligations beyond the scope of the duties.
- alert management of any potential issue or crisis.

## **CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). Visit Inclusion Melbourne's website, staff portal page for further information.

This position is full-time. Some out-of-hours work, and travel may be required.

## **QUALITY AND CONTINUOUS IMPROVEMENT**

Inclusion Melbourne has adopted a Quality Management program that incorporates continuous, incremental improvement in all services provided to external and internal stakeholders, and in all associated policies, processes and procedures.

All staff members are required to display a commitment to and to participate in, the Quality Management program by constantly striving to introduce improved practice and efficiency in the performance of their duties to ensure the continuous improvement of the organisation.

## **KEY SELECTION CRITERIA**

### **Essential:**

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions.
- Ability to articulate and apply knowledge and experience regarding optimal person-centred service design and strategies for enhancing acceptance and inclusion of people with disability in the mainstream community.
- Experience supervising and leading staff.
- Strong knowledge and experience in the application of evidence-based support practice models as they pertain to supporting adults with cognitive disability in vocational and community-based supports.
- Proven ability to teach, mentor and motivate individuals and teams to achieve person-centred and inclusive outcomes, including valued vocational roles, friendships and relationships.
- An appropriate tertiary qualification or other formal qualifications with substantial work experience related to inclusive person-centred service design and delivery in disability support and employment.
- Proven teamwork skills and the ability to work both collaboratively and independently using a range of online monitoring and management tools.
- Exceptional skills in Microsoft 365 suite applications and using and maintaining a client relationship database.
- Exceptional interpersonal skills with colleagues and all stakeholders.
- Sound written and oral communication skills, including the ability to communicate effectively with a range of stakeholders.
- NDIS Worker Screening Check;
- Compliance with Victorian government Vaccination Mandate;
- Current Victorian Driver's License and access to vehicle.

### **Desirable:**

- Excellent interpersonal skills and demonstrated success in working effectively with a diverse range of people.
- Sound understanding of Occupational Health and Safety.
- Commitment to further mature understanding and knowledge of person-centred and inclusive practice.
- Certificate IV in Training and Assessment.
- Sound knowledge of NDIS.

## GENERAL INFORMATION & CONDITIONS OF EMPLOYMENT

### ABOUT INCLUSION MELBOURNE

Inclusion Melbourne is a uniquely innovative organisation based in Armadale and Sunshine that supports people with a disability in personalised community arrangements. At Inclusion Melbourne we have a vision for people with intellectual disabilities sharing the benefits of living in and contributing to the broader community. We want to give people the opportunity to realise their potential, build long-term freely given relationships and be welcomed as equal and respected citizens.

### VISION, MISSION & CORE VALUES

**Our vision** is for people with intellectual disability to live in an inclusive community, where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

**Our mission** is to provide people with every opportunity to do the things they want to do, with the people that matter to them, in accepting and inclusive communities.

**Integrity** - “To consistently act on sound moral principles”

We will act with integrity by:

- Being respectful
- Doing what we say we’ll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

**Potential** - “The inherent ability or capacity for growth”

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

**Individuality** - “A single person regarded as a unique personality, distinguished from others by special qualities”

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

**Relationships** - “A significant connection existing between people and communities”

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

## **TRAINING AND DEVELOPMENT**

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. All IM staff will also be required to show others how the systems under their control operate.

## **OCCUPATIONAL HEALTH, WELFARE AND SAFETY**

The Inclusion Melbourne Board and Management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

## **POLICIES AND PROCEDURES**

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal SharePoint system. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

## **CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website.

## **PROBATIONARY APPOINTMENT**

In accordance with the provisions of the Fair Work Act and Regulations, a six-month probationary period will apply, to relevant positions.

## **SUPERANNUATION**

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional. Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

## **SALARY PACKAGING**

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before the commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8 am-6 pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

## **LONG SERVICE LEAVE**

Long Service Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment Policy.



**ANNUAL LEAVE**

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment Policy.

**PERSONAL/CARER’S LEAVE & COMPASSIONATE LEAVE**

Personal/carer’s leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment Policy.

**CEREMONIAL LEAVE**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer to Inclusion Melbourne’s Conditions of Employment Policy.

**PARENTAL LEAVE**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Parental Leave policy.

**DESIGNATED BREAKS**

It is a long-established custom and practice of Inclusion Melbourne to shut for business on the day before Melbourne Cup Day and over the Christmas/New Year period. A calendar will be developed by the Chief Executive Officer (or delegate) noting designated breaks and public holidays and distributed to all staff each year.

**TERMINATION OF APPOINTMENT**

Notice of termination is provided in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice given by the employee.

The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week’s notice.

**Serious Misconduct**

When an employee is terminated on the grounds of serious misconduct, the employer doesn't have to provide any notice of termination. However, the employer does have to pay the employee all outstanding entitlements such as payment for time worked, annual leave and sometimes long service leave. Serious misconduct involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. Source reference: *Fair Work Act 2009 s.117*

**RIGHT TO WORK IN AUSTRALIA**

You must either be an Australian citizen; have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

**SMOKE-FREE WORKPLACE**

The organisation has a “No smoking” policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisation vehicles.

**NDIS Worker Screening Check**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the

NDIS Worker Screening Check. Incumbents of risk-assessed roles must have full clearance before commencing with Inclusion Melbourne.

### **Vaccination Requirement**

It is a condition of employment that employees comply with the Victorian Public Health Order advice relating to COVID-19 vaccination and Inclusion Melbourne's vaccination policy. Evidence of vaccination (or relevant medical exemption) is required.

### **OTHER EMPLOYMENT OR CONFLICT OF INTEREST**

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne.  
(e.g. enter into a private arrangement with a family with whom you have come into contact via Inclusion Melbourne).
- results in you using confidential information.  
(e.g. client contact details) for competitive purposes or personal gain.
- otherwise adversely affects Inclusion Melbourne; or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

### **RETURN OF DOCUMENTS & PROPERTY**

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

### **USE OF PRIVATE VEHICLES FOR WORK-RELATED ACTIVITIES**

Where an employee is authorised to use his/her vehicle for work-related activities, a mileage allowance is paid in accordance with the Award. Persons using their vehicle for work-related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work-related nature of vehicle usage.

### **RISK MANAGEMENT – ALL STAFF**

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

### **EQUAL OPPORTUNITY & DIVERSITY**

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. We encourage young people, people with disability, Aboriginal and Torres Strait Islander people and people from culturally diverse backgrounds to apply for vacant positions.

### **PRIVACY, SECURITY AND CONFIDENTIALITY**

Inclusion Melbourne acknowledges and respects the privacy of individuals and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support, employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.

- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.