

2017

InLife is building the best disability support agency for people who need frequent supports

We offer an innovative model that encourages and develops client independence

We are investing in quality and continually enhancing our service



Our history:

In 2015, a chance meeting between our co-founders David and Louise paved the way. Both saw the opportunity for new ways of working under the new National Disability Insurance Scheme (NDIS) - Louise from her 20+ years experience in the disability sector, and David from his work as a change consultant with government and not-for-profits.

Both knew how hard it would be for traditional agencies to change the way they work for the new scheme. They decided to start from the beginning instead, and to build the best possible disability service to suit the NDIS.

2017 has been another year of growth and development. We achieved accreditation to national quality standards, and secured a first major philanthropic grant. We also significantly grew the number of clients we support and team members we employ, with revenue increasing by 430% compared to 2016.

Our vision:

We are recognised nationally for our innovative services helping people with disability to live full and fulfilling lives.

To achieve this, we provide high quality, reliable, and hassle free personal care and support in the home and we help connect people to services, opportunities and communities that enhance their lives.

Our values:

- We're a community working together to make life better for people with disability
- We're a great place to work and we take pride in our team
- We evolve the way we work with people as they progress in life
- We embrace new ideas and technology that can help achieve our mission
- We foster a safe, empowering and supportive environment for our clients and our team

Working together to make life better for people with disability

At the heart of our model is a fresh way of working for disability support agencies, with three key elements:



Quality

We invest to give our clients a great team of support Assistants. We pay above award rates, set high recruiting standards, and offer personalised matching of staff to client needs



Trust

We give our clients and their team the flexibility to work things out together, avoiding the “one-size-fits-all” rules that can get in the way of leading a normal life



Support

We provide highly personalised training, coaching and support when needed via our skilled and experienced management team

We couldn't be more proud of our fabulous team of Assistants. They're reliable, care deeply about our clients, and are set on helping them live as independently as possible.

“ Since moving to InLife we have had consistency of workers, because the staff are treated so well and are paid properly ”
Toni, client supporter

“ At InLife we respect our clients and their lifestyle. It's great, we work together as a team ”
Rebecca, InLife Assistant

“ I hope to be with InLife until I retire. ”
Allison, InLife Assistant



Innovative technology puts rostering at the heart of what we do

Our clients need regular support, often multiple times per day, and it's a critical aspect of their lives. If support breaks down, it can be hard to focus on anything else.

Rostering that is accurate, flexible and responsive is absolutely essential to keep reliable supports in place.

At InLife, to get the rostering right we have an innovative new approach. Our technology allows us to assign a different person to organise the roster for each and every individual client.

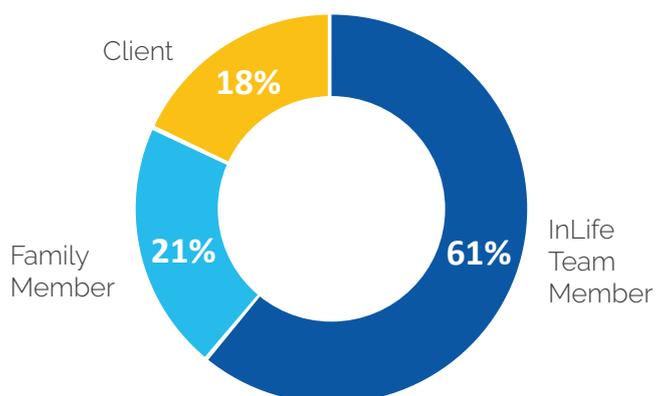
It might be the client themselves, a family member, one of their team of Assistants, or an InLife coordinator.

But whoever it is, the rostering is always done by someone who knows and cares about the client and is passionate about making sure no shifts are missed.

And when InLife coordinators are involved, we have a regular and ongoing connection to our clients' daily lives, so we're better able to understand when and how we need to help.



Who manages our rosters



Encouraging independence

We encourage our clients to be as independent as possible, by using their supports flexibly, choosing their own support team, and getting involved in managing their roster.

Lesley's story

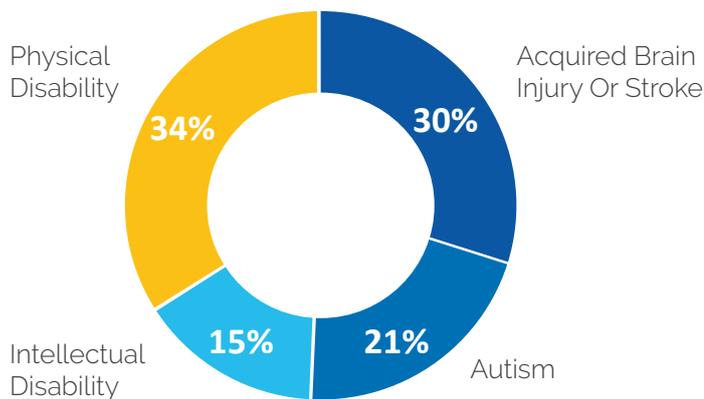


Lesley grew up on a farm in rural Victoria. In her teens, she developed a rare disease affecting her skin and muscles, causing severe weakness and rigidity. Recently retired from teaching, Lesley loved the way the children could always make her laugh. Like on her 40th birthday, when she told them she had been skydiving and they drew pictures of her in her wheelchair falling from the sky!

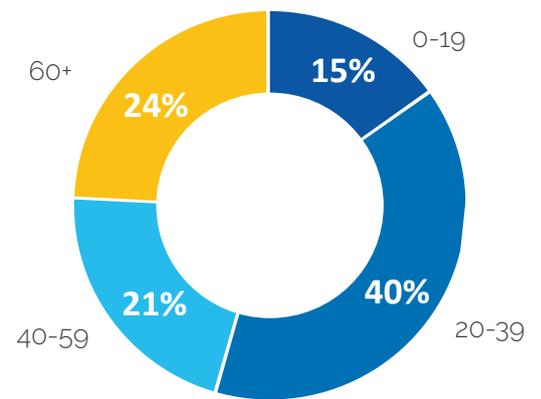
Living a full and busy life, Lesley found working with traditional support providers could be stressful and inflexible. She was looking for carers who treated her with respect. Lesley has used InLife for more than two years now, and says the key difference is that we listen and adapt the service to meet her needs. "I've got more choice and more control," Lesley says. "I feel safe ...and that means a lot to me."



Client primary disability



Client age group



New service: financial plan management

We've seen how hard it is to use the NDIS portal, and to manage the financial side of NDIS plans. To help with this, in 2017 we established an innovative new financial management service.

We work with clients to set up a personal annual budget, then help them monitor spending against that budget in a monthly report. With this service, clients are better able to use their support budget flexibly, and get the most out of their allocated NDIS funds.



Other new ideas and services we're working on in 2017/18:

- Offering support coordination services, to provide a new way for our clients to benefit from our management team's skills and experience
- Helping to address accommodation challenges, via alternatives to traditional group home settings
- Developing innovative ways to use the latest technology to communicate and share information more effectively with our team



Financial performance

Revenue



Operating surplus



Selected Client Feedback

"The online rostering tool is easy to use"

"I'm more in control of my NDIS package"

"They've got expertise, knowledge, common sense and a huge slice of empathy too"

"I highly recommend them to anyone looking for disability support"

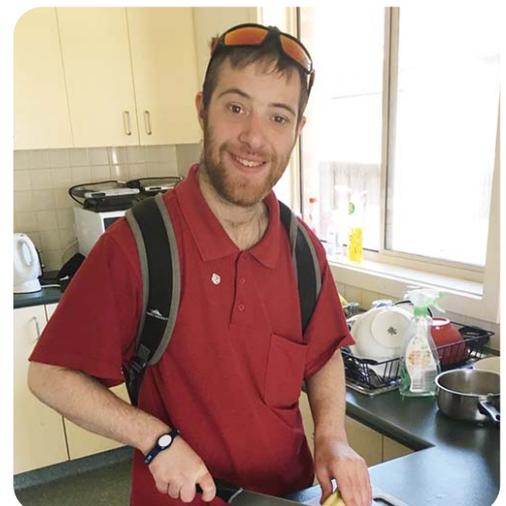
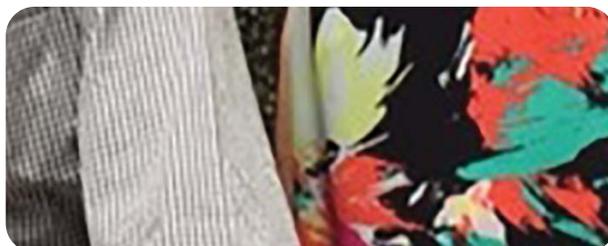
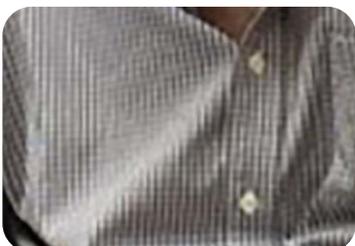
Financially sustainable

There's a lot of talk these days about low NDIS prices and the challenge for organisations to remain viable in the new NDIS landscape.

In that context, we're proud to have delivered a surplus since our inception, while maintaining our focus on service quality and investment in our team.

We keep overheads low by doing all our administrative work online. And our non-profit status reduces our tax and avoids the need to return profits to shareholders.

For our full 2015-16 and 2016-17 annual financial reports, please visit our website <http://www.inlife.org.au>



Our leadership team



David Clarke
Director and
CEO

Strategy and
change consultant,
The Boston
Consulting Group



Louise Dunkley
Co-Founder

Disability
support expert
(Melbourne City
Mission, State
Trustees, TAC)



Wendy Brooks
Chair

Leading
non-profit and
philanthropy
strategy advisor



Gabrielle Bell
Director and
Company Secretary

Board director
V-Line,
VicSuper,
South East
Water



Anthony Vlavianos
Director

Director PwC;
finance and
audit expert



Cliff Wise OAM
Senior Advisor

Former Chair,
Independence
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WHERE WE WORK



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OUR PARTNERS

THE BAKER
FOUNDATION

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