



# VICTORIAN INCLUSION AGENCY PROSPECTUS

JUNE 2017

*Meaningful participation for  
all children in education and care*





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## INTRODUCING THE VICTORIAN INCLUSION AGENCY

The Victorian Inclusion Agency (VIA) was established in 2016 as our state's leading inclusion agency for all children in education and care.

Based on the foundation work of the previous Inclusion and Professional Support Program, the VIA is responsible for the delivery of inclusion support services under the Australian Government's Inclusion Support Programme (ISP). It is led by Community Child Care (CCC), a sector peak body, and delivered in partnership with KU Children's Services (KU), a respected early childhood education provider, and Yooralla, one of Australia's largest disability service organisations. The VIA is also supported by the Victorian Aboriginal Education Association (VAEAI) and FKA Children's Services (fkaCS).

### One Vision

Our vision is simple: that all Victorian children can meaningfully and actively participate in an education and care service of their family's choice in their community.

### One for All Services

As a valuable go-to for 2900 education and care services, we offer program support, practical strategies, one-on-one and group mentoring, and resources.

The VIA is uniquely positioned to deliver inclusion support in Victoria. There are several key benefits of our programme:

- **One resource.** The VIA is delivered by three respected voices in education and care – Community Child Care, KU Children's Services and Yooralla. Together, we have a range of experience to draw upon when working to improve equity:
  - CCC is active right across the state, providing leadership and advocacy, working with governments, and supporting education and care services.
  - KU has a long history of quality education and care service provision. It is a recognised leader in inclusion support service provision across Australia, and currently supports services in New South Wales, Queensland and Victoria.
  - Yooralla is a leading disability services provider and supports more than 250 education and care services through the Kindergarten Inclusion Support Program. Yooralla is also

an RTO with a broad pool of skilled staff to draw upon, enabling professional learning for Inclusion Professionals to be mapped to Community Services Training Package competencies, if required.

- **NDIS accreditation.** As registered NDIS service providers, KU and Yooralla can assist education and care services to understand the scheme as well as the implications for their service delivery, helping them to navigate roll-out challenges for the best results.
- **Deep knowledge and well-regarded expertise.** Our consortium delivers the best of all worlds, combining leadership in the provision of care, inclusion support and disability services. By drawing upon our wide-ranging professional networks and experience in practice and inclusion support, we can provide tailored assistance to individual education and care services.
- **Valuable community connections.** CCC has partnerships with a carefully selected team of external consultants and community services who are experienced in delivering to education and care services across Victoria. These successful relationships mean the VIA has immediate and reliable access to experts in any area required to support knowledge development within our own organisation and for the clients we assist.
- **Ethical program design and conduct.** Our team consistently demonstrates sensitive and client-focussed work with families who are experiencing multiple levels of disadvantage and vulnerability. We are committed to using interpreters and, whenever possible, provide material in home languages. Our communication is always culturally appropriate (both in content and form) and respects the rights of all participants. Our work is underpinned with confidentiality and informed consent.



## HISTORY AND BACKGROUND

A relatively new body, the VIA was formed to deliver under the Federal Government's Child Care Safety Net.

### One Consortium, One Team

The three agencies that make up the VIA consortium have strong experience collaborating with and supporting early and middle childhood education and care services to deliver local, state and federal government programs, as well as sector-funded programs. Our combined strengths position us to deliver an innovative inclusion service for all children right across Victoria.

The VIA has proven experience in the delivery of services similar to the Inclusion Agency. For instance:

- KU played a strong leadership role in the previous program, delivering services in eight regions and managing funding for all of Australia, as well as leading the National Alliance. KU steered National Alliance working groups on staff professional development, Outcomes Framework and transition risks.
- Yooralla has delivered the Kindergarten Inclusion Support Program for 13 years, in two regions of Victoria.
- KU has delivered child care support for the Australian Migrant English Program as well as their own in-house inclusion support.



## WHAT WE DO

Our VIA Inclusion Professionals work across the state and have the depth of knowledge to provide tailored inclusion advice and practical support to eligible education and care services. As of July 2017, these include:

- 1372 long day care services
- 1200 outside school hours care services, including vacation care
- 309 family day care services
- 50 occasional care services
- 17 Budget Based Funded (BBF) services.

### One for All Children

Our expert team works to ensure meaningful participation for all children, with particular target groups including:

- Children with a disability or undergoing assessment
- Aboriginal and Torres Strait Islander children
- Children from culturally and linguistically diverse backgrounds
- Children from refugee or humanitarian backgrounds
- Children with serious medical conditions
- Children presenting with language and speech delays
- Children presenting with disruptive behaviour.

### One Key Point of Difference

The VIA's community connections are second to none. We have a proactive approach to outreach, with our Leadership Team and each regional team developing Stakeholder Engagement Plans. These strategic plans help us to raise awareness about the ISP and what the VIA has to offer, allowing us to link up with community support and resource organisations across the state. The VIA also has two Specialist Support Advisors – the Victorian Aboriginal Education Association and FKA Children's Services – with specific areas of expertise that enrich our service delivery. This

commitment to community engagement ensures our Inclusion Professionals know where they can refer services that need help with specific inclusion barriers and/or where they can refer families for additional support.

### One Purpose

Our purpose is to work collaboratively with Victorian education and care services to build their inclusive practices and environments.

We value:

- A **capacity-building** approach that acknowledges strengths and capability
- **Strengthening communities** where everyone has a sense of belonging
- **Collaboration** with all stakeholders
- Diligent **attention to excellence** in service delivery.

The work carried out by our team of Inclusion Professionals assists education and care services throughout Victoria to:

- Be ready to include any child and family, and adapt as required to meet individual needs
- Have positive, productive relationships with families and proactively reach out to new families
- Provide continuity of education and care throughout the day in every setting, including schools
- Reflect the diversity of their community through the use of home languages and the building of links to local Aboriginal communities
- Be confident, connected and partnered with local community support services.



*Meaningful participation for all children in education and care*



## WHY WORK WITH US?

We work alongside our clients, services, partners and communities to build knowledge and capacity.

Our considered approach adds value to education and care services in a range of ways:

- ✓ Our deep understanding of inclusive practice and capacity-building ensures a premium quality service
- ✓ Our long history of supporting services in the equitable inclusion of vulnerable children and families enables us to consistently deliver quality learning and life outcomes
- ✓ Our Specialist Equipment Library lends helpful equipment to services when needed
- ✓ Our inclusion experts guide services when accessing funding via the Inclusion Development Fund
- ✓ Our sector-wide experience, long-standing professional networks and on-the-ground staff offer services the best of both sector and community knowledge.

We provide reassurance and peace of mind to partners and contractors through our:

- ✓ Experience delivering large government-funded programs on time and on budget, with accurate reporting and high levels of satisfaction from funders, stakeholders and clients
- ✓ Experience delivering state-wide programs, ensuring equity of access for services across Victoria
- ✓ Demonstrated ability to collaborate and partner with specialist organisations that enhance our internal knowledge and service delivery
- ✓ Established infrastructure that ensures efficient project and case management from the outset
- ✓ VIA Practice Framework – a proven, practical methodology that articulates our approach to service provision and guides the consistent delivery of our high-quality service.

## Partner with Us

The VIA seeks out partnerships and collaborative efforts that will add value to our service delivery and the outcomes provided for families and children. A recent example was the Victorian Inclusion Expos, which were delivered in partnership with Australian Children's Education and Care Quality Authority (ACECQA), the Victorian Department of Education and Training (DET) and our advisors. These sell-out expos provided hundreds of educators with an opportunity to hear from inclusion experts and connect with family support and resource providers from their local area. ACECQA and DET were able to engage large groups of educators with consistent messages, while our team embraced the chance to connect with some services that hadn't previously engaged with the VIA.

## OUR SERVICE MODEL

The VIA has built on previous inclusion programs, the existing skills of our Inclusion Professionals and our consortium's expertise in supporting inclusive practice in education and care services. We have identified a number of state-wide and regional strategies as a result.

This multi focused approach is delivering a very efficient and effective Inclusion Agency service across Victoria. The regional and state-wide strategies, governance and support mechanisms each VIA partner organisation is responsible for is depicted in the model on page 13.

CCC is responsible for:

- Regions 2 and 6 and ensuring consistent delivery with other VIA partner organisations
- Lead agency and governance mechanisms including:
  - Contract negotiation and reporting
  - Secretariat for Program Governance Group and Leadership Group
  - Ensuring the development and consistent implementation of the organisational support mechanisms detailed in the model below and in the Work Plans
  - Strategic and operational planning including oversight of Regional Plans.
- State-wide strategies including:
  - Negotiating and subcontracting the Specialist Support Advisors
  - 1800 call centre
  - Leading marketing and stakeholder engagement

- Leading the development of organisational support mechanisms including the Workforce Plan, the website and the VIA Practice Framework.

KU is responsible for:

- Regions 1, 3, 5 and 8 and ensuring consistent delivery with other VIA partner organisations
- Leading the development of organisational support mechanisms including the customised on-line case management system.

Yooralla is responsible for:

- Regions 4, 7 and 9 and ensuring consistent delivery with other VIA partner organisations
- State-wide strategies including the Specialist Equipment Service.

### **Our Specialist Support Advisors**

The Victorian Aboriginal Education Association and FKA Children's Services are our Specialist Support Advisors. Their specific areas of expertise enrich our service delivery, enabling us to share up-to-date information about the issues children and families may be facing, as well innovative strategies that can be used to minimise or eliminate any barriers to inclusion.



**VIA REGIONS**

Below are the nine Victorian Inclusion Agency regions and the Local Government Areas for which they are responsible. The colours indicate which of the VIA partner organisations are responsible for each of the regions.

<p><b>Region 1 (KU):</b> Ararat, Colac- Otway, Corangamite, Geelong, Glenelg, Golden Plains, Hindmarsh, Horsham, Moyne, Northern Grampians, Pyrenees , Queenscliff, Southern Grampians, Surf Coast, Warrnambool, West Wimmera, Yarriambiack</p>	<p><b>Region 2 (CCC):</b> Ballarat, Bendigo, Buloke, Campaspe, Central Goldfields, Gannawarra, Hepburn, Loddon, Macedon, Mildura, Mitchell, Moorabool, Mt Alexander, Swan Hill</p>	<p><b>Region 3 (KU):</b> Alpine, Benalla, Greater Shepparton, Indigo, Mansfield, Moria, Strathbogie, Towong, Wangaratta, Wodonga</p>
<p><b>Region 4 (Yooralla):</b> Bass Coast, Baw Baw, East Gippsland, La Trobe, South Gippsland, Wellington</p>	<p><b>Region 5 (KU):</b> Brimbank, Hobson’s Bay, Hume, Maribyrnong, Melton, Moonee Valley, Wyndham</p>	<p><b>Region 6 (CCC):</b> Banyule, Darebin, Melbourne, Moreland, Whittlesea, Yarra</p>
<p><b>Region 7 (Yooralla):</b> Knox, Manningham, Maroondah, Murrindindi, Nillumbik, Whitehorse, Yarra Ranges</p>	<p><b>Region 8 (KU):</b> Bayside, Boroondara, Glen Eira, Kingston, Monash, Port Phillip, Stonnington</p>	<p><b>Region 9 (Yooralla):</b> Cardinia, Casey, Frankston, Greater Dandenong, Mornington Peninsula</p>

Region No.	Office Location (sub-office)
1	Geelong (Horsham)
2	Bendigo (Ballarat, Mildura, Swan Hill)
3	Wodonga
4	Morwell
5	Brimbank
6	Preston
7	Kew
8	Kingston
9	Cranbourne

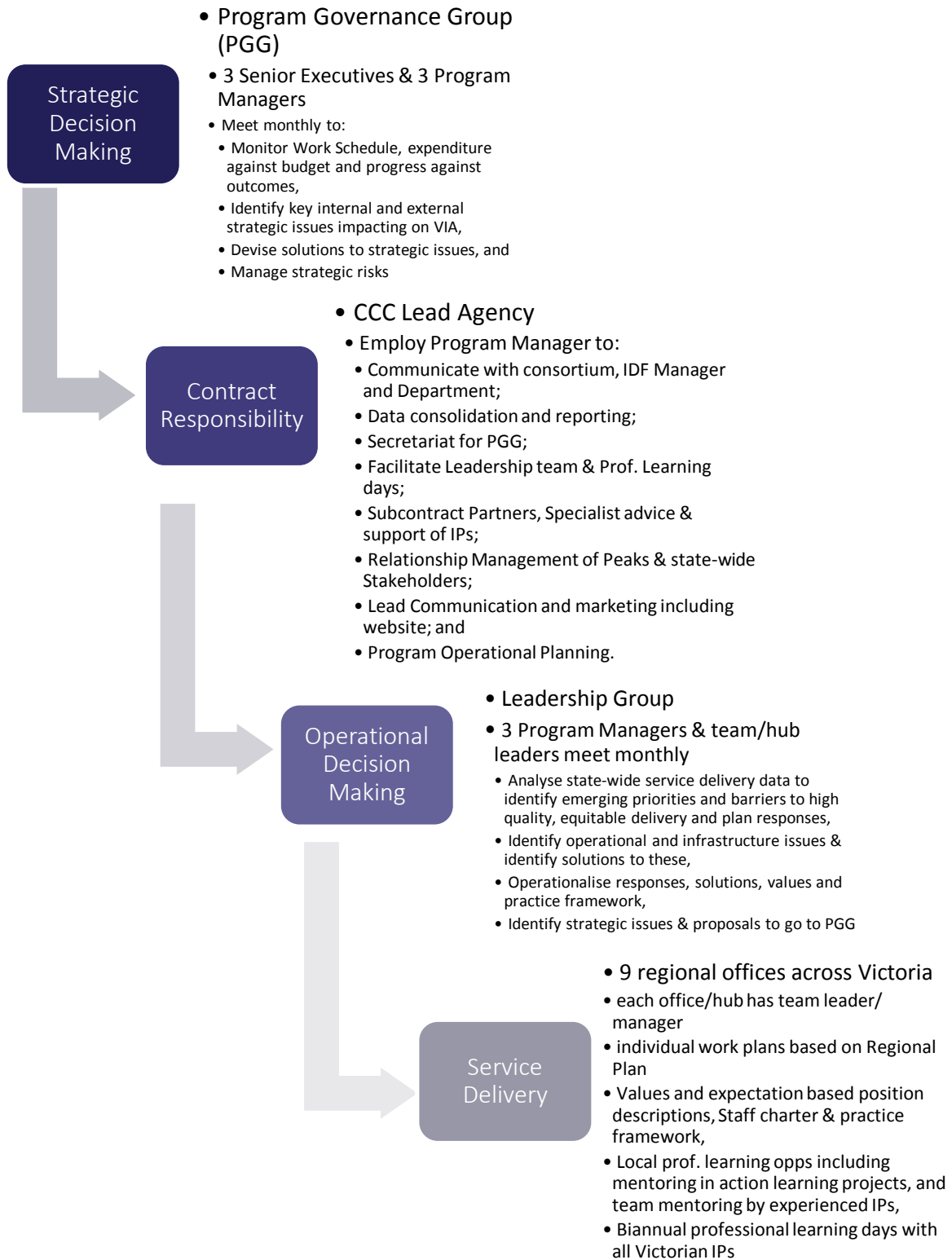
Blue: Yooralla

Red: KU Children’s Services

Green: Community Child Care Association

## GOVERNANCE MECHANISMS

The diagram below describes the governance structures and mechanisms of the Victorian Inclusion Agency.



## ONE FOR ALL

The Victorian Inclusion Agency covers a network of 14 regional Inclusion Agency offices and employs more than 50 regional Inclusion Professionals. This enables us to connect with services in their community, helping them to reflect on and build their inclusive practices.

### Inclusion Development Fund (IDF)

As part of the Inclusion Support Programme, the IDF provides funding to assist eligible services to address a barrier to inclusion that cannot be resolved by the support provided by the Victorian Inclusion Agency, including:

- IDF Subsidy for an Additional Educator
- IDF Subsidy for Immediate/Time Limited Support
- IDF Subsidy – Family Day Care Top Up
- IDF – Innovative Solutions

Contact your local Inclusion Agency Office for more details or the IDF Manager directly at [www.idfm.org.au](http://www.idfm.org.au) or 1800 824 955.



*The Victorian inclusion agency is working towards the vision that all Victorian children can meaningfully and actively participate in an education and care service of their family's choice in their community.*

*The Inclusion Support Programme (ISP) is funded by the Australian Government Department of Education and Training.*

*As part of the ISP, the Victorian Inclusion Agency is led by Community Child Care and is delivered in partnership with KU Children's Services and Yooralla.*

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**VICTORIAN INCLUSION AGENCY**  
[www.viac.com.au](http://www.viac.com.au)  
Call Toll Free: 1800 177 017

**INCLUSION DEVELOPMENT FUND (IDF)**  
[www.idfm.org.au](http://www.idfm.org.au)  
Call Toll Free: 1800 824 955