



Down Syndrome
Victoria

DailyGood

Case for Support: **Daily Good Café**



A social enterprise café and community hub
at the Royal Children's Hospital, Melbourne



DailyGood

Down Syndrome Victoria is embarking on a bold and dynamic new chapter.

We are establishing the **Daily Good Café** at the **Royal Children's Hospital** precinct – a welcoming, customer-facing social enterprise that will create meaningful paid employment for people with Down syndrome, while also serving as a new community hub through DSV's new co-located central office and multi-purpose function space.

Daily Good is more than a café. It is an authentic, everyday model of inclusion – a place where employment, connection and community come together.

This opportunity is both exciting and significant. The Royal Children's Hospital precinct offers a rare, high-value setting with visibility, foot traffic and connection to a diverse community. DSV is ready to deliver, with the organisational capability and vision to bring this model to life. At a time when too many people with Down syndrome still face limited pathways into meaningful employment and participation, Daily Good Café offers a practical response with the potential for growth and lasting impact.

We are now seeking partners to co-invest in bringing this model to life. Investment in the Daily Good Café will enable the establishment of a fully operational café and integrated community hub from day one – creating immediate impact while building a sustainable model for the future.

We invite you to join us in delivering a model of inclusion that is visible, practical and experienced daily.

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This document was produced on the lands of the Wurundjeri people. Down Syndrome Victoria acknowledges the Traditional Custodians of Country throughout Australia and their connection to land, waters and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Contents

- 7 **Who we are**
- 8 **What is Down syndrome**
- 10 **The problem we are solving**
- 11 **The solution: Daily Good Café**
- 12 **Why this model works**
- 13 **Impact: Positive futures**
- 14 **The investment opportunity: Partnership**
- 15 **The ask**
- 15 **What partnership can look like**
- 17 **Additional partnership opportunities**
- 17 **Why now**
- 19 **Thank you and call to action**



Who we are

Down Syndrome Victoria (DSV) is the peak organisation supporting people with Down syndrome and their families across the state. Established in 1978, DSV is a not-for-profit, member-led organisation committed to advancing inclusion and opportunity across all aspects of life. With more than 48 years of experience delivering evidence-informed programs, advocacy and community engagement, DSV brings a deep understanding of the needs, aspirations and lived experiences of people with Down syndrome, underpinned by strong governance, financial stability and a commitment to inclusive, contemporary practice.

We work alongside people with Down syndrome and families to reach their potential and live the life they choose.

Our approach is grounded in contemporary lived experience, with people with Down syndrome actively shaping the design and delivery of our work through the Down Syndrome Advisory Network (DSAN). At our core is a commitment to practical, visible change demonstrating what inclusion looks like in everyday settings, and supporting people with Down syndrome to live full and meaningful lives as valued members of their communities.

With proven experience in designing and delivering inclusive models, the organisation is well placed to deliver the Daily Good Café and, in conjunction, increase the impact of DSV operations at the Royal Children's Hospital precinct.

We want to live in a society where people with Down syndrome are valued, and enjoy social and economic inclusion.

Together
we can and
will create
this inclusive
community.



What is Down syndrome

Down syndrome is the most common chromosomal condition. Approximately **13,000 Australians** have Down syndrome, including **4,000 in Victoria**. With the right opportunities and support, people with Down syndrome participate fully in work, community life and the economy.

Every person with Down syndrome is unique, each with their own strengths, aspirations and support needs.

Our Vision

A society where people with Down syndrome are valued, reach their potential and are equal in every aspect of life.

Our Mission

We work alongside people with Down syndrome and families to reach their potential and live the life they choose.

DSV Today: A Continuum of Support

NON-DIRECTIVE PRENATAL SUPPORT

- UNBIASED FAMILY SUPPORT, INFORMATION AND CONNECTION
- PEER CONNECTION
- RESOURCES AND REFERRALS
- COHESIVE, SUPPORTIVE CARE VIA PHONE AND ONLINE
- GUIDANCE NAVIGATING SERVICES AND SYSTEMS

THE EARLY YEARS, BIRTH – 5 YEARS

- NEW PARENT SUPPORT AND WELCOME PACKS
- HOME AND COMMUNITY VISITS
- MYTIME FACILITATED SUPPORT GROUPS
- REGIONAL FAMILY NETWORKS
- T21 CLINIC (RCH)
- THE PERFECT GIFT
- ONLINE PEER SUPPORT PLATFORMS
- NDIS NAVIGATION

PRIMARY SCHOOL, 6 – 12 YEARS

- EDUCATION PROGRAM FOR EDUCATORS AND PARENTS
- FAMILY SUPPORT & MYTIME
- T21 ASSESSMENT CLINIC (RCH)
- ONLINE PEER SUPPORT PLATFORMS
- NDIS NAVIGATION



LIFELONG SUPPORT

- ADVOCACY & REPRESENTATION
- FAMILY FUN DAY
- STEPUP! FOR DOWN SYNDROME
- ANNUAL EVENTS AND FUNDRAISING ACTIVITIES
- TRANSITIONAL SUPPORT THROUGH KEY LIFE STAGES
- INFORMATION AND RESOURCE HUB
- PODCAST, SOCIAL MEDIA, WEBSITE
- MONTHLY E-NEWSLETTER
- TRAINING AND WORKSHOPS FOR PEOPLE WITH DOWN SYNDROME, FAMILIES, PROFESSIONALS
- PEER CONNECTION OPPORTUNITIES

ADULTS, 18+ YEARS

- ADULT SUPPORT & AGEING WELL
- FITSKILLS21 GYM INCLUSION PROGRAM
- EMPLOYMENT CONNECTIONS
- CLUB21 SOCIAL PROGRAMS
- ONLINE PEER SUPPORT PLATFORMS FOR PEOPLE WITH DOWN SYNDROME AND FAMILIES
- SUPPORT NAVIGATING SERVICES AND SYSTEMS, INCLUDING THE NDIS

SECONDARY SCHOOL, 13 – 18 YEARS

- EDUCATION PROGRAM FOR EDUCATORS AND PARENTS
- FAMILY SUPPORT & MYTIME
- T21 ASSESSMENT CLINIC (RCH)
- CLUB21 TEENS & HOLIDAY PROGRAMS
- ONLINE PEER SUPPORT PLATFORMS
- SUPPORT NAVIGATING SERVICES AND SYSTEMS, INCLUDING THE NDIS

The problem we are solving

People with Down syndrome are living longer than ever before, with many now reaching their 60s and beyond. This reflects significant advances in healthcare, early intervention, education and community inclusion. However, the systems designed to support our community have not kept pace.

The transition from school to adulthood remains one of the most critical and under-supported life stages. Too many young people face limited pathways into meaningful employment, social participation and independence. For families, this period is often marked not by opportunity, but by uncertainty, where capability is underestimated and options are constrained.

This is not a question of potential. It is a question of access.

Despite progress in education, employment participation in adulthood is low, and pathways into sustained, paid work are fragmented or unclear. Many young people leave school with aspiration, but encounter systems that are not designed to translate this into long-term workforce participation. As a result, individuals experience reduced independence, social isolation and limited economic participation.

This gap reflects a broader structural issue: education, employment and community systems operate in silos rather than as an integrated clear pathway to adulthood. There is an urgent need for models that bridge this divide, connecting skill development with real employment opportunities in environments where people with Down syndrome are visible, valued and supported to succeed.

The solution: Daily Good Café

DSV is responding to this gap through the development of the **Daily Good Café**, a welcoming, inclusive social enterprise embedded within the Royal Children's Hospital (RCH) precinct.

Daily Good is a real, customer-facing workplace where people with Down syndrome are employed in paid roles and supported to participate confidently in everyday hospitality operations. Through award-wage employment, individuals build practical skills, confidence and independence in a mainstream setting.

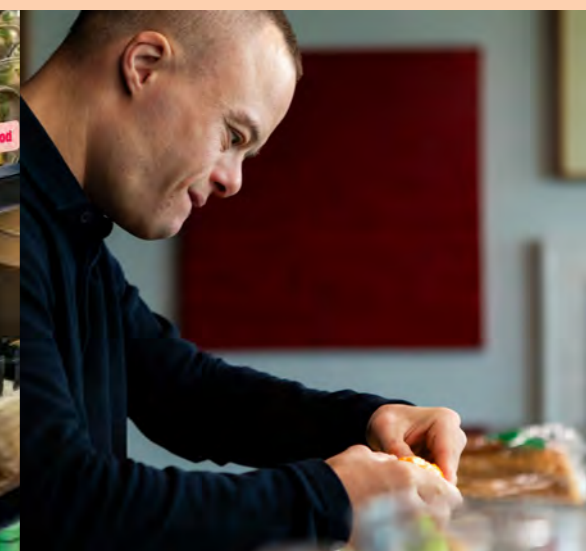
Alongside the café, a co-located DSV central office will provide a welcoming and accessible space for families and individuals to connect, access support, and engage in consultation, education and peer-led activities within a dedicated leasable multi-purpose function space. This integrated model brings employment, community connection and family support together.

Positioned within the RCH precinct, the café creates daily opportunities for interaction between employees with Down syndrome and the broader community, supporting inclusion through everyday experience.

The Daily Good Café is a commercially viable, scalable model of inclusive employment designed to shift how workplaces engage people with disability.

A practical, everyday model of inclusion—where employment, community and connection come together.

DailyGood



Why this model works

The Daily Good Café directly addresses the structural barriers that limit employment participation. It is grounded in a simple principle: real work in a real environment.

The café provides a staged pathway to employment, combining on-the-job learning with structured support. DSV will partner with hospitality professionals and people with Down syndrome to co-design training and progression pathways, including exploration of accredited options that support workforce readiness and transferable skills.

Location is central to the model's success. Situated within the RCH precinct, the café benefits from high daily foot traffic and a diverse community of staff, patients, volunteers and visitors. This creates consistent opportunities for interaction that build awareness and normalise inclusion. RCH delivers care at scale each year, including:

METRIC	ANNUAL FIGURE
Community contacts	600,000
Hospital beds	350
Inpatient admissions	53,450
Outpatient appointments	456,000
Emergency presentations	85,000 <small>Source: RCH FAR FY24-25</small>

This high-traffic setting supports strong commercial performance while providing visibility for the DSV mission. As a recognised teaching hospital RCH also reinforces values such as dignity, care and equity.

Together, these elements create a practical and scalable model that demonstrates how inclusive employment can be embedded within mainstream environments.

Impact: Positive futures

The Daily Good Café delivers measurable impact across individual, family, community and systems levels.

For people with Down syndrome, it creates access to genuine, paid employment within a mainstream setting. Individuals build practical skills, workplace confidence and independence, supporting sustained participation in the workforce and broader community life.

For families, it provides greater certainty during key life transitions. The co-located DSV central office offers a trusted place to access information, connection and support, reducing isolation and strengthening confidence in navigating life stages.

For the community, the café enables daily authentic interactions between employees with Down syndrome and the broader community, building understanding and shifting expectations through experience.

At a systems level, the model demonstrates how employment pathways can be designed to enable inclusive participation. It provides a structured approach that can inform future inclusive employment initiatives.

Over time, this contributes to a broader shift in how disability is understood and valued. Inclusion becomes embedded in everyday life.

Realising this impact requires an initial investment in infrastructure, capability and partnership.



The investment opportunity: Partnership

The Daily Good Café represents a purposeful investment in inclusive social infrastructure. The total establishment and first-year delivery cost is estimated at \$480,000, covering capital fit-out, mobilisation and operational implementation. This investment enables both the café and co-located DSV central office to operate as a fully functioning, customer-facing environment within the Royal Children's Hospital precinct.

Anticipated outcomes include:

- **At least 40% of the Daily Good Café workforce are people with Down syndrome in meaningful, award-wage employment**
- **Clear pathways enabling individuals to transition beyond supported roles into open employment**
- **Increased daily social and community interactions, building confidence, skills and visibility**
- **Stronger engagement with young families through the DSV central office as a welcoming hub within the RCH precinct**
- **Regular, meaningful interaction with approximately 4,500 RCH staff, strengthening understanding, confidence and inclusion in healthcare settings**
- **Enhanced learning outcomes for students and trainees within the RCH precinct (including genetic counselling and allied health), supporting more inclusive and person-centred future practice**
- **Strengthened referral pathways and connections across the hospital precinct, improving access to services and support.**

The model is designed for both immediate impact and long-term sustainability. Revenue generated through café operations and the multi-purpose room hire will contribute to ongoing costs, with reliance on external funding expected to decrease as the enterprise matures. A blended funding approach – combining philanthropic investment, corporate partnerships and organisational contribution – supports long-term resilience and growth.

Success will be measured through meaningful employment, sustained participation, and authentic inclusion in everyday life, alongside workforce progression, family engagement, and financial sustainability. Over time, the model will generate evidence of a scalable, practical approach to inclusive employment with broader systems-level influence.

The ask

DSV is seeking partners to co-invest in the establishment and delivery of the Daily Good Café.

Investment will support three core components:

1. **Capital fit-out**
2. **Establishment and mobilisation**
3. **Operational delivery.**

The investment will enable DSV to establish a fully operational, customer-facing café and integrated community hub within the Royal Children's Hospital, creating a sustainable model of inclusive employment from day one.

Donations over \$2 are tax deductible. Down Syndrome Victoria is a registered not-for-profit with Deductible Gift Recipient (DGR) status.



What partnership can look like

DSV works collaboratively with partners to align values, objectives and strengths. Partnership opportunities may include:

- **Financial investment to support capital delivery, staged implementation and future expansion**
- **In-kind contributions such as professional expertise, equipment or supplies**
- **Employee engagement through volunteering, mentoring or skills sharing**
- **Strategic collaboration to support model development, evaluation and expansion.**

DSV is committed to developing meaningful, mutually beneficial partnerships and welcomes the opportunity to tailor each partnership to align with your organisation's priorities. Recognition opportunities can be shaped to reflect the level and nature of support.



Additional partnership opportunities

DSV welcomes a range of partnership contributions beyond financial investment. This may include in-kind support such as suppliers and product partnerships (including coffee, food and beverage offerings), equipment, professional services, or employee engagement opportunities. These contributions can play a meaningful role in establishing and sustaining the café.

Partners will have the opportunity to align their organisational purpose with a high-profile, community-based initiative within the Royal Children's Hospital – supporting inclusive employment while engaging staff and stakeholders in measurable, authentic impact.

We welcome the opportunity to discuss how your organisation can partner with us to bring the Daily Good Café to life.

Why now

The opportunity to establish the Daily Good Café is both timely and unique. DSV is at a point of readiness, with a clear vision, strong organisational capability, and established relationships to support delivery. The RCH precinct offers a rare, high-value location providing visibility, foot traffic and connection to a diverse community that cannot be easily replicated elsewhere in Victoria.

As more young people with Down syndrome transition from school into adulthood, the gap between aspiration and opportunity continues to widen. Without targeted, innovative responses, too many individuals will continue to face limited pathways into employment and community participation.

There is also growing recognition across the community, corporate and philanthropic sectors of the importance of inclusion not as an abstract concept, but as a practical and measurable outcome. This project aligns directly with that shift, offering a tangible way to invest in meaningful change.

This opportunity will not exist indefinitely. It represents a rare convergence of site, readiness and demand.



Thank you and call to action



We would like to take this opportunity to thank you for considering supporting Down Syndrome Victoria. The Daily Good Café and integrated organisational support approach presents an opportunity to invest in a practical, scalable model of inclusion, one that delivers immediate outcomes while contributing to long-term systems change.

DSV invites partners to join in bringing this initiative to life through a shared investment in employment, participation and community connection.

This is an opportunity to move beyond awareness, and to support inclusion as something that is visible, tangible and experienced every day.

Together, we can create a model that not only supports positive futures for people with Down syndrome, but reshapes expectations of what inclusive communities can achieve.

We want to live in a society where people with Down syndrome are valued, and enjoy social and economic inclusion.

Daniel Payne
Chief Executive Officer
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