enable

western australia

ANNUAL REPORT
2025 - 2026



Throughout this Report, you will see original artworks from West Australian Aboriginal artists who have submitted for our Expression of Interest for art procurement, as part of our RAP.
Turn to **page 39** to read all about it!

Hunting at Sunset
Melissa Spillman (Woods)
Mandurah/Mandjoogoordap

Kaya wanjoo

Acknowledgment of Country

Enable Western Australia acknowledges and pays respect to Elders past, present and emerging. We recognise the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people.

We acknowledge the Noongar Language Centre for granting permission to use the words 'kaya', 'wanjoo', and 'yanga' in our Report.

Our Organisation

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Purpose, Values, and Patrons

Our Purpose

To enable people to live a life of their choice.

Our Values

- We listen
- We are all about the person
- We are innovative
- We have integrity
- We are accountable
- We are respectful

Our Patrons

Enable WA is honoured to have Charlie and Nan Martella as our inaugural patrons. As long-time residents of Bunbury, they have deep connections to the community, along with their children and grandchildren.

Charlie has been an active member of Rotary for 42 years, while Nan has been involved with Zonta for 27 years. Their extensive experience and dedication to local organisations greatly benefit Enable.

Participants

960

as of July 2026

542,893

hours of Support delivered

therapy services	lower south west	upper south west	peel	perth
360	195	185	140	80

In the 2025-26 Financial Year, Supports included:

- Support at Home
- Support in the Community
- Finding and Keeping a Job (selected regions)
- SIL - Supported Independent Living
- Positive Behaviour Support
- Physiotherapy
- Speech Pathology
- Occupational Therapy

Staff (as of July 2026)



Perth Easter Morning Tea, April 2026

711 staff

corporate services
28

lower south west
178

upper south west
165

peel
171

perth
138

therapy supports
31

Through the Financial Year, the Enable Board consisted of nine dedicated and experienced members, who work together with the staff of Enable to bring the ideas and direction of Enable WA to life.

Each of our Board Members brings with them a wealth of knowledge across various fields, ensuring any decisions for Enable's future are made fairly and justly.

Board Members



Board President
David Miles



Board Vice-President
Wendy McIntosh



Board Secretary
Heather Reid



Treasurer
Brian Purdy



Board Member
(Lived Experience)
Brooke Doherty



Board Member (Carer)
Georgia Allison

Board Member
Paco Tovar
(Retired)



Board Member
Erin Van Noort



Board Member
Darralyn Duffy



President's Report

DAVID MILES

The past year has yet again been a period of uncertainty for Enable WA and the disability sector as a whole as we await the NDIS reforms.

The NDIS is evolving, and we await further detail on the reforms that will shape the future of the Scheme. This uncertainty has presented challenges for providers, clients, families and our people. Throughout this period, the Board has remained focused on what we can control - ensuring Enable WA is financially sustainable, well governed and prepared to respond to the changes ahead.

At the same time, I believe we have maintained a high standard of service to our Participants. This remains a priority. Financial sustainability is essential, but it must never come at the expense of the people we support. I am particularly proud that, despite the uncertainty within our industry, our Participants have continued to receive quality, reliable and person-centred services.

This is a credit to our staff and management team. I would like to personally thank every member of the Enable WA team for their commitment, professionalism and dedication throughout this past year. Their continued focus on Participants remains one of Enable WA's greatest strengths.

I would also like to sincerely acknowledge and thank my fellow Board members,Wendy, Heather, Darralyn and Erin for their continued involvement. During the year we have welcomed new members, Brian (Treasurer), Georgia (carer) and Brooke (lived experience), who with their experience compliment our ongoing decision making.

I thank outgoing treasurer Jeff Kappler and Paco Tovar for their past involvement.

Thanks also to Charlie and Nan Martella for their continued sponsorship and Danielle Graham for keeping our Board organised.

While uncertainty remains, I believe Enable WA enters the next phase from a position of greater stability and strength.

As Chairman, I look forward to the future with confidence and a clear focus on building a sustainable organisation that makes a genuine difference to the lives of the people we support.

David Miles
Board President



Attendees of the 2025 Enable WA AGM, Upper South West



Treasurer's Report

BRIAN PURDY

I am pleased to have joined the Board of Enable WA and present my first report as Treasurer.

Before I joined, the Board and management teams had implemented cost savings including voluntary redundancies and productivity initiatives responding to challenges testing most NDIS service providers. It is pleasing to report that these actions, combined with a 3.8% increase in annual revenue, saw Enable WA return to a modest profit. Net assets rose to almost $16million. This is a result compares favourably against most NDIS peers as does benchmarking of our administration and corporate overheads.

With operating conditions expected to remain challenging and the new NDIS policy announcements moving through Parliamentary review, Enable WA is well positioned to sustainably provide services into the future.

Thanks to all at Enable WA for their understanding and support of the change initiatives and for delivering a stronger financial result without compromising service quality. Thanks also to the Board, Todd, David, Rhea and the wider leadership team for being generous and welcoming during my onboarding. You all are clearly committed to Enable WA's purpose and live out its values.

Brian Purdy
Board Treasurer

Management Team



David Naughton

Chief Executive Officer



Rhea Divall

Chief Operating Officer



Todd Falco

Chief Financial Officer



Sarah Pepper

Quality and Safeguards Manager



Monique Venter

Human Resources Manager



Matthew Wittorff

Therapy Services Manager



James Hughes

Lower South West Manager



Fiona Stephen

Upper South West Manager



Jason Hall

Mandurah/Peel Manager



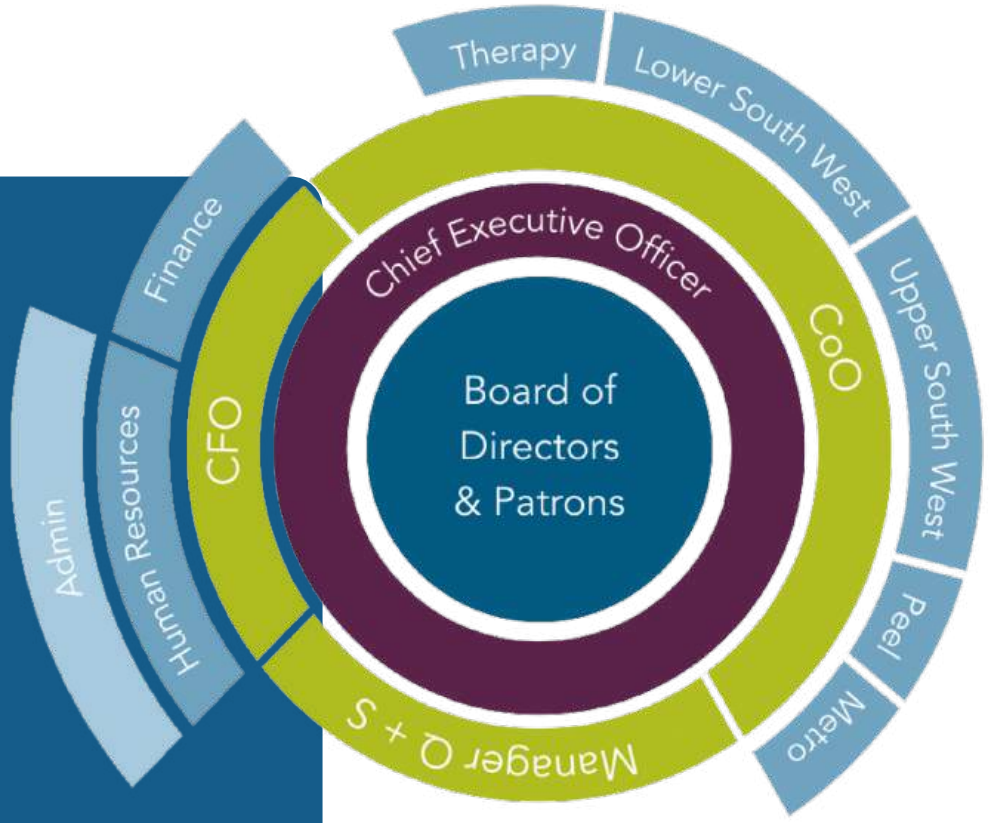
Lisa McIvor

Perth Metro Manager

Culture is Key

At Enable WA, we believe culture is the foundation of everything we do. A strong, inclusive culture ensures that every voice is valued in decision making, from participants and their families to staff across all areas of the organisation. The Management and Executive teams actively encourage contribution and feedback from Support Workers, Coordinators, and Participants, making sure ideas and concerns are genuinely heard and actioned.

We also prioritise collaboration between our services and operations, recognising that understanding how each part of Enable WA works is essential to delivering quality outcomes. By listening, learning, and working together, we strengthen our collective ability to provide the best possible supports and services for our Participants.



Scan the QR code to find out more about Enable WA's Client Advisory Group - a place to have your ideas and experiences heard.


@enablewest




NAIDOC WEEK 2025









CEO's Report

DAVID NAUGHTON

As in previous years, 2025/26 year has been challenging. This is mainly due to the NDIS reforms underway and the NDIS pricing that required the initiation of a series of budget management strategies to deliver a balanced 2025/26 budget.

These strategies included voluntary redundancies that were managed quickly, efficiently and with kindness. Thank you to the managers involved in the redundancy process and to those staff members who elected to use this opportunity to leave Enable WA for new horizons.

Over the year, we have continued to deliver the full range of disability services, focusing on achieving positive outcomes for the people we serve. We remained focused on delivering safe and reliable services, strengthening corporate and clinical governance and building the capability required for long-term sustainability in the ever changing NDIS landscape.

As Chief Executive Officer, I am proud of the professionalism, resilience and care demonstrated by our people throughout the year. Their work has enabled us to respond to immediate priorities while continuing to invest in systems, partnerships and practices that will support better outcomes into the future.

Year in Review

During 2025/26, we continued to consolidate our operations and align our activities with stated strategic priorities as per the 2024 -2027 Strategic Plan. This included regular published reporting against the Strategic Plan KPIs.

Particular attention was given to improving communication, strengthening risk management, and ensuring that information was shared in a timely and coordinated way across stakeholders, staff and partners. My thanks to Lauren Dixon from Studio42 for her communication and marketing expertise, always delivered at the highest professional level.

The year also highlighted the importance of preparedness and the value in our continued investment in quality and safeguarding practices, staff training, reporting and documentation. Enable WA has continued to deliver a practical and accountable approach to all challenging issues as they arise.

Key Achievements

Improved communication:

Keeping staff and participants as well informed as possible as the NDIS changes and reforms have been announced has been key. We ensured internal and external communication processes were rigorous and easy to understand to support clearer dissemination of important information.

Operational focus:

We continued to review and refine our operating systems, processes and accountability arrangements to support efficient service delivery and better organisational oversight that has included an ongoing focus on training staff in clinical governance. It has been an honour this year to be invited to deliver multiple presentations on Enable WA's clinical governance journey.

Risk and compliance attention:

We maintained focus on our registration responsibility with the NDIS Quality and Safeguards Commission, documentation and corporate governance requirements, recognising their importance to organisational integrity and public confidence.

Community commitment:

We remained connected to the needs of the communities we serve and worked to ensure our responses were practical, timely and aligned with our purpose. This has included onboarding three new Board members, one with lived experience and one a carer.

Team resilience:

Our staff continue to demonstrate flexibility and professionalism in managing competing and complex priorities across a demanding year.

Challenges and Lessons

We operated in an environment where expectations continued to grow while the resources required to deliver services remain stretched. This reinforced the need for clear priorities, disciplined planning and effective communication.

The year also reminded us that strong corporate and clinical governance is not simply a compliance requirement; it is a foundation for trust, continuity and better outcomes. Enable WA is now recognised as a leader in the sector with respect to the implementation of clinical governance.

We will continue to learn from the year by improving the way we capture information, assess risks, respond to emerging issues and communicate with those who rely on us.

Priorities for 2026/27

Looking ahead, our focus will be on strengthening organisational capability and ensuring our work remains responsive, sustainable and aligned with community needs.

Key priorities for 2026/27 include:

- Continuing to improve communication, documentation and information-sharing across the organisation.
- Strengthening governance, compliance and risk management practices.
- Supporting staff capability, wellbeing and accountability.
- Improving systems and processes that support timely decision-making and service delivery.
- Maintaining strong relationships with stakeholders, partners and the communities we serve.

Personal Note

At the beginning of 2026 I announced my intention to retire from the workforce and from Enable WA. It is now over 43 years since I commenced work as student mental health nurse and it is time to focus on non-work/career related issues.

During those 43 years as a health professional, I have had amazing work opportunities across the health, aged and disability sectors that includes government, private, not for profit and consultant work in multiple states and facilities.

Scan the QR code to view David's leaving message to the team.



The five years I have been with Enable WA has been a professional privilege.

I have learned something new every day and seen first hand the care and compassion that my Enable WA colleagues apply consistently and constantly in everything they do.

Thank you to my Executive and Management Team colleagues for their support and friendship and thank you to the Board of Directors for supporting my 'transition to retirement' during the 2026 calendar year. I leave Enable WA knowing you will continue to deliver excellent care and support and I wish my successor all the best.

Acknowledgements

I acknowledge and thank our staff, board, partners and community stakeholders for their contribution throughout 2025/26. Their commitment, insight and support have been central to the progress made this year.

As we move into 2026/27, we do so with confidence in our purpose, respect for the responsibilities entrusted to us and a continued commitment to serving our community with integrity and care.

David Naughton

Cert MHN RN BN MPH FACHSM CHE



Scan the QR code to find out more about Enable WA, including our team, our expertise and what we do, via our website.



COO's Report

RHEA DIVALL

"Success is not final, failure is not fatal: it is the courage to continue that counts." – Winston Churchill

The 2025-2026 financial year has been one of resilience, adaptation, and strategic repositioning for Enable WA. Like many providers operating within the NDIS environment, we have continued to navigate an increasingly complex landscape characterised by policy reform, funding scrutiny, workforce shortages, and growing competition. Despite these challenges, Enable WA has remained steadfast in its commitment to delivering high-quality, person-centred supports while ensuring the long-term sustainability of the organisation.

Throughout the year, considerable attention was directed toward improving efficiency, strengthening operational performance, and ensuring that resources were aligned to areas of greatest need. Working closely with the Chief Executive Officer, Chief Financial Officer, Board and leadership team, a number of initiatives were implemented to maximise plan utilisation, reduce unnecessary expenditure and position the organisation to respond effectively to future opportunities and challenges.

Supporting Sustainable Growth

The demand for Enable WA services remained strong throughout the year, with referrals continuing across all regions and increasing confidence from Participants, families and referrers in the services we provide. As an organisation, our challenge has not been demand, but ensuring we have sufficient workforce capacity to respond safely and sustainably. Recruitment therefore remained a central operational focus throughout the year, particularly in areas where Participant preferences and service demands required specialised workforce solutions.

Managers and Coordinators across all regions continued to focus on balancing Participant growth with workforce availability, ensuring that new Participants were onboarded thoughtfully and without compromising quality or safety. The ongoing commitment of our operational teams enabled Enable WA to continue expanding services whilst maintaining a Participant-first approach.

Strengthening Supported Independent Living

One of the most significant strategic themes emerging throughout the year has been the evolution of Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) services.

As the market continues to shift, Enable WA observed increasing movement of Participants toward providers with access to housing stock. This trend highlighted both an operational risk and a strategic opportunity for the organisation, with concerns raised regarding the potential loss of Participant supports where accommodation and support were being offered as a combined solution.

In response, Enable WA commenced significant exploratory work to better understand future SIL opportunities. Regional managers began identifying suitable Participants, testing demand, engaging families and exploring potential housing partnerships and arrangements.

This work culminated in the development and progression of a SIL Housing Proposal, positioning Enable WA to make informed decisions about future growth opportunities while remaining firmly committed to Participant choice, quality outcomes and regulatory compliance across existing SDA and SIL services, vacancy management remained a focus.

Pleasingly, vacancies within Perth and Peel were successfully filled during the year, while additional SIL arrangements were established through collaborations with independent housing providers.

These developments have strengthened our capacity to support Participants seeking greater independence and housing security.

Building Capability and Clinical Governance

A major achievement during 2025-2026 was the investment in clinical governance capability across the organisation. Senior operational leaders successfully completed AICG Clinical Governance Training, representing an important step in strengthening governance systems and promoting evidence-based decision making.

Recognising that training alone does not create change, Enable WA established plans to implement a Community of Practice to ensure learning is embedded into daily operations and translated into practical improvements for Participants and staff.

This initiative reflects the organisation's ongoing commitment to continuous improvement and demonstrates a growing maturity in governance practices that will continue to support quality service delivery into the future.

Workforce, Culture and Organisational Change

The past year required significant organisational change as Enable WA responded to market pressures and operational realities.

Several regions undertook workforce redistribution, role realignments and revised staffing models designed to improve efficiency and sustainability. While change can often create uncertainty, staff across the organisation demonstrated remarkable professionalism, adaptability and commitment to Participant outcomes. Managers worked closely with teams to ensure changes were implemented thoughtfully and with appropriate support structures in place.

Investment in workforce culture also remained a priority throughout the year. Organisational values training and cultural development programs were initiated to strengthen alignment across the organisation and support a shared understanding of expectations, behaviours and service standards.

New learning systems and training frameworks were also developed to improve workforce capability while creating greater efficiency within training administration processes.

The dedication shown by our workforce throughout a period of significant change highlights one of Enable WA's greatest strengths: our people.

Regional Achievements

Across all regions there were numerous examples of innovation, resilience and local leadership.

Lower SW successfully managed workforce transitions while continuing to provide stable support to Participants and families. The opening of the new Busselton office marked an important milestone and enhanced our visibility and accessibility within the region.

Upper SW focused on service growth through engagement with community stakeholders, successfully onboarding new Participant arrangements while continuing to adapt to revised staffing structures.

Peel continued to strengthen its SDA and SIL capabilities whilst exploring innovative approaches to service delivery and accommodation support. The region also played a significant role in therapy's growth and service development initiatives.



Perth maintained a strong focus on improving workforce efficiency and reducing expenditure associated with overtime and agency staffing, while ensuring Participants continued to receive quality supports.

Looking Ahead

As we move into the 2026-2027 financial year, Enable WA is well positioned to build on the foundations established during this period. Strategic opportunities within SIL and SDA, continued investment in clinical governance, workforce capability development and improved operational efficiency will remain priorities.

While the external environment continues to evolve rapidly, our commitment remains unchanged: supporting people with disability to live meaningful, connected and fulfilling lives, whilst ensuring the sustainability and strength of Enable WA for years to come.



Acknowledgement

Finally, I would like to sincerely thank all Enable WA staff, managers, Coordinators, therapists, corporate services personnel, executives and Board members for their dedication throughout the year.

The challenges faced by the disability sector continue to test organisations and individuals alike. However, the unwavering commitment shown by our people, every day, in every region, is what enables our organisation to succeed.

It is a privilege to work alongside such passionate and committed professionals. Together, we have navigated change, embraced opportunity and continued to place Participants at the centre of everything we do. For that, I extend my sincere gratitude and appreciation.

Rhea Divall
Chief Operating Officer



Nan Martella and Rhea Divall at the 2025 AGM



Enable WA's International Day of People with Disability Event (Perth)



CFO's Report

TODD FALCO

As we reflect on the 2025/2026 financial year, I am pleased to report that Enable WA has delivered a positive financial outcome while continuing to invest in the growth, sustainability and quality of services provided to people living with disability across Western Australia.

Despite operating in a complex funding and workforce environment, Enable WA concluded the financial year with an operating surplus of approximately $152,000 (0.3%), exceeding budget expectations by approximately $149,000.

Financial Performance

Total revenue for the year reached $51.6 million, representing growth of 3.8% compared with the previous financial year, while total expenditure for the year was $51.4 million, remaining 1.66% below budget. This demonstrates disciplined financial management across the organisation despite wage pressures, rising employment costs and inflationary impacts experienced across the sector.

Cash and Financial Stability

Enable WA remains in a strong financial position with cash and cash equivalents of $13.3 million at year end and a current ratio of 3.81: 1, The organisation continues to operate debt free and maintains substantial reserves to support continuity of services, future investment and strategic opportunities. Prudent financial stewardship has ensured that Enable WA maintains approximately 3.1 months of spending cover, providing resilience in an increasingly uncertain funding environment.

In addition, Enable WA's investment portfolio, including the BT Panorama investment account, continued to generate positive returns while preserving capital and supporting long-term organisational sustainability.

Operational Growth and Service Delivery

The organisation continued to grow throughout the year, supporting 960 active Participants and employing 711staff members across metropolitan and regional Western Australia. Total client funding managed exceeded $57 million, reflecting both growth in service demand and the trust placed in Enable WA by Participants and their families.

The number of Participants supported increased by 47 compared with the previous year, highlighting the continued demand for Enable WA's services and the organisation's ability to responsibly scale operations while maintaining service quality.

Our regional operations continued to provide a strong foundation for organisational performance. Upper South West and Lower South West delivered particularly strong financial outcomes throughout the year and remained significant contributors to the organisation's overall surplus, while Therapy Services demonstrated ongoing improvement despite continuing to face operational and workforce challenges common across the allied health sector.

Key Performance Indicators

Several key financial and operational indicators demonstrated positive outcomes during the year:

- Operating profit margin exceeded target and finished positively for the year.
- Plan utilisation increased to 88%, exceeding the organisation's target of 85%.
- Cash reserves remained above target throughout the year.
- Average client funding per coordinator remained closely aligned to target levels, supporting workforce efficiency and sustainability.

While Therapy did not achieve all financial targets during 2025/2026, improvements in billable hours and monthly operating performance throughout the second half of the year provide confidence that the service is moving in a positive direction.

Looking Ahead

As we enter 2026/2027, our focus will remain on strengthening revenue conversion, optimising workforce utilisation, and maintaining disciplined cost management.

Particular attention will continue to be given to Therapy, Perth and Peel to ensure sustainable long-term performance across all service areas.

Enable WA's financial strength provides confidence that we can continue investing in our strategic priorities, technology, workforce capability and service innovation while maintaining the financial resilience required in a rapidly evolving disability services landscape.

Acknowledgements

I would like to thank the Finance, HR, Payroll and Administration staff for their ongoing commitment to financial accountability and responsible stewardship of organisational resources.

The achievements outlined in this report are a direct result of the dedication of our workforce and the trust placed in us by our clients, families and funding partners.

Todd Falco
Chief Financial Officer

Scan the QR code to read and download Enable WA's official documents, including Annual Reports and Strategic Plans.

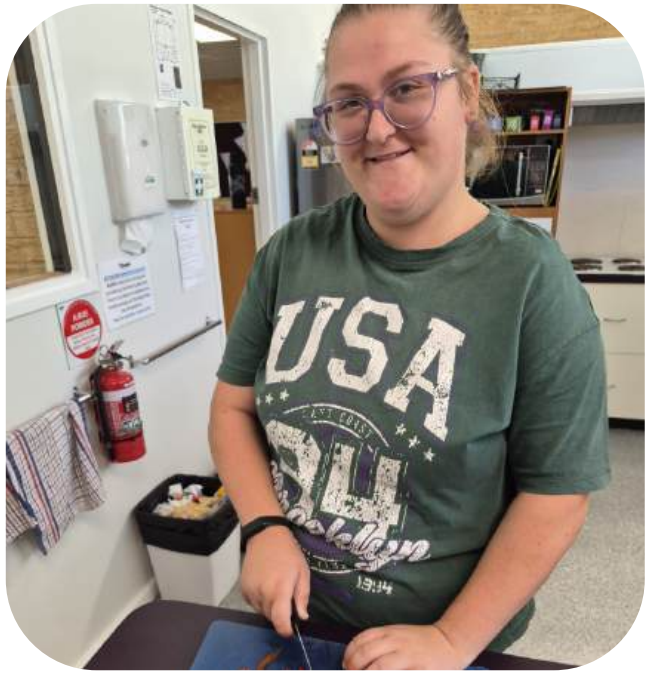
Lower South West Christmas Party celebrations in Manjimup








GAP


USA


2018
2019
2019
2025





Quality and Safeguards Report

SARAH PEPPER

During 2025 and 2026 Enable WA continued to strengthen the systems, capability and oversight that facilitate safe and high-quality services.

Our focus was on making quality, safety, safeguarding and risk part of everyday practice, while responding to the NDIS Practice Standards and the NDIS Quality and Safeguards Commission's rights-based regulatory direction.

We welcomed Jon Bingham to the team who has been working to support our quality and safeguarding systems such as incident reporting and the implementation of Positive Behaviour Support plans. Jon also works with staff to manage incidents and comply with mandatory reporting responsibilities.

Lauren Aldridge has continued to work alongside Participants and families to develop tailored care plans whilst providing clinical expertise and oversight to assist staff to remain competent and confident to provide high intensity daily personal activities. Tushar Yadav has developed our capacity to respond to staff incidents and improve our WHS system whilst providing injury management support to all staff. Tushar also continues to support workers receiving worker's compensation, in addition to taking proactive steps to provide a safe workplace for all staff.

Governance, Assurance and Organisational Capacity

The Quality & Safeguards team has worked to increase our capacity to support operational teams, follow up on incidents, risks and continuous improvement actions, and progress proactive systems development. There has been a focus on 'closing the loop' and providing staff with feedback in relation to incident management, risks that have been identified and the continuous improvement actions we can take to improve our practice.

The Quality & Safeguards Board Subcommittee also established a clearer pathway for Board oversight of Participant rights, clinical governance, risk, incidents, complaints, restrictive practices, high intensity supports, internal audit and continuous improvement.

The subcommittee has also provided the platform for the analysis of reportable incidents, this in turn provides oversight and direction for essential improvement actions that can not only relate to direct support but also policy and clinical governance.

Clinical governance training through the Australasian Institute of Clinical Governance built shared understanding of quality, safety, accountability, Participant and stakeholder partnerships and risk. Staff are increasingly identifying concerns, documenting risks and contributing to improvement, making quality and safeguards a stronger shared responsibility in everyday practice.

Enable WA received its NDIS registration certificate, confirming our ongoing registration status with the NDIS Quality and Safeguards Commission. The team will work towards being audit ready at any time but focusing on the mid-term audit that will be scheduled for the second half of 2027. We will aim to improve our systems and achieve positive audit outcomes, particularly focusing on standards such as risk management and implement Positive Behaviour Support.

Stronger Systems for Safer Support

Systems for implementing behaviour support plans were further developed to improve review, recording, monitoring and communication with specialist providers and support teams. This was supported by new mandatory reporting workflows, strengthening the identification, escalation and monitoring of reportable incidents and outstanding actions.

The team continued to work collaboratively with HR and Client Services to develop and deliver practical de-escalation training based on realistic support situations. The training focuses on prevention, early recognition, person-centred responses, safe disengagement, reporting and post-crisis support, while maintaining Participant dignity and rights.

1299 client incidents reported and managed

75 high intensity support incidents reported

119 reportable incidents actioned to the NDIS Commission

64 hazards identified

109 staff injury or near misses

79 conflicts of interest identified and Safeguards put in place

6 compliments

9 complaints

Lauren Aldrige's work with Participants, families, support teams and stakeholders strengthened the connection between Participant plans, staff competency and day-to-day practice. This work informed a comprehensive policy covering implementation, competency, documentation, escalation, review and governance.

Conflict of interest procedures were reviewed with input from the Client Advisory Group. Training was developed and delivered to support the consistent identification, reporting, safeguarding and review of actual and perceived conflicts.

Work health and safety remained a priority, with Enable WA making progress in reducing workers' compensation claims through earlier response, coordinated injury management and sustainable return-to-work plans. Collaboration with CGU and WorkFocus Australia is also building internal capability and strengthening the connection between hazards, incidents, claims and preventative action.

Participant Rights and Sector Engagement

The Advocacy WA grant project was successfully delivered across the South West. Workshops supported Participants to understand their rights, while provider and in-house workshops helped translate rights, safeguards and the NDIS Practice Standards into everyday practice.

Presentations related to SIL standards, dignity of risk and supported decision making were delivered online at the NDS State Quality & Safeguards Community of Practice. The presentations focused on informed choice and safety without unnecessarily limiting independence. It has been an opportunity to connect with others in the sector and work alongside other organisations to navigate some of the challenges and discuss best practice initiatives related to compliance and clinical governance.

The Client Advisory Group continued to contribute to policies, processes, operational management and governance, helping ensure Participant perspectives inform service delivery and the protection of rights. The group will continue to meet throughout 2026 and 2027 with an open membership opportunities in all regions.

Looking Ahead

Priorities for 2026-27 include linking operational, enterprise and governance risk through R3; strengthening behaviour support and mandatory reporting; embedding the HIDA and medication policy; continuing de-escalation training and the CGU/WorkFocus collaboration; and improving dashboards, internal audit and trend analysis.

The team will work with Client Services to build capacity for the new Supported Independent Living Practice Standards. With support from the Board Sub-Committee and Client Advisory Group, the clinical governance framework will be strengthened, with key improvements documented and actioned.

Preparation for the 2027 mid-term audit will continue through everyday assurance and improvement, alongside the Commission's Regulatory Reform Roadmap and reviews

of the Supported Independent Living and broader NDIS Practice Standards and Rules. These provide a clear direction for the Q&S team to strengthen quality and ensure safe, effective support.

Acknowledgements

Thank you to all Participants for their feedback and engagement; to the Client Advisory Group for bringing Participant perspectives into our processes, operations and governance; and to all staff for working towards best practice and providing high-quality, safe and person-centred support.
This progress reflects a shared commitment to quality, safety, and continuous improvement.

Sarah Pepper
Quality and Safeguards Manager



Quality and Safeguards Subcommittee Report

TODD FALCO

The 2025 - 26 Financial Year saw the introduction of a Quality and Safeguards Subcommittee.

Reporting to the Board, this subcommittee provides oversight and assurance regarding the organisation's compliance with the NDIS Practice Standards and Quality Indicators, legislative and regulatory requirements, and internal governance systems. The establishment of this subcommittee will further strengthen Enable WA's clinical governance systems to ensure we provide safe, high quality services and supports for our NDIS Participants.

Wendy McIntosh
Board Vice President



Therapy Report

MATTHEW WITTORFF

During 2025–2026, Enable WA's Therapy Services continued to provide high-quality, evidence-based supports to children, young people and adults across the organisation's regional footprint.

The service comprises a multidisciplinary team of Occupational Therapists, Speech Pathologists, Physiotherapists and Positive Behaviour Support Practitioners, working collaboratively to achieve meaningful outcomes for clients and their families.

The 2025–2026 period was a year of significant change for the disability sector, with the ongoing implementation of NDIS reforms having a material impact on Therapy Services. In particular, the reduction in the NDIS travel time rate by 50%, and a $40 per hour reduction in the Physiotherapy rate created significant challenges for a regional service model. While the Positive Behaviour Support rate increased slightly, the overall impact of these pricing changes, combined with Enable WA's extensive regional service footprint, resulted in an estimated 15% reduction in Therapy revenue.

In response, Enable WA undertook a minor restructure of Therapy Services focused on improving operational efficiency, strengthening workforce utilisation and reducing overheads while maintaining the quality and accessibility of services.

The changes have positioned the service to respond more effectively to the evolving NDIS environment while continuing to provide sustainable services across the regions.

Despite these challenges, Therapy Services has remained focused on delivering an evidence-based model of practice. Our multidisciplinary approach enables clients to access coordinated Therapy supports, with clinicians working together to understand individual goals, build capacity and achieve sustainable outcomes. This approach continues to deliver positive outcomes for clients and reinforces Enable WA's commitment to providing high-quality, person-centred services.

The service also continued to grow sustainably throughout the year, with all regions now able to provide clients with access to a multidisciplinary therapy team. This represents an important development in Enable WA's regional service model and strengthens the organisation's ability to provide comprehensive supports closer to where clients live.

Looking ahead, the launch and expansion of Thriving Kids represents a significant opportunity and potential disruptor within the therapy market. The changing NDIS environment is likely to create further competition and place increased pressure on traditional therapy models. However, Enable WA is well positioned to respond. Our strong regional presence, established multidisciplinary capability, community connections and Not-for-Profit status provide a solid foundation from which to develop innovative and sustainable Therapy services.

As Enable WA enters the next financial year, Therapy Services will continue to focus on quality, innovation, collaboration and sustainable growth, ensuring that clients across Western Australia's regions can access the therapy supports they need to achieve their goals and participate fully in their communities.

Matthew Wittorff
Manager Therapy Services





Above: Natasha, Matthew, and Sophia at the Curtin Careers Expo.

Below: Enable WA's beach matting being installed at Gracetown for the summer.

AMD
Chartered Accountants & Advisors

AMD. Works for me.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ENABLE WA INC.

Opinion
We have audited the financial report of Enable WA Inc. which comprises the statement of financial position as at 30 June 2026, the statement of profit or loss, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report has been prepared in accordance with the *Associations Incorporation Act (WA) 2015* and Division 60 of the *Australian Charities and Not-for-profits Commissions Act 2012*, including:

i) giving a true and fair view, in all material respects, of the financial position of Enable WA Inc. as at 30 June 2026, and of its financial performance and its cash flows for the year then ended; and

ii) complying with Australian Accounting Standards to the extent described in Note 1, the *Associations Incorporation Act (WA) 2015* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for Opinion
We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of Enable WA Inc. in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter- Basis of Accounting
We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Enable WA Inc. to meet the requirements of the *Associations Incorporation Act (WA) 2015* and *Australian Charities and Not-for-profits Commissions Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

CHARTERED ACCOUNTANTS
BKR INTERNATIONAL | INDEPENDENT MEMBER

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Emphasis of Matter- Economic Dependency
We draw attention to Note 2 to the financial statements whereby Enable WA Inc. receives funding from the National Disability Insurance Scheme (NDIS). The ability of Enable WA Inc. to continue as a going concern is dependent upon the continued receipt of funds from NDIS, and Fee For Service clients. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report
Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporation Act (WA) 2015* and the *Australian Charities and Not-for-profits Commissions Act 2012* and for such internal control as management determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management are responsible for assessing the Enable WA Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intend to liquidate the Enable WA Inc. or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Enable WA Inc.'s financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made.

- Conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

AMD Chartered Accountants



TIM PARTRIDGE FCA
Director

Level 1, 53 Victoria Street, Bunbury, Western Australia
Dated this 20 day of October 2026

AUDITOR'S INDEPENDENCE DECLARATION
TO THE BOARD OF ENABLE WA INC.

I declare that to the best of my knowledge and belief, during the year ended 30 June 2026, there have been no contraventions of:

i) The auditor independence requirements as set out in Section 60.40 of the *Australian Charities and Not-for-profits Commission Act 2012* and section 80 of the *Associations Incorporation Act (WA) 2015* in relation to the audit; and

ii) Any applicable code of professional conduct in relation to the audit.

AMD Chartered Accountants



TIM PARTRIDGE FCA
Director

Bunbury, WA

Dated this 1 day of October 2026



Hayden by the Swan River, Perth 2026

The Enable WA Community

Step into the lives of the Enable WA team! Our Support Workers, Service Coordinators, and Regional Managers have all put forward stories of Participants who are becoming more involved in their local communities, kicking goals, gaining confidence, and are great to be around!

Thank you to all Enable WA Participants for making our jobs so much fun, and to the Participants who were excited to share their stories on the following pages, enjoy your time in the spotlight, and congratulations!

Lower South West

Participant Highlights 2025 - 2026



Sabrina and Elissa at YUNGBLUD's concert



Right:
James Hughes,
Lower South West
Manager

Jamal

In August, Jamal and his Support Worker, Tania, were recognised in a local school newsletter for their regular volunteering at the school canteen.

Elissa

A big goal and highlight for Lower South West's Elissa was seeing her musical idol, YUNGBLUD in concert in Perth. Elissa and SW Sabrina went to see him at Perth's Ice Cream Factory and had a blast!

Lockie

In November, a few familiar faces from Enable WA attended the 'Spring Harmony: A Celebration for All Abilities Ball' in Manjimup. Lockie from the Lower South West went and won 'Beau of the Ball'. Congratulations!

Leah

In May, Participant Leah Angel visited her children's school to share her experience of living with Cerebral Palsy. Leah spoke about her life and experiences, helping students gain a greater understanding of disability and inclusion. It was a wonderful opportunity for Leah to share her story and raise awareness within her community.

Michaela

Michaela continued to build her independence and confidence in the kitchen, preparing two vegetable lasagnes for the Mums and Bubs group at her local Family Centre, where she volunteers. Her achievement demonstrated developing skills in meal planning, food preparation, cooking and contributing to her community through volunteering.



Busselton Office Relocation

In August - September 2025, the Busselton office moved from their location on Fairbairn Road, to a much larger office in the Busselton Community Resource Centre. This relocation offered more space for therapy supports, including hoists and equipment used by our Allied Health team.



Pat and Colin at the footy

Right: Fiona Stephen, Upper South West Manager
Left: Jason Hall, Peel Manager

Upper South West

Participant Highlights 2025 - 2026

Pat

It has always been a goal for Pat to watch an AFL game at the MCG, and as a die-hard Western Bulldogs supporter, making it happen was something special. Pat worked hard to turn that dream into reality and was lucky enough to have the support of Colin, an avid Hawthorn supporter.

Of course, Pat hasn't let Colin forget that the Bulldogs took the win - by one goal! A memorable day at the MCG, made even better by a Bulldogs victory.

Jason

Jason from the Upper South West was celebrated for his success at the Bunbury Tenpin Bowling Annual Regional Games Tournament, where he bowled his way to victory. This achievement was a fantastic highlight for Jason!

Peel

Participant Highlights 2025 - 2026

Naomi

Peel's Naomi celebrated one year at her job at the Salvation Army this year. We caught up with her to find out what she loves about the job, and what a day at work involves. You can find our chat with Naomi on the Enable WA Facebook, Instagram and YouTube channels.

Helen

Helen, a Participant from the Peel region, played an active role in organising Wellness Wednesday at Mandurah Eastern Foreshore Reserve in October. It was a great event, and congratulations is due!

Brittney

Brittney has learned to prepare full meals from start to finish since joining our Shared Spoon cooking group. She's now cooking two meals a week at home on her own, and says she feels more confident than ever in the kitchen.

Perth

Participant Highlights 2025 - 2026





Right:
Lisa McIvor,
Perth Manager

Alan

Alan's been busy over the last 12 months, with sailing and AFL taking centre stage. A huge West Coast Eagles fan, Alan holds an AFL Gold Membership pass and attends almost every game each week, only missing a few when the weather is bad. Speaking of bad weather, Alan didn't get to go out on the water with SailAbility WA as often this season, but it continues to be an activity that brings him a great deal of joy, independence, and freedom.

Peter, Layla, Sally, Taylor, Mark & Conor

In 2025, the Perth/Boorloo office organised a Scavenger Hunt for NAIDOC Week, identifying flora, fauna, and important landmarks to Aboriginal culture. Our winners were:

1st place: Peter and Layla.

2nd place: Sally and Taylor.

3rd place: Mark and Conor.

Sofia and PBS Client

One of our 10-year-old clients has been making great progress with emotional regulation while building rapport with the team. Sofia, the client's PBS practitioner, recently completed Zones of Regulation training and used the approach to create an activity tailored to the client, exploring what each zone looks and feels like, what helps, and what doesn't. The team has since reported a reduction in behaviours of concern, likely linked to the client's growing understanding of their emotions and what they need to regulate. A really positive outcome!

Edie

2026 has been a huge year for Edie, who not only bought her own house and moved in, but has now also got a firm handle on Perth's public transport. She's been on many outings with her SW's Kim and Deb. Congratulations Edie!

Strengthening Governance Through Lived Experience

After the departure of long-term Board members Roger Veen and Mandy Mould, we were proud to welcome our two newest members: Brooke and Georgia.

Their appointments strengthen the organisation's governance through the addition of valuable lived and professional experience, advocacy and community perspectives.

Both Brooke and Georgia bring a strong commitment to inclusion, choice and self-determination, supporting Enable WA's ongoing focus on ensuring participant voice is reflected at every level of the organisation.

Brooke brings extensive experience in disability advocacy, consumer representation and Assistive Technology.

As a Consumer Representative at Joondalup Health Campus, she contributes to committees focused on improving patient experiences and inclusive services. Her previous work as an Assistive Technology Mentor, together with her own experience as an Assistive Technology user, provides a practical understanding of the opportunities and challenges participants and families face when accessing supports.

Brooke's experience also brings insight into the growing role of technology in supporting independence. She highlighted the increasing use of mainstream technologies, including smartphones, tablets and smart home devices, as accessible and less stigmatising solutions for many people. Her focus remains on ensuring technology is driven by individual goals



Left:
Brooke Doherty
Below:
Georgia Allison

and outcomes, with Participants supported to make informed choices based on what works for them.

Georgia brings lived experience of navigating disability supports alongside a professional background in primary education and inclusive practice. Her experience working alongside students living with disability has strengthened her understanding of communication, collaboration and inclusive service delivery.

Georgia's perspective highlights the importance of consistent support, accessible community participation and making complex systems easier for people and families to navigate. Her decision to join the Board reflects her belief that lived experience should be represented at leadership level and contribute directly to service improvement and strategic decision-making.

Together, Brooke and Georgia strengthen Enable WA's governance with perspectives grounded in lived experience, advocacy, education, Assistive Technology and community participation. Their appointments support the organisation's commitment to ensuring that Participant voice, choice and self-determination inform both strategic direction and the ongoing improvement of services.

As Enable WA continues to evolve, their contributions will help ensure governance remains connected to the experiences and priorities of Participants, families and the wider community.



Aimee (PBS), Martin (Brooke's husband), Brooke, and Brian (Board Treasurer) at our Easter celebration.

Scan the QR code to read our full Q+A blog with Brooke and Georgia on the Enable WA Blog page.






2026 Artwork EOI for National Reconciliation Week

During National Reconciliation Week 2026, we revealed the winning artists from our 2026 procurement of artworks from Aboriginal and Torres Strait Islander artists from country.

As part of our ongoing commitment to reconciliation, we once again invited local Aboriginal artists to share their work for display across our regions.

The response was exceptional. Each submission offered a unique perspective, reflecting stories of Country, culture, community and connection. We sincerely thank every artist who shared their work with us and contributed to this meaningful initiative.

The selected artworks are now proudly displayed throughout our offices, creating spaces that celebrate culture, spark conversation and strengthen our connection to the communities we support.

To learn more about the artists and the stories behind each artwork, visit: www.enablewa.org.au/post/2026-naidoc-art

Congratulations to our featured artists:

Undalup (Busselton): *Bilya (River)* by India Armstrong

Goomburrup (Bunbury): *Strength and Resilience* by Casey Jones

Mandjoogoordap (Mandurah): *Hunting at Sunset* by Melissa Spillman (Woods)

Boorloo (Perth): *Margie's* by Margaret Garlett

‘Shared Spoon’ Named Finalists in NDS Disability Awards

In 2026, Enable WA’s Shared Spoon Cooking Group was recognised as a semi-finalist in the Excellence in Disability Support Work category at the NDS WA Disability Support Awards.

Shared Spoon brings Peel Participants together through cooking, creating an environment where people can learn new skills, spend time together and enjoy something they have created as a group. The program reflects the commitment of the people involved to creating supportive and inclusive opportunities for Participants.

A number of Participants and Support Workers from our Perth and Peel regions attended the awards, getting dressed up for an evening celebrating the incredible work being done across the disability sector in Western Australia.

While Shared Spoon didn’t take home the award on the night, being recognised as a semi-finalist in such a competitive category was an achievement in itself. The nomination acknowledged the dedication of everyone involved in making Shared Spoon a positive and welcoming experience for Participants.

The nomination was particularly meaningful because it reflected the passion we see throughout the organisation.

Congratulations to the Shared Spoon team, and to all of the winners, finalists and nominees recognised at the 2026 NDS WA Disability Support Awards. We’re proud to see the work of our Coordinators and Support Workers recognised and celebrated alongside so many people working to create a more inclusive and accessible WA.



Right:
Shared Spoon teaches attendees how to cook easy recipes, using nutritious ingredients they can find at the shops



Below:
Members of our Peel and Perth team, Marketing Coordinator, and Board member Brooke at the NDS Awards

Go Team Sparkles!

CLIMBING STEPS FOR CHARITY



Jade, Alex, Nathan and Brenton at the top!



Below: Nathan having a quick breather with the friendly SES crew!

In June 2026, Enable WA Support Worker Brenton, Participant Nathan, and Service Coordinator Jade, took on a challenge that was certainly a step up: climbing all 53 flights of Perth's Central Park Tower as part of the MSWA Step Up event.

The team came together to raise funds for West Australians living with neurological conditions, with their fundraising supporting stroke survivor initiatives. The cause is particularly meaningful to Brenton, who has worked alongside many people whose lives have been affected by stroke.

For Nathan, who lives with a vision impairment, the challenge was an opportunity to push himself and take on something new - it wasn't until the team reached the top that they also found out about Nathan's fear of heights!

Climbing Central Park Tower is no easy feat, with the athletes taking on 53 flights and more than 1,100 steps to reach the top. The team took on the climb with plenty of determination, good humour and support for one another, completing the challenge together.

But one climb wasn't quite enough for Jade and Alex (another Team Sparkles member), who decided to head back up and tackle the tower another three times! Their enthusiasm helped make the day a memorable one, with the team showing just how much can be achieved when everyone gets involved.

Congratulations to Nathan, Brenton, Jade and Alex on taking on the MSWA Step Up challenge and helping raise funds to support West Australians living with neurological conditions.
Go Team Sparkles!

Meet Michael

USING HIS VOICE FOR CHANGE

Michael has been working towards greater independence and new opportunities with the support of his Enable WA team, and over the past three years, he has achieved some fantastic milestones.

One of Michael's goals was to learn to drive, something he has now successfully accomplished. More recently, he set himself another goal: finding a voluntary or paid position where he could use his own experiences to contribute to something meaningful.

That opportunity came when Michael was selected from an Australia-wide search to take part in an upcoming research journal focused on the experiences of people living with disability. The journal will contribute to conversations around disability policy in Australia, giving Michael the opportunity to share his lived experience and help influence positive change for others.

Michael is currently employed by the University of New England as a research assistant for an initial six-month period, with the potential for the role to continue beyond this. With support from his Enable WA team and UNE, Michael attends Zoom meetings twice a week, contributing to discussions, answering questions and sharing his experiences as part of the research process.

It's an exciting new chapter for Michael, who is looking forward to travelling to Sydney in the coming months to meet the wider research team and other participants involved in the project.

Michael is incredibly proud of what he has achieved, and so are we. From learning to drive to securing meaningful employment, his journey is a wonderful example of what can happen when people are supported to pursue their goals and use their experiences and strengths to make a difference.







Spending time down at the beach

Growing Confidence!

For one Participant, the past year has been about discovering new possibilities and finding more ways to enjoy the things she loves.

Our featured Therapy client* and NDIS Participant lives with autism spectrum disorder, generalised anxiety disorder and complex communication needs. She had a trusted support team, including Enable WA Support Workers who had known her for more than 30 years, but limited clinical input or support. Working alongside her family and support team, PBS identified the times she experienced the greatest difficulty and the unmet needs most affecting her daily life, regulation and quality of life. It became clear that additional clinical perspectives could help the team better understand her communication, sensory, movement and everyday support needs.

Enable expanded her supports to include Speech Pathology, Occupational Therapy and Physiotherapy, bringing clinical expertise together with the valuable knowledge of her family, host and long-term Support Workers. This multidisciplinary team (MDT) is building a fuller understanding of her experiences and exploring practical ways to support her communication, regulation, participation and quality of life.

One early success was a 'Map', created by her Speech Pathologist and PBS Practitioner to provide greater predictability throughout her day. She took to it immediately, giving her a simple way to understand what to expect. She has since begun exploring more opportunities to be active and involved in her community.

With support from her Occupational Therapist, she trialled an e-trike, rediscovering an activity she had not enjoyed for many years. Regular Physiotherapy support has also helped her return to swimming and ball activities, where the team discovered her fantastic hand-eye coordination. More recently, she has shown an interest in learning to cook, creating further opportunities to explore her interests and build everyday skills.

Her mum and guardian has played an important role, sharing valuable knowledge of her daughter's history, communication and what matters to her. Combined with the observations of her long-term Support Workers and the MDT's clinical perspectives, this is helping build a shared understanding and identify new possibilities.

As she experiences new activities and opportunities, the whole team is learning more about her strengths, interests and what she may be capable of with the right support. Together, they continue to explore what else might be possible, opening up her world while building on the trusted relationships and support already around her.

*Client chooses to remain anonymous

Loving Local Community

HARLEY-DEAN'S OUT AND ABOUT!

Over the past year, Harley-Dean has made incredible progress in increasing his community access, supported by his longstanding support team.

When his current coordinator first took over his supports, Harley-Dean was leaving the house only a couple of times a year due to concerns around his safety and the safety of others. Today, he is out in the community almost every shift, attends group activities with the CATS group and goes swimming at least twice a week. He has also become a regular at the Manjimup pool, where he now sees many familiar faces.

Harley-Dean's increased community access has also meant a reduction in the use of restrictive practices, including the mechanical harness previously used when travelling in the car. He can now safely travel with his Support Workers to access the community, while having his social and physical needs met has also contributed to a reduction in behaviours of concern.

Perhaps one of the most meaningful changes has been seeing how the wider community has responded. When Harley-Dean first began going out more regularly, some members of the public made negative comments about his disability and behaviours. Now, people recognise Harley-Dean when they see him and interact with him positively.

From rarely leaving home to becoming a familiar face around Manjimup, Harley-Dean has made some wonderful progress over the past year. Congratulations!



International Day of People with Disabilities 2025



Go Karting at Hi-Voltage in Perth (Boorloo)



To celebrate International Day of People with Disability (IDPwD) in 2025, Enable WA hosted an inclusive go-karting event at Hi-Voltage in Perth, supported by an IDPwD grant and generous sponsorship from the Hi-Voltage team.

The event brought together around 35 to 38 Participants, along with Support Workers and Enable WA staff, with close to 80 people attending throughout the day. Participants could choose how they wanted to be involved, whether that meant racing, watching from the sidelines, enjoying the food and atmosphere, or even helping as flag marshals during the races.

For some, it was an opportunity to try something completely new. A few Participants who initially came along just to watch ended up getting behind the wheel, while others enjoyed multiple rides throughout the event. One Participant described the experience as feeling "free and exhilarated", bringing home just how meaningful the day was.

A huge thank you to Hi-Voltage for going above and beyond to make the event such a success, and to everyone who came along and helped create such a joyful and inclusive day. The event was a fantastic way to celebrate IDPwD and create an opportunity for Participants to experience something new together.



Support Worker of the Year Awards for 2025

On Monday Nov 24th, we held the Enable WA AGM. We look forward to this event each year, so we can share the future of Enable WA with everyone, explore the year that was, and of course, celebrate our Support Workers of the Year!

Congratulations to our very worthy winners of 2025:

Lower South West: Kiarra:
"Kiarra has been a valued member of the Enable team since 2018, consistently living the values of empowerment, respect, inclusion, and integrity. She approaches every client with empathy and professionalism. Her impact was particularly clear in moments regarding a young woman regain her confidence and control of her life, through mentorship, and steady support. She is a reliable and collaborative team member."

Upper South West: Trudy:
"Trudy (pictured below) has been with Enable WA for 4 years, bringing warmth, patience, and genuine care to everyone she supports. She tailors her support to each client, making them feel heard through her creativity and positivity. Always supportive of her team, she is a thoughtful planner, with a great sense of fun."

Peel: Michelle:
"Michelle truly embodies Enable's core values. She empowers her client by encouraging independence, confidence and meaningful community participation. Thanks to her patience and creativity, her client now enjoys daily outings, and a greater sense of connection and freedom. Her initiative shows her dedication to inclusion in action."

Perth: Kelly:
"She brings compassion, patience, and genuine care to everything she does, always putting her clients first. Kelly's calm strength, reliability, and empathy help her build trust, and makes the people she support feel safe, respected, and supported."



Enable WA Sensory Zone

CREATING A MORE INCLUSIVE FESTIVAL ENVIRONMENT FOR MUSIC LOVERS

Scan the QR code to find out more about RTRFM and In The Pines.

Following the success of our 2025 Sensory 'Chill Out' Zone at RTRFM's In The Pines festival, Enable WA was excited to return in 2026 and continue supporting a more inclusive festival experience.

In The Pines is an annual celebration of Perth's local music scene, held at the University of Western Australia's Somerville Auditorium. With live music, DJs and plenty of people enjoying the festival atmosphere, the Sensory Zone provides a quieter space for attendees who need a break from the noise and crowds.

This year, we expanded the space to include a silent area, where people could sit and read while using noise-cancelling headphones. The addition gave festival-goers another option to step away from the busy environment, whether they needed some quiet time or simply wanted to take a break.

We were also fortunate to have more Enable WA volunteers involved this year, helping to set up and run the space throughout the day. Having a larger team meant we could welcome more people into the area and ensure there was always someone available to assist.

Enable WA also had a stall within the main festival area, giving us the opportunity to connect with the wider festival community and promote our New Graduate opportunities in therapy. It was a great way to introduce students and graduates to the work we do and the career opportunities available at Enable WA.

The impact of the Sensory Zone has extended beyond In The Pines. Following this year's festival, we were approached by Perth Stadium about the possibility of hosting a Sensory Zone at the upcoming Rugby World Cup. We are currently waiting to hear whether this opportunity will go ahead, but it is an exciting indication of how the work being done at community events can help encourage greater accessibility across larger events.

A huge thank you to the RTRFM team for continuing to welcome Enable WA into the In The Pines festival and for sharing our commitment to making events more inclusive. We'd also like to thank everyone who volunteered their time this year and helped make the Sensory Zone such a positive and welcoming space.

We're looking forward to seeing where this initiative takes us next!









Follow us on social media to stay up to date with events and updates!



Marketing and Communications

LAUREN DIXON

The marketing landscape continues to evolve at a rapid pace, and this past financial year has brought some particularly interesting changes.

As always, our focus has been on keeping Enable WA's communications transparent, professional and recognisable, while making sure the people at the heart of our organisation remain at the centre of what we share.

One of the biggest conversations across the marketing industry this year has been the rise of AI-generated content. While AI has its place as a tool, maintaining the quality and authenticity of the Enable WA brand is incredibly important. We have spent many years developing a consistent visual identity and reputation as a quality service provider, so in 2027 a key focus will be educating internal teams around the appropriate use of AI and ensuring AI-generated flyers or materials are **not** distributed with Enable WA branding or logos. The importance of brand integrity is crucial in establishing trust.

Our strongest-performing content continues to be the most genuine: Participants, Support Workers, Coordinators and other members of the Enable WA community sharing what they have been doing. These stories help people understand who we are before they ever make an inquiry, and create a sense of connection and trust. As AI becomes more prominent, I believe this commitment to real people, real experiences and real families will become even more important. I've mentioned the word 'trust' a few times - and when our industry is literally putting people's lives in our hands, there's nothing more important.

Competition across the disability sector has also continued to increase, creating greater fluctuation across Google Ads and Meta advertising. Despite this, we have maintained a very strong click-through rate on Google Ads while keeping our advertising spend comparatively low. Regular audits and research into other agencies and providers across Western Australia and New South Wales have helped identify opportunities and gaps that we can use to refine our approach. I am proud to say that compared to other

Providers, our ads are running exceptionally well for the cost.

Our NDIS registration continues to be an important point of difference for Enable WA. Registration demonstrates that a provider meets the relevant quality and safety requirements, and is particularly important for certain NDIS supports and funding arrangements.

The Therapy team has also been fantastic at communicating which areas they need more inquiries from each month, allowing our marketing activity to be more targeted. We have continued exploring different media formats for SDA advertising, although these campaigns have been slower to gain traction and results. Looking ahead, developing stronger automation flows will be a major priority for 2027, helping us communicate with Participants and prospective Participants more efficiently and consistently.

It has also been a fantastic year for Enable WA's community presence. Following our continued involvement with RTRFM's In The Pines festival and the Sensory Zone, we have been approached about potentially hosting a Sensory Zone at the 2027 Rugby World Cup. We are still waiting to hear whether this opportunity will go ahead, but it would be an incredible opportunity to showcase Enable WA's commitment to accessibility to an even wider audience.

I'm also looking forward to involving Enable WA in the 2026 International Day of People with Disability. These events provide another great opportunity to connect with our communities and showcase the work being done across the organisation.

A huge thank you to everyone who continues to contribute to Enable WA's marketing and communications. To our Participants and Support Workers who agree to appear in photos, videos and advertising; to the teams who send through stories and ideas; and to everyone who likes, comments and shares our content, you all play a part in helping us tell the Enable WA story.

As we head into another year, the goal remains simple: keep our communications real, keep them professional, and keep the people we support at the centre of everything we do.

3,716 Facebook followers

1.2m Facebook content views

391 New Facebook followers

144 New Instagram followers

159 New LinkedIn followers

735 Facebook and Instagram posts

8.2k Link clicks on Meta

328 Newsletter contacts

Client Advisory Group Message

The Client Advisory Group (CAG) continues to provide an important client perspective within Enable WA, helping to ensure that the voices, experiences and concerns of clients and families are considered in decisions about the delivery of supports, policies and procedures, communication and safeguarding.

During the year, CAG reviewed and approved its updated Terms of Reference and continued providing feedback to Management and the Board on matters affecting clients.

Strengthening client rights, safeguarding and access to information has been a key focus. CAG reviewed the Easy Read Conflict of Interest Policy and identified opportunities to make information more accessible, particularly for vulnerable clients, including clearer information about their rights and how to raise concerns.

CAG also welcomed the new Quality & Safeguarding Board Sub-Committee, which will include a CAG representative and provide a direct client voice in Enable WA's quality and safeguarding work.

The group recommended moving towards automatic newsletter sign-up for clients with an email address, with the option to unsubscribe. This is being progressed in the background by the Marketing Manager to help important information reach more clients and families.

With Enable WA celebrating its 35th anniversary in 2026, CAG has also raised opportunities for clients and families to celebrate across our regions.

CAG continues to welcome clients and families who would like to share their experiences and contribute to the ongoing development of Enable WA.

For more information about joining the CAG, please contact Enable WA.

WHAT'S CHANGED FROM CAG FEEDBACK

- Review and approval of the updated CAG Terms of Reference.
- Increased focus on client rights, safeguarding and accessible information.
- Review and feedback on the Easy Read Conflict of Interest Policy, including the recommendation to specifically reference participants.
- Opportunities identified to strengthen Easy Read resources and incorporate advocacy and rights-based information into client communications.
- Recommendation to move towards automatic newsletter sign-up for clients with an email address, with this work being progressed by the Marketing Manager.
- Establishment of the Quality & Safeguarding Board Sub-Committee, including direct representation from the Client Advisory Group.
- Continued opportunities for clients and families to provide feedback directly to Management and the Board on matters affecting the delivery of supports.

Enable Compliments

"I wanted to take a moment to recognise the outstanding work of Hannah Carlisle and Jasmin Adams in supporting {client}. During a recent home visit, it was clear how attuned, trauma-informed, and respectful they are in their approach. Their ability to create a calm and supportive environment, while also maintaining {client's} dignity and autonomy, is truly outstanding. It's not always easy work, but their patience, empathy, and professionalism make it seem like it is. Hannah and Jasmin, you are awesome!"

"Wow I'm very impressed with Enable WA Perth they have been so proactive getting back to me. Dylan, Casey and Naomi have been really good of Helping me. I would like them to get recognition for all their hard work that they are doing. I love Enable and what they stand for. I wouldn't go anywhere else. I'm so satisfied with Enable WA and I truly believe that it is going to get bigger and stronger. Keep up with amazing work that you all are doing."

"I have a appointment with Brony and Carrie they both really nice ladies back there, I really like to come there."

★★★★★

"My name is Tania and I am based in Perth Enable WA. I have not regret the day I have come across with Enable WA. They have delivered what they say and they do follow it through.
That is big for me. The first day I've started with Enable WA they have helped me with the loss of my family members just with a sincere heart. That's why I am so big when it comes to Mental Health.

This agency generally do care for people with disabilities and Mental Health. I love them so much that I can truly boast about this company to everyone I meet here in Perth. I have also joined the CAG group because I just believe what they say. CAG means: Client Advisory Group. I wish there was more good people out there like Enable WA."

**Have you interacted with Enable WA and our supports and services?
We'd love to hear how it was for you, so we can improve or congratulate our team members!**

AGM Minutes

ANNUAL GENERAL MEETING 2025

Details

24th November 2025 from 16:00
Enable WA Head Office
104 Beach Road, Bunbury, 6230
(08) 9792 7500

Attendees:

David Miles; Wendy McIntosh; Erin Van Noort; Heather Reid; Paco Tovar; Darralyn Duffy; David Naughton (ex officio); Rhea Divall (ex officio); Todd Falco (ex officio); **Patrons** Charlie & Nan Martella also attended.

Apologies:

Apologies: Jeff Kappler.

Confirmation:

"That the Minutes of the Annual General Meeting held on 25 November 2024, be confirmed."
Confirmed – Wendy McIntosh
Carried – Heather Reid

Opening and Welcome

In Opening the Annual Meeting and welcoming those present, Acknowledgement of Country was conducted by David Naughton.

President's Report

The President emphasised the following in their report:

- Acknowledged the challenging year that was had and thanked the Executive Team, Management Team and the Board for their work and commitment along with all the Enable Staff.
- Acknowledged the financial difficulties within the NDIS Sector noting that many other organisations are in financial stress. Enable is faring better than most and has a strong reputation due to its cultural program and clinical governance.
- Acknowledged the cultural program that all staff members completed and thanked Executive Staff for providing this effective tool and also acknowledged the Clinical Governance training that several internal staff members attend

Finance Report:

Tim Partridge presented audited financial reports for acceptance by Board. It was addressed the financial difficulties of the 2024/25 year noting Enables success in maintaining a balanced budget despite challenges in the sector. The staff was praised for their dedication and highlighted the positive outcomes of the NDIS audit which confirmed the organisations adherence to national standards

"That the Audited Financial Report for the year ending 30 June 2025 as presented, and as prepared by AMD Chartered Accountants, be accepted."

Confirmed – Wendy McIntosh **Carried** – Heather Reid

CEO Report:

The CEO, added to the tabled report by noting the following:

- Acknowledgement of Audit Outcome particular Acknowledgement of the Quality and Safeguards team led by Sarah Pepper for their strong leadership and dedicated work.
- Acknowledgement and thanks extended to Lauren Dixon from Studio42 for her expertise across communications and marketing.
- Acknowledgement and thanks extended to Executive and Management Teams for their commitment to delivering high quality work.
- Acknowledgement and appreciation expressed to the Board for their leadership throughout the year.
- Recognition of retiring treasurer Jeff Kappler for his long-standing expertise and steady leadership.
- Acknowledgement and appreciation to all staff including corporate, support services and allied health therapy teams for their dedication and positive impact on the lives of our clients.

Adoption of Annual Report:

"That the Annual Report for 2024/2025 as present be accepted."
Confirmed – Wendy McIntosh **Carried** – Darralyn Duffy

Appointment of Auditor:

"That AMD Accountants be appointed as auditor for the 2025/2026 Financial Year." **Confirmed** – Heather Reid **Carried** – Wendy McIntosh

Election of Board Members:

Election of Board Members Office Bearers: David Miles (President), Wendy McIntosh (Vice President), Heather Reid (Secretary).

Note: Treasurer position to be filled at January 2026 general meeting of the Board.

Regional Support Worker Awards:

Awards for the following regions were presented by Nan Martella:

- Upper South West: Trudi Poke
- Lower South West: Kiarra Williams
- Peel/Rockingham: Michelle Latch
- Perth Metro: Kelly McArthur

Nan thanked the Support Workers for the work they do with our clients and expressed that they would like to continue as patrons and support the excellent work the organisation does.

Board Member Notice of Retirement:

- In the Treasurer's absence, formal acknowledgement was made of the significant contribution of Jeff Kappler, who is retiring from the Board.
- Jeff brought extensive financial expertise to the role, drawing on his senior background in banking and has provided steady and informed financial oversight throughout his tenure.
- His guidance and collaboration with the CEO and Finance team, including Todd, have been greatly valued and have strengthened the organisation's financial governance.
- Sincere appreciation was expressed for Jeff's dedication and service, and the Board wished him well in his future travels

Meeting Close: AGM closed 16:40.



















enable
western australia

Thank you/yanga!

We would like to acknowledge and extend our heartfelt thanks to all the organisations (and individuals) that have contributed so generously to Enable WA over the 2025/26 year.

We thank them for the support provided to our organisation through their regular visits, outings, work experience and employment, as well as their products and/or services.

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