

Enabling people  
to live a life of  
their choice.

2024



2025

# Kaya wanjoo - Acknowledgement 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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'Water Roo' by India Armstrong

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 33** to read more!

# Purpose, Values, and Patrons

## Our Purpose

To enable people to live a life of their choice.

## 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.

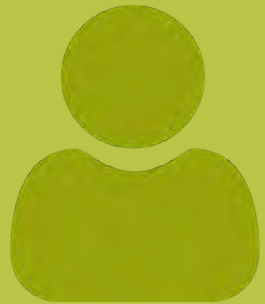
Charlie has been an active member of Rotary for 41 years, while Nan has been involved with Zonta for 26 years. Their extensive experience and dedication to local organisations greatly benefit Enable WA.

## Our Values

1. We listen
2. We have integrity
3. We are all about the person
4. We are accountable
5. We are innovative
6. We are respectful

“Enabling people to live a life of their choice.”

# Participants



913

as of June 2025

532,143

hours of Support delivered

therapy services  
**275**

lower south west  
**199**

upper south west  
**211**

peel  
**148**

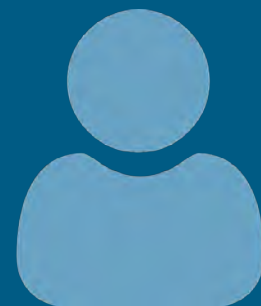
perth  
**80**

In the 2024-25  
Financial Year,  
Supports included:

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



# Staff



# 713

as of June 2025

corporate services  
**27**

lower south west  
**184**

upper south west  
**164**

peel  
**165**

perth  
**149**

therapy supports  
**24**



LSW Support Worker of the Year winner,  
Kathryn Williamson, with Coordinators Babs and Coby.

# Board Members

The Enable Board consists of seven 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 President**  
David Miles



**Board Vice-President**  
Wendy McIntosh



**Board Secretary**  
Heather Reid



**Treasurer**  
Jeff Kappler



**Board Member**  
Paco Tovar



**Board Member**  
Erin Van Noort



**Board Member**  
Darralyn Duffy



## President's Report

DAVID MILES



As the new Board Chair it is my pleasure to present this annual report of Enable WA for 2024/25

Firstly, may I extend my sincere appreciation to all Enable WA employees for their continued commitment and professionalism throughout what has been a challenging year.

Much is said in the media about the NDIS and its shortcomings, and we wait with anticipation for news on changes to be made. There is no doubt Enable WA has been negatively impacted by recent changes within the pricing model for the NDIS. These challenging financial circumstances will continue as our Federal Government reigns in budget growth of the NDIS, which currently exceeds the rate of inflation. At the end of 2024/25 Enable WA was left with a financial deficit of 1.3%. This is obviously an unsustainable situation if we are to continue to provide safe, quality care.

We have responded quickly, and I thank the Executive and Management teams for taking the necessary corrective action to bring down our expenditure for 2025/26 whilst embarking on a strategy to grow sustainable revenue.

This year's compliance audit against the NDIS Quality and Safeguards National Standards represented a significant undertaking. This audit/accreditation process provides Enable WA with the opportunity to demonstrate and confirm we have the systems in place to provide safe, high-quality care to clients. It is likely that future government changes to the NDIS will give advantage to accredited service providers like Enable WA. This is our competitive advantage over the non-accredited companies. We must capitalise on this advantage.

I would also like to acknowledge with gratitude the contribution of our outgoing long term Board members, Roger Veen (Board Chair), Many Mould (Board Secretary) and Jeff Kappler (Board Treasurer). Their many years of service has provided stability, guidance and wise



counsel in shaping the organisation we are today.

Looking ahead, I am pleased to welcome our new board member Darralyn Duffy whose experience in management and allied health will strengthen our decision making. We will also see the addition of two new board members who have either lived experience of a disability, or are a carer for a person with a disability.

These new members will make a valuable contribution to Enable's governance

expertise. I take this opportunity to thank Wendy McIntosh who has led this recruitment process.

Finally, a thank you to Nan and Charlie Martella for leading the Annual Support Worker of the Year process. To my other Board members Wendy, Heather, Erin, Darralyn, Jeff and Paco, I extend my thanks for their dedication and stewardship during the year. Thank you to Danielle Graham for her administrative support and keeping us all organised. Finally, the executive and management team for the work they do

on a day-to-day basis and then having the time to keep the Board informed of relevant matters.

As we look to 2025/26 let's work towards achieving our goal to establish Enable WA as the service provider of first choice to our existing and potential new clients.

**David Miles**  
**Board President**







## Treasurer's Report

JEFF KAPPLER



**I am disappointed to announce that Enable WA incurred an operating loss of \$498,625 for the year ended 30th June 2025.**

Gross revenue decreased by 1.30% (but below budget) on the prior year to \$49,750,132 with expenses up 0.64%

(but better than budget) the prior year \$50,248,757.

Enable's financial position to 30 June 2025 shows a net asset position of \$15,776,022.

The Board continues to explore avenues to increase income and reduce costs. Already this financial year the board has implemented cost savings of \$800,000.

The Board and the Executives continue to lobby started Federal and State politicians, along with other industry leaders, to ensure they understand the seriousness of the situation for all NDIS providers. It's predicted that only a few NDIS providers will make a surplus this year and most will record a loss.

Enable WA remains in a strong financial position, following years of sound management but we cannot rely on surplus funds to keep supporting our operational costs. The next few years are going to be challenging, as we all navigate our way through the changes that will be implemented by the NDIS review.

Thank you to Todd and the finance team for the strong financial management over the 2024 – 2025 year.

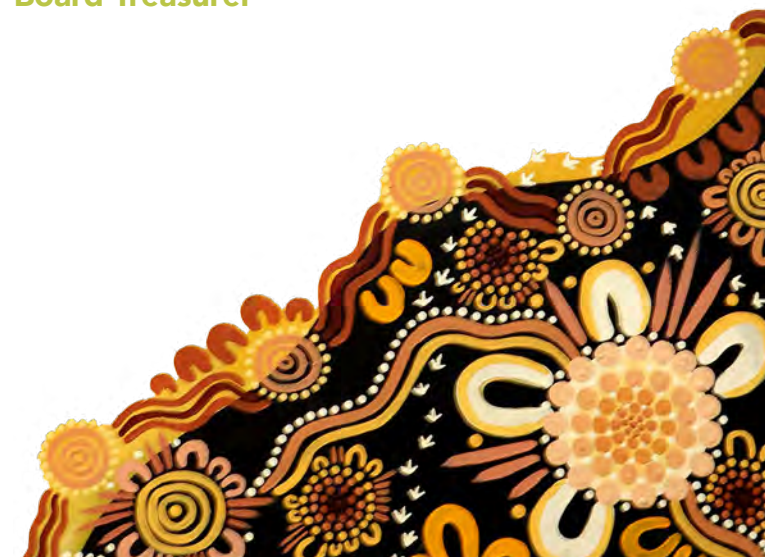
I would like to also thank the wider Enable WA team for their support and understanding through these difficult times.

I believe that it's important Boards continue to evolve, and new Board members are brought in with new ideas and experience, so we have the best people to look after our clients and our staff.

So, after seven years this will be my last report.

**Jeff Kappler**

**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



Ian Mumford  
Lower South West  
Manager



Fiona Stephen  
Upper South West  
Manager



Jason Hall  
Mandurah/Peel  
Manager

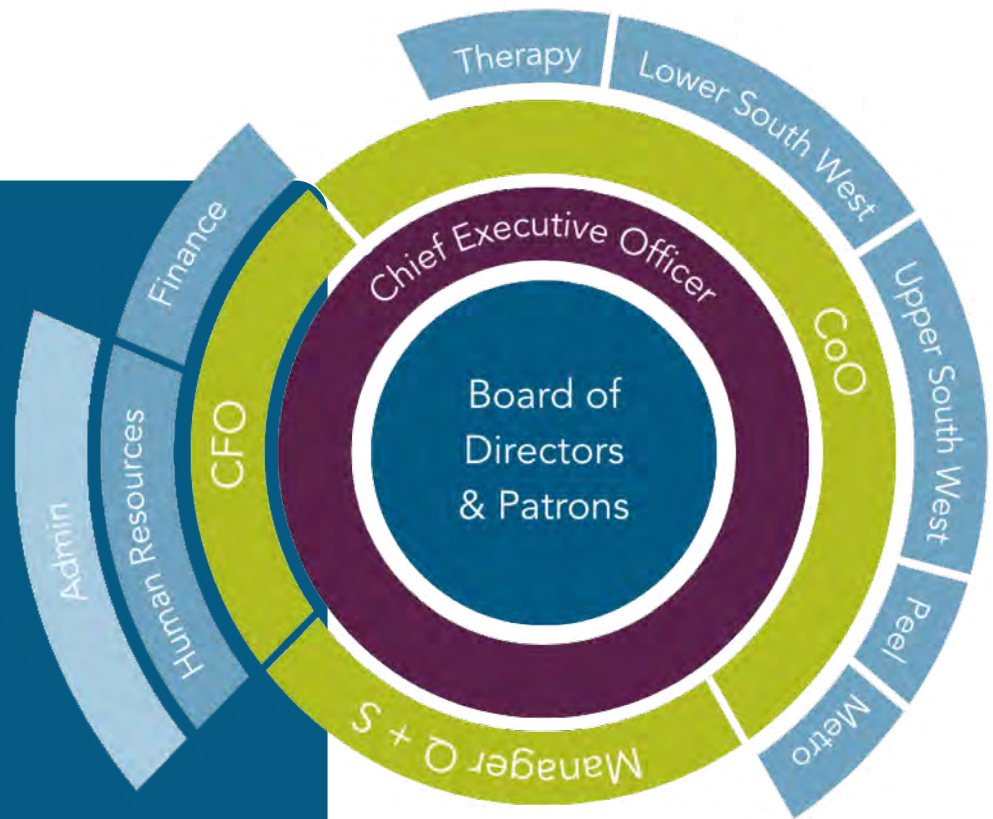


Lisa McIvor  
Perth Metro  
Manager

## 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.







## CEO's Report

### DAVID NAUGHTON



The 2024/25 Financial Year has, like last year, been a complex year to navigate.

Changes in the National Disability Insurance Service (NDIS) were flagged and discussed at length but with little operational action.

We have continued to participate in NDIS consultative events to lobby and advocate for service improvements that will assist Enable WA to continue to deliver the best possible allied health therapy and disability support services possible.

We look forward in 2025/26 to seeing how the planned NDIS reforms will be implemented, especially Foundations Supports that hopefully will see a level of State contracted allied health services focused on the early years to assess, treat and intervene early, preventing the

development of an enduring disability or, if required, the appropriate level of NDIS funded care and support required to assist young people and their families live their best lives.

During 2024/25, like other registered NDIS disability service providers, we have been challenged financially and unfortunately are reporting a 1.3% deficit for the year.

This was a remarkable turnaround from the commencement of 2024/25 financial year and I want to thank all our staff who worked together to best manage this issue. Sadly, NDIS pricing does not meet the full cost of delivering quality services. As a registered 'for purpose' organisation, we continue to work hard to be as efficient and effective as possible, noting working with the NDIS means that inadequate operational funding is an ongoing and never ending reality.

Despite these difficulties, Enable WA has continued to deliver quality support and care whilst also focusing on the sustainable future development of the organisation. This has included publishing six monthly reports against our 2024-2027 Strategic



Plan Key Performance Indicators (KPI), ongoing support for Reconciliation Action Planning (RAP) that includes celebrating NAIDOC week, and a focused delivery of an Enable WA specific 'Culture' program for all our internal staff.

Culture is key to how our staff think, work and operate. It builds on the corporate and clinical governance systems we have in place to guide our staff to work in a way that is always focused on quality improvement and kindness.

In February 2025 we successfully completed a full audit against the NDIS National Standards. This week long audit, conducted by external consultants, extensively reviewed our policy, governance systems and human resource practices, with the auditors affirming that we consistently deliver high quality services across all assessed domains for our Participants and their family/carers every time.

Our small Quality and Safeguarding Team (Q&S) continues to 'punch above their weight' providing ongoing Q&S training, awareness raising, internal audits,

supporting the Client Advisory Group, Work Health and Safety (WHS) expertise, reporting, policy review and policy development. The continuous and focused work of our Q&S Team, when combined with the work our staff do every day, is the major reason we were so successful in the February 2025 Q&S audit against the NDIS National Standards.

During the year, Enable WA worked with the Australasian Institute of Clinical Governance and supported a number of staff to complete the three day Certificate in Clinical Governance training course. This

course improves our staff knowledge of clinical governance at the operational level and assists to cement our commitment and focus on continuous improvement, building the quality and safeguarding capacity of our teams.

During the 2024/25 year we have continued to work with Lauren Dixon from Studio42 to actively communicate and promote the significant array of services and group activities we provide at Enable WA.

Our high profile social media presence and regular newsletters assists the organisation



to keep staff and participants well informed.

We again supported the RTRFM 92.1 In the Pines music event with thanks to our Perth based staff who volunteered their time and expertise. Lauren continues to use her graphic designer expertise for all our publications, and once again coordinated the annual Aboriginal art acquisition process as part of our RAP.

At the 2023/24 Annual General Meeting we farewelled long term board members Mandy Mould (Board Secretary and Carer) and Roger Veen (Board Chair). Mandy and Roger's contribution to the direction and focus of Enable WA as it grew from a small Bunbury based organisation to what it is today was much appreciated and valued.

During 2024/25, we welcomed Darralyn Duffy to the Board. Darralyn brings allied health and company management experience to the Board. Led by Deputy Board Chair Wendy McIntosh, the Board has been working to fill the 'carer' space left by Mandy Mould, plus attract a person living with a disability to join the Board.

These new appointments are expected to be filled by the November 2025 Annual General meeting (AGM).

Sadly, we farewell our Board Treasurer Jeff Kappler who is retiring from his Board position. Jeff's contribution to managing the complex finances of our organisation and strategic insights have been much appreciated and will be missed.

During 2024/25 I had the opportunity to complete a two week sabbatical to the United Kingdom. During this time I attended an International Disability Education Conference at Leeds University and completed site visits to Camphill in Yorkshire, a UK based for purpose disability service that provides a number of social enterprise services plus a long term accommodation program for people with enduring disability.

A summary paper of this sabbatical was presented at last AGM (held in November 2024), and we have now initiated a Feasibility Study to assess if some of these type of social enterprise concepts can be developed into the future by Enable WA.

I continue to be an active member of the Council of Regional Disability Services (CORDS) and have participated actively with other CORDS members to lobby the NDIA, NDIS and the WA State Government Disability Division at every opportunity.

My thanks to our Board of Directors, Executive and Management Team colleagues for their ongoing support and for working with me as we grow, reform and develop an even better service.

I recommend our 2024/25 Annual Report to you and am proud to have shared a sample of the achievements of our teams from this year.

**David Naughton**

**Cert MHN RN BN MPH FACHSM CHE**

**Chief Executive Officer**







## COO's Report

RHEA DIVALL



**"The art of life lies in a constant readjustment to our surroundings."**

**Kakuzo Okakura**

2024-2025 has been, yet again, a year where Enable WA's ability to flexibly manoeuvre around the challenges that present themselves throughout the sector while maintaining values driven and

quality supports has been successfully demonstrated. The constant, often unexpected and rapid changes that present themselves within the NDIA/NDIS framework can be difficult to navigate when balancing with the wishes and preferences of the Participants we work alongside every day.

When this is combined with the financial pressures to ensure that we continue to be sustainable, viable and compliant, it can prove a complex 'nut to crack'. However, the dedicated team of support staff, coordinators, managers, therapy team and

corporate staff are the reason that we have successfully delivered high quality supports throughout the 2024/25 financial year and remained a strong force within the sector.

**"Home is a name, a word, it is a strong one; stronger than magician ever spoke, or spirit ever answered to, in the strongest conjuration."**

**- Charles Dickens**

This year has seen Enable WA solidify our presence in the provision of Supported Independent Living collaborating with Specialist Disability Accommodation providers within the Perth and Peel region. We have extended our footprint within the Peel region and now support Participants in Karnup.

This has been an area that we have grown using both a measured and steady approach to ensure that quality supports are being provided and are sustainable for both Participants and the organisation. This venture has not been without challenges, but we have been able to overcome those with clear standards and strategies to ensure that supports directly align with the values which underpin the organisation.

**"It seems to me that the good life is not any fixed state. [...] The good life is a process, not a state of being. It is a direction, not a destination."**

**- Rogers**

The past year has also seen considerable growth in our Allied Health Therapy services, particularly in the Peel region. This is largely due to the efforts of the therapy team and the increased awareness within community of the therapy services Enable WA is able to offer.

The demand for therapy services and support is predicted to grow further as the emphasis of early intervention within the sector is becoming a political priority. Fortunately, Enable WA is well positioned to respond to this demand. We look forward to understanding what this will mean for providers in the year to come.

**"Culture isn't just one aspect of the game; it is the game."**

**– Louis V. Gerstner Jr.**

Listening to staff, it was clear that it was a priority for Enable WA to look at how we could bring all regions and departments together to develop a better

understanding of the values that drive us, improve communication between us and set the standard for how we operate as a team.

For this reason, we undertook a three-month project, involving all internal staff to work on this together, facilitated by an independent consultant. From feedback received, this was highly successful and created a more insightful and collaborative approach to how we work day-to-day with each other to gain the best outcomes for the Participants we support. This program is now being rolled out to support staff in order that the values and expectations can flow through the whole of organisation.

**"Be a yardstick of quality. Some people aren't used to an environment where excellence is expected" - Steve Jobs**

2024-25 was a year where the quality of the work we do was put to the test. Our external audit was completed in early 2025 with fantastic results.

As a team, it is easy to become complacent and believe that 'we are doing a good job'. However, to receive the same

feedback from independent and regulated auditors was a testament to the work that all members of the Enable WA team undertake and should be celebrated.

In such a complex market, it is important that the Participants and families we work alongside can be reassured in the knowledge that, as a provider, Enable WA upholds high standards and can be trusted and relied upon to deliver high quality supports.

**"Silent gratitude isn't much to anyone." — Gertrude Stein**

Finally, I would like to thank all Enable WA staff for everything they do to support Participants, families, colleagues, stakeholders and the Board.

As frustrating, confusing, difficult and at the same time rewarding as this work can be, without the belief and commitment that you have, we wouldn't have had such a successful year. I would also like to thank my fellow Executives and the Board for their ongoing support.

**Rhea Dival**

**Chief Operating Officer**





## CFO's Report

### TODD FALCO



**The 2024/2025 Financial Year certainly was a challenging one for Enable WA, with continued cost and pricing pressures facing the sector as a whole.**

With operating costs continuing to rise, and the continued inadequacy of the NDIS Pricing Framework, Enable has recorded a

1% deficit for the year. This is in line with the majority of Disability Service Providers around the country, with many also reporting deficit positions.

In order to offset a shortfall in NDIS pricing, our investments accounts continued to achieve solid returns and provide a welcome diversified income stream, which we continue to invest back into the organisation. The ICT Working Group continued to implement several improvements to our IT systems throughout the year, with a focus on exploring and utilising our existing Microsoft 365

infrastructure. We also began a process of identifying more modern CRM systems on the market that may potentially deliver improved efficiencies and user experience than our existing system. This forms part of our three-year strategic plan.

With so much change required throughout the year, it is a testament to our Corporate Services team that they were yet again able to achieve an Unqualified Audit Report with no audit adjustments required!

To achieve this in such a challenging environment, shows their dedication to upholding our strong Internal Control and Reporting functions.

I would sincerely like to thank everyone in the Finance, Payroll, Human Resources and Administration teams for their amazing work over the past year. Their commitment to continual improvement in such a challenging environment is very much appreciated.

Regards,  
**Todd Falco**  
**Chief Financial Officer**



## 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 2025, 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 2025, 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.

### 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**  
Director

Level 1, 53 Victoria Street, Bunbury, Western Australia

Dated this 23rd day of September 2025





## Quality and Safeguards Report

SARAH PEPPER



The Quality and Safeguards team has continued to work with all departments within Enable WA to support the delivery of safe and quality supports each time support is delivered.

Key functions that the team action have been continually developed to ensure that we can efficiently and effectively respond to participant and staff safeguarding.

We have worked with Riskware to refine our data collection. A focus has been on collecting meaningful data related to Participant incidents, implementing positive behaviour support and incidents related to high intensity daily activities.

This data allows for targeted analysis that can identify areas of risk and consequently risk mitigation and ongoing continuous improvement.

Our Riskware system has also been developed so that we can record the implementation of positive behaviour support plans across all regional areas.

This development has assisted with our ability to complete mandatory reporting in addition to working towards a best practice model for implementing and reviewing behaviour support plans in collaboration with the Participant, support staff, key stakeholders and specialist behaviour support providers.

A joint project between Advocacy WA and Enable WA has been developed and rolled out across regional areas in the South West. The project has received funding from the NDIS Quality and Safeguards Commission and allows for a series of workshops to be delivered to Participants and providers that focuses on NDIS Participant Rights.

Enable WA is delivering workshops to NDIS registered providers and providers looking to register with the NDIS.

The workshops focus on delivering collaborative supports whilst upholding the rights of Participants within the NDIS Quality and Safeguards Framework. The workshops provide practical strategies for applying the NDIS National Standards whilst addressing common challenges experienced by NDIS Participants and providers. A suite of resources including side by side learning modules compliment the workshops and are available to workshop attendees upon completion of the workshop. Workshops are being delivered in regional areas and online, the initiative will continue to be promoted and delivered into 2026.

Our re-certification audit was conducted and completed in March this year. The audit covered all relevant practice standards including high risk support modules, such as providing and implementing positive behaviour support, the delivery of early childhood supports, and high intensity daily activities. The team worked to coordinate audit activities and demonstrate compliance with key areas such as governance and operational management, risk management, quality

management, high intensity daily activities and implementing behaviour support. The audit outcome complimented the quality services that all staff work to deliver. We were able to employ a team effort from all departments to ensure that we were prepared for the audit, that audit activities ran smoothly and importantly that a positive audit outcome was obtained with a recommendation being made to the NDIS Quality and Safeguards Commission for continued registration status. We are looking forward to being able to demonstrate our continued improvement and ongoing compliance at our mid-term audit planned for the second half of 2026 (more on this on page 30).

We have also worked with Client Services and Human Resources to implement a new staff training model that has been designed to provide further efficiencies in delivering high quality training to all staff. The training model is currently being implemented across all regions. Staff will have access to an improved online learning management system that provides ease of access and comprehensive training modules. Training delivered to staff is compliant with the

**1137** Incidents reported

**131** Restrictive practices identified, assessed and reports filled

**128** Reportable incidents actioned to the NDIS Commission

**93** Hazards identified

**156** Staff injury or near misses

**92** Conflicts of interest identified and Safeguards put in place

**24** Compliments

**10** Complaints



NDIS high intensity skill descriptors and allows for the delivery of both mandatory training and additional training that can be delivered on an as needs basis. All training delivered contributes to the quality and safety of supports.

Our work has continued in providing a safe working environment for all staff and Participants. Safety initiatives are continuing to be implemented across the organisation. Individual risk mitigation strategies in addition to organisational strategies such as the further development of our injury management procedures and workplace rehabilitation providers has been actioned and reviewed. We continue to provide staff with the Work Safe Guardian

platform should an urgent incident occur. We are working with all staff in all regions to respond to staff injuries and identified hazards. Our systems are currently being further developed so that we provide more in-house support to staff. Over the next year we are looking to comprehensively work with staff to manage injuries and develop relationships with key stakeholders and rehabilitation providers.

Changes and review of the regulatory functions of the NDIS Quality and Safeguards Commission have been monitored and the proposed changes welcomed. We understand that further information will be provided to NDIS registered providers and un-registered

providers that will see additional compliance requirements for those delivering services to NDIS participants. These changes are seen as welcome changes that will provide additional oversight and regulation, which will result in NDIS Participants having access to safer quality supports.

Over the next year we look forward to working with the wider system and NDIS Participants to continually improve the services we deliver. We will work with a continued commitment to risk management, quality management and clinical governance. We are looking forward to providing further supports to our staff in terms of providing a safe workplace and managing hazards. We would also like to thank everyone working towards the shared goal of delivering safe and quality supports each time support is delivered and NDIS Participants that provide their valuable feedback and input into continuous improvement initiatives.

**Sarah Pepper**  
**Quality and Safeguards Manager**



Scan the QR code to hear more about the workshops coming to the south west, facilitated by Sarah Pepper (pictured), and Larissa Beeby of Advocacy WA.





# Therapy Services Report

MATTHEW WITTORFF



The 2024–2025 financial year marked a period of significant growth and achievement for Enable WA's Therapy Services.

Over 300 clients received support across the Perth Metropolitan, Peel, Upper

South West, Lower South West, and Great Southern regions over the past financial year. Our multidisciplinary team delivered a wide range of services, including:

- Occupational Therapy
- Speech Pathology
- Physiotherapy
- Positive Behaviour Support
- Therapy Assistant

## Financial Performance

Therapy Services performed exceptionally well, surpassing budget expectations and contributing a surplus to Enable

WA's overall financial position. Since its establishment in May 2020, the Therapy Services team has not only repaid the initial investment used to develop the service but also generated ongoing returns. This strong financial performance plays a key role in diversifying Enable WA's income - an important strategy in navigating the evolving National Disability Insurance Scheme (NDIS) landscape.

## Quality and Compliance

In a recent external audit conducted by the NDIS Quality and Safeguards Commission, Enable WA's Therapy Services received



highly positive results. This outcome reflects the dedication and professionalism of our team, whose commitment to excellence continues to drive high standards of care and compliance.

## Workforce and Service Delivery

Recruiting and retaining skilled allied health professionals (particularly in regional areas), remains a significant challenge across Western Australia.

Despite these pressures, Enable WA has successfully attracted a team of highly qualified and experienced therapists and practitioners. We remain focused on expanding therapy services across all regions in which Enable WA operates, ensuring continued access for clients in metropolitan and rural communities alike.

## Culture is Key

Continuing on our Strategic Plan outcome of promoting internal culture, we also held a get together for all members of our Therapy Services team to get together. Being spread throughout Western Australia from Manjimup to Perth, opportunities for us all to mingle face to face are limited.

This provided a great opportunity for our team to get to know one another better, and identify each other's strengths and personalities.

In the 2024 - 2025 Financial Year, our team members self-nominated to be on a series of advertising and promotional materials, to explain their service offerings, and give more of an insight as to what it's like to work at Enable WA. By sharing our team's stories, highlights, and experiences, we aim to present transparency to our future hires about the culture we have here at Enable Western Australia. Thank you to everyone involved in these productions - your initiative and openness to share is what makes our culture great.

## Looking Ahead: 2025–2026

The upcoming year presents several challenges, including changes to therapy travel provisions and reductions in NDIA hourly rates for some disciplines. Despite these pressures, Enable WA remains committed to providing high-quality therapy services to our clients.

We will continue to integrate and strengthen our Therapy Services within

the broader organisation, ensuring sustainability and person-centred care well into the future.

**Matthew Wittorff**

**Manager Therapy Services**



Members of our Therapy Service team on their team bonding experience.



## Client Advisory Group Message

JENNY PITTMAN



The Client Advisory Group (CAG) has been in place for the last 3 years.

Over that time, the group has been instrumental in shaping a number of changes within Enable WA, providing invaluable feedback and perspective from

### WHAT'S CHANGED IN THREE YEARS....

- Removal of the Outcome Star goal measuring tool.
- Development of the Client Survey format and mailout, which has resulted in the highest number of engagement and responses to-date.
- Review and feedback on Policies & Procedure changes.
- Feedback on the way information is communicated by Enable WA to clients/families, which has resulted in exploration of technology to better inform people of the newsletter. This ensures that everyone (clients/families/support workers) can have access to news and upcoming events to further enrich their engagement with Enable WA. Rollout is in progress.
- Review of workshop content to be delivered by Enable WA, for a collaboration with Advocacy WA, empowering people with disability to understand their rights and successfully advocate for themselves around services they receive.

a client viewpoint. This ensures that Enable WA have a much better understanding of how any changes to the way supports are delivered, policies & procedures are reviewed and implemented, and information is communicated to clients and families.

The CAG meets every 2 months on average, either in person or via video conferencing. Upper South West and Metro areas are well represented and we would welcome representatives from the other regions to participate. As a parent of a client with Enable WA, it has been amazing to see our feedback and

suggestions flow up to Management level and be actioned. Possible discussion for coming meetings is a refresh of the Client Support Plan, options with regards to Group activities similar to that implemented in the Lower South West and working towards the next Client Survey.

For more information how to become part of the CAG, please visit the Enable WA Website.

**Jenny Pittman**

**Client Advisory Group Member**





# 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!

# Meet our Regional Managers



Our Regional Managers are responsible for the day to day happenings of Enable WA  
- from staffing, to creating and managing events for Support Workers and Participants to celebrate the work we all do together, shift management, organising training, and offering support to members of the team to further their own careers. Thank you for another fantastic year to each of our Managers, and keep doing the great work you do!



Ian Mumford  
Lower South West



Fiona Stephen  
Upper South West



Jason Hall  
Mandurah/Peel



Lisa McIvor  
Perth Metro

# Team Highlights

## EVENTS THROUGHOUT THE YEAR!



As well as our larger scale events, our four regional offices also manage and organise their own events for Participants, Support Workers and Coordinators to come together and socialise!

These are just a few highlights from the 2024 - 2025 Financial Year:

- 2024 NAIDOC Week activities throughout the regions
  - Easter morning tea events
  - Support Worker of the Year Awards
  - GAP in Busselton started up again, with craft and social activities for Participants
  - Briony Page, Positive Behaviour Support Practitioner, was nominated as a Finalist in the NDS Western Australia Disability Support Awards
  - Support Worker of the Year announcements
  - Cook Up/Shared Spoon cooking classes, and bowling sessions in Peel
  - Our Therapy team checked out Red Zoo in Perth, for some team bonding
  - Volunteering at and co-sponsoring the Sensory Zone at RTRFM's 'In the Pines' festival for the second year in a row
  - Hearing from Enable WA's CEO, David Naughton, about his sabbatical and key learnings from his time abroad (more on page 38)
  - Christmas Parties for each region
  - Upper South West dressed up for Halloween, and everyone got involved with Pyjama Day!
  - New video ads created for Therapy team
- ... and many more fun filled activities!



Upper South West Christmas Party



Pyjama Day at Peel



Behind the Scenes of our new Therapy ads

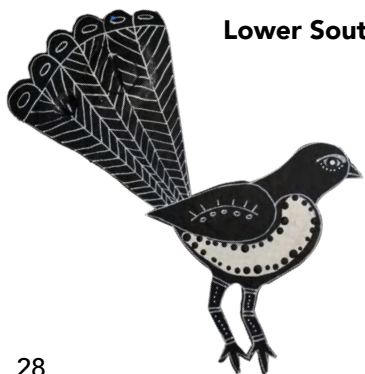


# The Enable Community

## Congratulations on some huge achievements this year

**Corrina** has been with Enable for the past five years and has grown significantly with support from her team. After changes to her funding, she temporarily moved back in with her grandparents while Enable continued to assist her.

Over the past eight months, Corrina has gained independence, built a relationship, and is preparing to start paid employment at a local Op Shop. She has also welcomed a housemate and is excited about this next chapter, showing remarkable self-confidence and determination. We're so proud of your progress, Corrina!



**Lower South West**

In June 2025, **Ryder** was awarded a Variety Heart Scholarship from the Variety Club of WA, which will cover his piano tuition for the year. On 10 July, Ryder will officially receive this scholarship at a special ceremony surrounded by his family. Ryder communicates nonverbally and lives with complex medical needs, and his passion for music continues to be a powerful outlet and source of joy. Congratulations, Ryder! Keep playing!

### **Lower South West**

Congratulations to **Jason**, who took out first place in the Bunbury Regional Ten Pin Bowling Tournament as part of the WA DSA Competition. Representing the Bunbury Bandits, Jason's achievement is a fantastic reflection of dedication and skill.

### **Upper South West**

In the 2024 Christmas season, **Michelle** generously contributed to the Doors Wide Open Inc. food collection, helping support local families in need. Her commitment to giving back to the community is truly inspiring, and we're proud to celebrate her generosity.

### **Upper South West**



Ryder from Lower South West

In his two years with Enable WA, **Rori** has shown incredible growth. Over the past year, he's earned his White Card, gained his Learner's Permit, and begun working as a Teacher's Assistant at a local school—an inspiring example of what commitment and perseverance can achieve. Congratulations, Rori..

#### **Mandurah/Peel**

We are proud to recognise **Sue Edge**, awarded Senior Community Citizen of the Year (65+ years) at the City of Mandurah Citizen of the Year Awards on Australia Day. Living by her philosophy 'Dream, believe, adapt, and achieve,' Sue continues to inspire through her work in the community. She organises an annual Quiz Night raising funds for Parkinson's, runs a monthly art class, leads a weekly boxing group, and facilitates a Parkinson's support group.

Sue's dedication and generosity are an inspiration to us all. Congratulations Sue on this well-deserved recognition.

#### **Mandurah/Peel**

**Paris** recently enjoyed an overnight trip to South Perth with her support worker, **Layla**, as part of her journey toward independent living. The highlight was a High Tea at The Waiting Room at Crown Towers, where Paris looked stunning with her hair and makeup done for the occasion. These experiences are building her confidence away from home, with more adventures already in the works.

#### **Perth Metro**

A number of our Perth Metro office volunteered their time at the 2025 In The Pines music festival, hosted by RTRFM. Our vollies spread their time between the Sensory Space, and at our booth within the festival space. Congratulations to our volunteers **Kaleb, Ethan, Elle, Jessica, Brenton, Casey, Nathan, Sally Anne, Niomi, Shelly, Matthew** and **Mark** for doing such an amazing job at promoting inclusion and accessibility at more music events.

#### **Perth Metro**



Above: Sue Edge receiving her Local Legend Award  
Below: Paris on her Perth trip!



# Quality and Safeguards Audit Outcome for 2025



At Enable WA, ensuring that the people we support receive services that are safe, respectful, and of the highest standard is at the core of what we do.

One of the most important ways this is measured and strengthened is through the independent audits required by the NDIS Quality and Safeguards Commission. This year, Enable WA successfully completed its audit, and we are proud to share the outcomes with our community.

## What the Audit Involves

The NDIS Quality and Safeguards framework sets out a clear expectation: providers must demonstrate that the supports they deliver are aligned with the NDIS Practice Standards. These standards cover everything from governance and risk

management to how we uphold the rights, dignity, and independence of the people we support.

Audits are conducted by approved independent auditors who examine our policies, procedures, and day-to-day practices. They speak with participants, families, and staff to gain a full picture of how we work. Importantly, the process looks beyond compliance. It asks whether our culture, systems, and approaches truly promote safety, inclusion, and positive outcomes for people with disability.

## Why Audits Matter

While audits can sometimes sound like a “tick-the-box” exercise, they are much more than that. They provide reassurance to participants, families, and the community that Enable WA is accountable and transparent in the way we deliver services. They also give us valuable



Above: Perth Metro Christmas Party  
Below: the Enable WA Quality and Safeguards team, James Hughes, Tushar Yadav, Sarah Pepper, and Lauren Aldridge





feedback on what we are doing well and where there are opportunities to improve.

For us, the audit process is a chance to pause and reflect on the quality of our services, and to reaffirm our commitment to continuous improvement. Every recommendation, observation, and conversation contributes to building a stronger organisation that is responsive, trustworthy, and focused on the people at the centre of our work.

### This Year's Outcome

We are pleased to report that Enable WA met all the requirements of the audit, with commendations for our participant-centred approach, staff dedication, and robust governance processes.

Feedback highlighted the positive culture we have built, where participants feel respected, staff feel supported, and everyone is working together toward the same goal: creating a community where people of all abilities can thrive.

Of course, no organisation is perfect, and we welcome the opportunities for refinement that were identified.

These are already being actioned with clear plans in place to ensure our services remain not only compliant, but innovative and responsive to the changing needs of the disability sector.

### A Thank You to All Involved

Audits are a team effort. We want to extend our sincere thanks to the participants and families who generously gave their time and feedback, to the auditors for their professional and constructive approach, and to our

dedicated staff who continually strive to uphold the highest standards in their work.

At Enable WA, quality and safeguards are not just about meeting external requirements. They are about living out our values each day. We are proud of the outcome of this year's audit and even more proud of the people who make it possible.

**Sarah Pepper**

**Quality and Safeguards Manager**

Our NDIS Audit Meetup, Jan 2025



# Reconciliation Action Plan (RAP)

## CONTINUED WORK ON OUR CONSOLIDATION



In June 2024, Enable WA proudly launched our first Reconciliation Action Plan (RAP), the Reflect RAP.

This marked an important step in our reconciliation journey, setting milestones and deliverables to guide how we strengthen relationships, show respect, and create opportunities with Aboriginal and Torres Strait Islander peoples.

Over the past year, our focus has been on consolidating this foundation. The Reflect RAP has given us the chance to listen, learn, and build structures that ensure reconciliation is embedded in our organisation. We have worked to honour the commitments outlined in the plan while creating space for cultural learning and celebration.

A key highlight was our week of NAIDOC activities in July 2024, which brought together participants, families, and staff

to celebrate the theme and deepen understanding. Planning for NAIDOC Week 2025 reflects our commitment to continue this work in creative and engaging ways. Activities will include artwork deliveries to each office, a NAIDOC scavenger hunt in Boorloo, themed cooking classes in Peel, a free screening of Bran Nue Dae in Undalup, and a silent disco in Goomboorup.

In 2025, Enable WA will transition from our Reflect RAP into the next phase: the Innovate RAP. This step will expand on the foundations we have set, strengthen partnerships, and create new opportunities to embed reconciliation across all aspects of our work.

Enable WA acknowledges that reconciliation is a journey, not a destination. We are proud of the progress made during this first year and remain committed to building on it in the years ahead.



RAP Chairperson, Sara Dupree, welcoming everyone to the first NAIDOC Week event in Goomboorup/Bunbury.



Mandjoogoordap Coordinator, Delle, meeting our 2024 art winner, Melissa Spillman (Woods), delivering her piece 'Karrak Spirit'.





## 2025 Artwork EOI for National Reconciliation Week



During National Reconciliation Week 2025, we revealed the winning artists from our 2025 procurement of artworks from Aboriginal and Torres Strait Islander artists from country.

As part of our ongoing commitment to reconciliation, we were once again proud to invite expressions of interest to highlight the outstanding artistic talent within our regions.

This year we were delighted by the strong response, with many submissions demonstrating a deep connection to the values and purpose of Enable WA. The RAP Working Group found the quality and creativity of the artworks truly inspiring and wished it were possible to showcase them all. We extend our heartfelt thanks to every artist who took the time to share their work with us.

The selected artworks (pictured above) are now proudly displayed in our offices. Each piece represents meaningful themes of community, belonging, and empowerment, and we are honoured to have them as part of our workplace.

Congratulations to the following artists (shown in order above):

- Undalup (Busselton): Water Roo – India Armstrong
- Goomburrup (Bunbury): My Noongar Boodja – Kathy Ugle
- Mandjoogoordap (Mandurah): Mandjoogoordap (meeting place of the heart) – Bianca Willder
- Boorloo (Perth): Bulali / We Two (Parent and Child) – Emily Rose



# A Special Farewell to Our Long Serving Board Members



At our Annual General Meeting in November 2024, we farewelled two long-serving and highly respected members of the Enable WA Board: President Roger Veen and Secretary Mandy Mould.

Together, they contributed more than 25 years of dedicated service to Enable WA, leaving a legacy of leadership, advocacy, and commitment to our Participants, families, and staff.

Roger Veen retired as Board President after many years of guiding Enable WA through a period of significant growth and change in the disability sector. Roger's leadership extended well beyond chairing Board meetings; he played a hands-on role in key projects such as the redevelopment of the Beach Road Bunbury property and the installation of automatic vehicle gates.

He worked tirelessly with local politicians and fellow Board members to strengthen Enable WA's governance, while also championing the recruitment of skilled and committed new members to ensure the Board's sustainability into the future.

Roger's contribution was also marked in a very personal way. As part of his farewell, he introduced the Roger Veen Award, recognising employees who embody excellence, commitment, and a passion for growing the organisation. The inaugural award was proudly presented to James Hughes from Quality and Safeguards—a testament to Roger's belief in acknowledging the people who make Enable WA strong.

Mandy Mould retired as Board Secretary, leaving behind an equally significant impact. Mandy has been a steadfast advocate for carers and Participants,



Above: David Naughton, Mandy Mould, Wendy McIntosh, David Miles, Roger Veen, Heather Reid, and Jeff Kappler at the 2024 AGM in Bunbury.

Below: Roger Veen, Mandy Mould, David Miles, and Jeff Kappler.



David Naughton and Roger Veen

ensuring their voices and experiences were heard at the Board level. Her ability to bring insights from lived experience into decision-making helped shape Enable WA's direction, particularly as the disability sector navigated the challenges and reforms of the NDIS.

Mandy also made her mark in the community through her involvement in initiatives such as the Art for Inclusion program, which fostered creativity, visibility, and connection for people of all abilities. Her commitment to two-way communication between the Board, Executive, and the people we support has left a lasting imprint on the culture of Enable WA.

The retirement of Roger and Mandy marks the close of an important chapter for Enable WA. We extend our deepest thanks to them both for their extraordinary contributions and for the leadership, advocacy, and care they brought to their roles. Their legacy will continue to influence our organisation for years to come.

Alongside these farewells, we were pleased

to welcome new Board members Wendy McIntosh, Heather Reid, Paco Tovar, and Erin van Noort. Each brings valuable experience, skills, and fresh perspectives to the Board, strengthening our ability to support the Enable WA community.

We have also begun the process of recruiting an additional Board member with lived experience of disability, either personally or as a carer or family member. We thank Wendy McIntosh for taking the

initiative in leading this recruitment process and look forward to receiving applications soon.

Scan the QR code to hear firsthand from Wendy McIntosh about what it means to be a member of the Enable WA Board, and the difference it's made to her life.



David Naughton, James Hughes, and Roger Veen at the 2024 AGM.



# Building Stronger Supports Through Clinical Governance



**Maintaining and improving the quality of care is at the heart of everything we do.**

This year, several of our team, including James Hughes (Manager of Lower South West), and Chloe Hans and Terese Hanrahan (Lower South West Coordinators), undertook Clinical Governance training to strengthen our approach to participant safety, wellbeing, and high-quality service delivery.

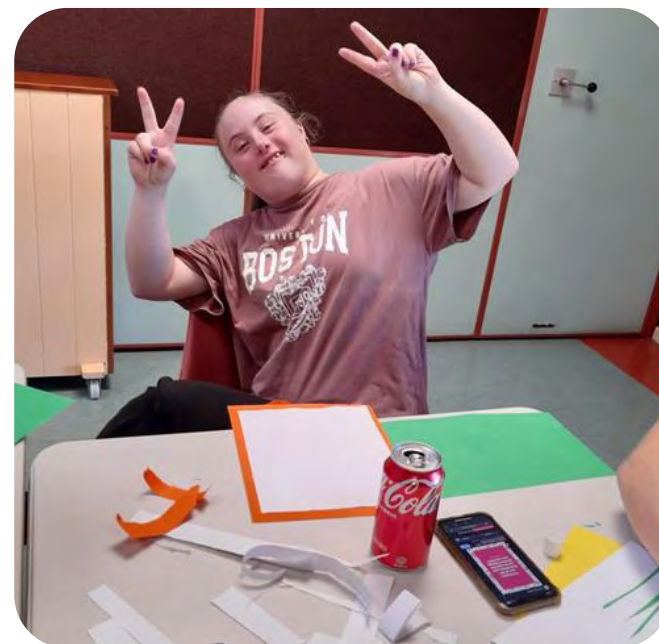
Clinical governance is a systematic way of ensuring safe, effective, and consistent care. It brings together all areas of the organisation including participants, staff, and management to collaborate on policies, practices, and improvements.

The training, offered through a series of online workshops and supported by our

CEO, David Naughton, provided our team with new tools and frameworks to embed this approach into daily practice.

James and Terese highlighted how valuable it was to learn alongside professionals from across the health and disability sector. Sharing real-world experiences gave them practical insights into identifying risks and strengthening systems, particularly around psychological safety, which is just as important as physical and environmental risk management.

Due to the significant benefit of this training, a further nine staff members from our Client Services Department and Quality and Safeguards team have also attended Clinical Governance Training in a face-to-face setting. Continued access to this training allows Enable WA staff members to increase their knowledge and skills in this





area and ensures we continue to provide a high level of safe and quality supports to all Enable WA clients.

### Key takeaways from the course included:

- Using structured tools like the “Five Why’s” to uncover the root causes of incidents by repeatedly asking the question “Why?” until the underlying issue is identified.
- Building stronger collaboration with participants to understand their needs and perspectives.
- Placing equal emphasis on psychological, physical, and environmental risks.
- Embedding leadership practices that encourage teams to adopt a clinical governance mindset.

For Enable WA, this training translates directly into better outcomes for participants. With more clients requiring high-intensity daily supports and working in the Positive Behaviour Support space, our Coordinators are now even better equipped to guide support teams, identify

training needs, and ensure that participants remain safe and supported with the highest quality of care.

Our commitment to clinical governance has also been recognised beyond our organisation. In July, CEO David Naughton was invited to present at a national webinar to share how Enable WA has embraced clinical governance and the benefits it brings to the health and disability sector. Speaking to an audience of professionals across health and aged care, David highlighted how strong governance frameworks create safer, more effective supports and ultimately improve the lives of

the people we serve.

As Terese reflected, “Having done the course has really opened my mind and taught me quite a lot which has changed my practice and will change the outcomes and benefits for our clients.”

Learning never stops. By investing in training and sharing our expertise nationally, we continue to build a culture where quality, safety, and participant voice remain at the centre of everything we do.



Scan the QR code to hear firsthand from James Hughes and Terese Hanrahan about the effect this training had on their services.



# CEO Sabbatical to the UK

## INSPIRATION FROM INTERNATIONAL DISABILITY LEADERS



In September 2024, Enable WA CEO David Naughton undertook a sabbatical to the United Kingdom to explore international perspectives on disability services and to connect with organisations trialling new approaches.

His trip included attending the prestigious Leeds Disability Studies Conference and visiting the Camphill Village Trust communities in Yorkshire.

### Leeds Disability Studies Conference

Held at the University of Leeds, this three-day conference brought together more than 30 countries, with presentations from people with lived experience, carers, academics, and service providers. With over 350 presentations ranging

from practical case studies to advanced research, the conference highlighted both the diversity and complexity of disability issues around the world.

While some topics were highly academic, many provided valuable insights for organisations like Enable WA. Presentations reinforced the importance of listening to people with lived experience, recognising the powerful influence of organisational culture, and ensuring that real choice and control goes beyond slogans to genuine decision-making for individuals.

Australia, and the NDIS in particular, was held in high regard at the conference. Many countries, including the UK, are facing challenges such as austerity measures and limited resources, while Australia's funding model for participants was considered strong and innovative. The key message for Enable WA was clear: while we can always





learn from others, we should be confident that our sector is delivering high-quality, person-centred care on an international scale.

## Camphill Village Trust – Botton and Malton

David also spent two days visiting communities run by the Camphill Village Trust, an organisation that supports around 500 people with intellectual, psychosocial, and neurodiverse disabilities across nine rural sites. The visits to Botton Village on the Yorkshire Moors and Malton in North Yorkshire provided valuable insights into an alternative model of supported living.

Founded in 1955 and rooted in the Steiner philosophy, Camphill combines supported accommodation with farming, retail businesses, and art-based programs. Participants live in shared homes or individual dwellings, with access to farms, market gardens, art therapy, and vocational training opportunities. Importantly, Camphill's commercial operations, including farming and retail, provide both income and meaningful activities for residents.

While there are clear differences between Enable WA and Camphill (particularly as Enable WA supports people with higher physical needs), the visit highlighted ideas worth exploring.

Vocational training, community-based enterprises, and holistic approaches to wellbeing could inspire innovative programs in Western Australia, especially if paired with potential new revenue streams.

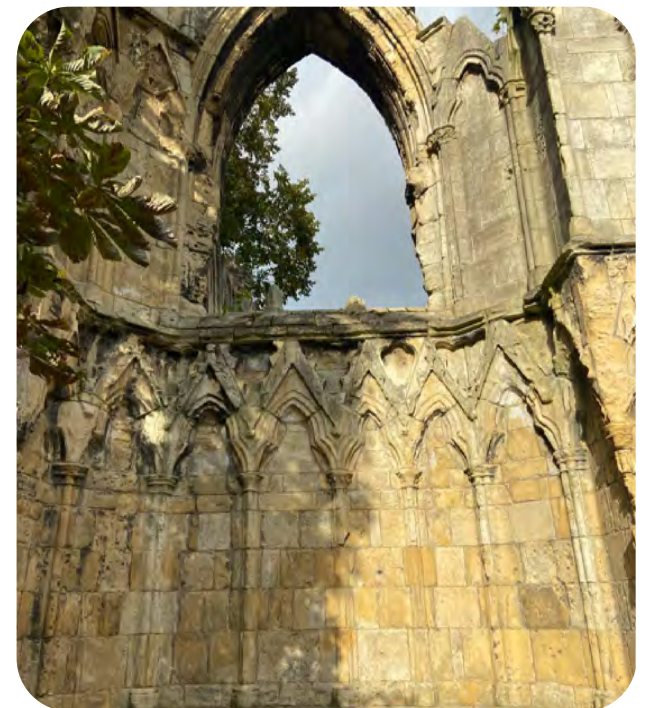
## Key Reflections

- Internationally, Australia's disability sector is highly regarded, with the NDIS seen as progressive and well-resourced.
- Organisational culture has a major impact on outcomes—people need to feel truly at home in their chosen environments.
- Vocational training and meaningful activity play a vital role in wellbeing, offering both purpose and inclusion.

There are opportunities to think creatively about supported accommodation, including rural or farm-based models that combine living, working, and community.

## Looking Ahead

David's sabbatical was an opportunity not only to benchmark Enable WA's services internationally but also to imagine new possibilities. While the Camphill model itself is not directly transferable, its emphasis on independence, creativity, and enterprise offers valuable lessons. As Enable WA continues to grow, these insights will inform our future planning, ensuring we remain innovative while staying true to our mission: supporting people to live the life they choose.





# Support Worker of the Year Awards for 2024



Each year, Enable WA Support Workers are nominated for the 'Support Worker of the Year' by Participants, coworkers, families and Management.

At November's AGM, we had the honour of announcing the 2024 Support Worker of the Year Award winners. These awards recognise the outstanding contributions of Enable WA Support Workers who consistently go above and beyond their role requirements. Nominations are made by our staff and management teams, and the winners are selected by our Patrons, Charlie and Nan Martella. Each of this year's winners is exceptionally deserving of this recognition.

We are deeply thankful to have such committed and compassionate individuals on our teams.

## **Congratulations to our 2024 winners:**

- Lower South West: Kathryn Williamson
- Upper South West: Codie Carlsen
- Peel Region: Katelyn Williams
- Perth Metro: Dylan Hopcroft

The joy and support you bring to the lives of Participants every day is inspiring.

Your dedication, professionalism, and genuine care make a meaningful difference, and these awards are a reflection of the impact you have in the community.

This recognition also serves as a reminder of the incredible value our Support Workers bring to Enable WA. We are proud of each of our winners and look forward to celebrating more achievements as we continue to support and empower the people in our care.



Kathryn (centre), Codie, Katelyn, and Dylan

# Aimee Dickson

## AIMEE'S COLOURFUL EXHIBITION SHINES IN NORTHCLIFFE



In January, Southern Forest Arts in Northcliffe hosted **Colours On My Mind**, an exhibition by Enable WA Participant, Aimee Dickson.

The exhibition showcased a stunning display of her artwork, inviting visitors to experience her bold use of colour and unique perspective.

Though non-verbal, Aimee communicates powerfully through her art. Diagnosed with autism in early childhood, she has used art as a way to express herself for nearly 18 years. Each work is carefully crafted and instantly recognisable as an ArtIMEE original, reflecting her distinctive style.

Colours On My Mind marked a return to the gallery where Aimee first exhibited in 2012. With Northcliffe celebrating its 100th

birthday, the timing provided a perfect opportunity to share her work with the community once again.

The exhibition was very well received, with visitors praising the vibrancy and originality of her pieces. Recently, during an in-house art class, Aimee was commissioned to paint a local's pet dog, a work that was deeply appreciated by its owner. Seeing her work on display brought Aimee a sense of pride and joy. Her mother, Fiona, expressed gratitude for the supportive and inclusive community of Northcliffe, where people of all abilities have the opportunity to share their talents.

Colours On My Mind was a successful celebration of Aimee's creativity and dedication to her craft.



Aimee at the 'Colours on my Mind' Exhibition



Scan the QR  
code to check out  
Aimee's artworks,  
and keep up to date  
with her exhibitions!





# Luke Heron

## RUNNER UP FAIREST AND BEST!



Luke Heron was awarded Runner-Up Fairest and Best for the 2024–2025 cricket season, recognising his dedication and skill.

Supported by Enable WA, Luke participates in weekly cricket training and fortnightly games across the Peel Region. Due to his Myotonic Dystrophy, his support worker assists during games, running for him while he contributes in ways suited to his abilities.

Participation in the Mandurah Integrated Cricket Club has given Luke a strong sense of connection to the club and wider community. Through cricket, he has formed and maintained friendships and developed confidence in team sport.

Beyond cricket, Luke is actively involved in Enable WA social groups, including cooking, ten-pin bowling, and other

community outings. These activities have helped him build independence, confidence, and social skills, including initiating conversations and planning activities with peers who share his interests.

Luke has also grown significantly in his independence through residential camps. This year, he is attending his fourth three-day camp, an experience that would previously have been challenging. With encouragement, Luke has embraced these opportunities and now looks forward to them with confidence.

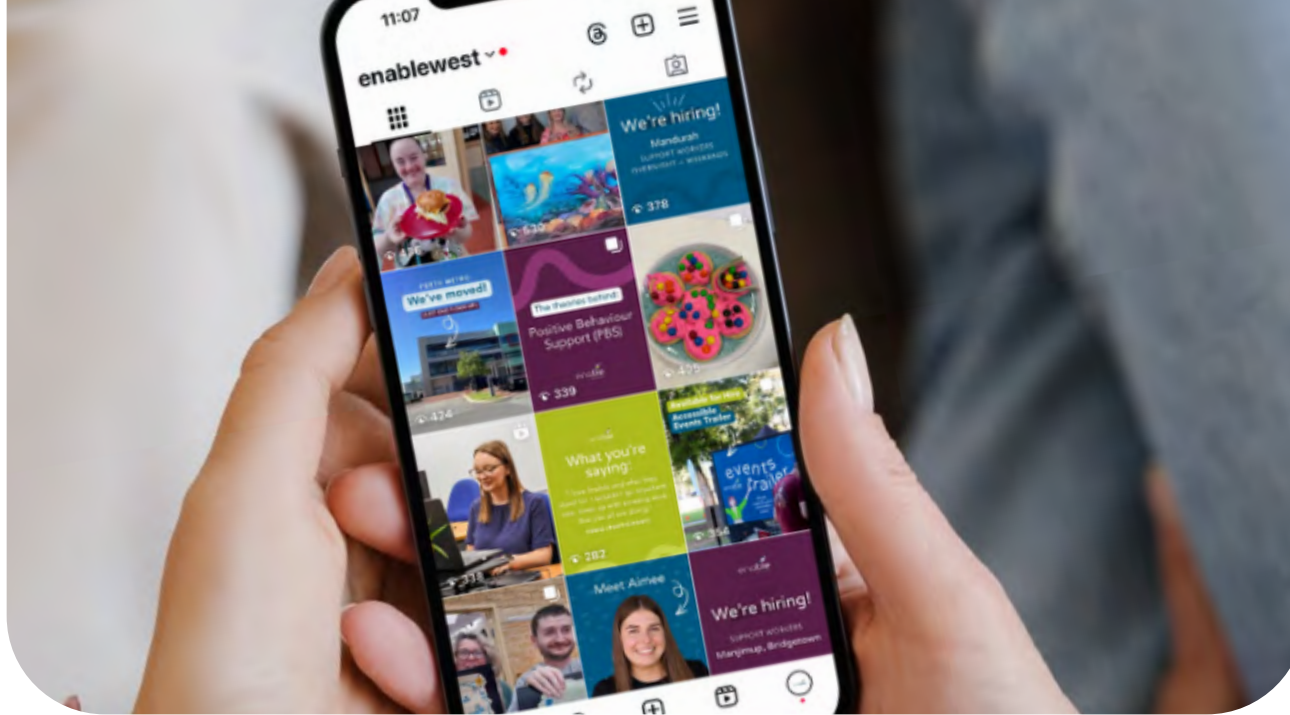
Luke's achievements reflect the positive impact of community engagement, sport, and tailored support on personal growth, and highlight the dedication and support of his Enable WA team..



Luke Heron and all of his medals!  
Below: out on the pitch







## Social Media and Communications

LAUREN DIXON



2024 - 25 brought about challenges for reaching new audiences online, with significant changes affecting Meta ads, the Instagram algorithm, and essentially, limits around targeting specific demographics.

The limitations of demographic targeting implemented from 2023 (but further restricted in 2024 onwards), has meant that our ads are now having to be shown to much broader audiences, rather than niche audiences who would actually find our advertisements relevant to their interests. With this in mind, Enable WA ads on Meta are now purely being used for brand awareness, with most advertising conversions coming through as a result of our ongoing Google Ads.

Our social media channels themselves have been teeming with client photos in

the past six months, and I would like to give a special mention to Jade Wood and Emma Beard from Peel, and Kylie Crealy from Busselton, who continually send through client photos for me to share on our platforms. It is very appreciated, and leads to a massive drive in engagement (likes and comments) each time these are posted - further proving that our online audience connect to people, rather than sales pitches.

The goal of social media is to **be social**, and build trust between your audience and your business. In the case of Enable WA, that means showing Participants in their real world day to day, pulling back the curtain, and showing how Enable WA supports and Support Workers are aiding Participants in living a life of their choice.

As mentioned in the 2023 - 24 Annual Report, the choice to opt-in for SMS email marketing by Participants was raised at a Client Advisory Group meeting. This option was enabled and added to our website in the newsletter sign-up page. The more Support Workers and Coordinators I spoke to about this though, the more it became

clear that they weren't aware how many communication channels were available for Participants to know about. With that in mind, I created a printed flyer for new Participants to receive upon joining (inside their Welcome Pack), with easy instructions on how to follow us on social media, sign up for newsletters, and sign up for CAG.

Our monthly newsletters have been consistently delivered at the start of each month, with an average open rate of 34% over the 2024 - 25 Financial Year. Whilst this statistic isn't bad, I suspect a large number of our emails are going to people's spam folders. If you are registered to receive newsletters, and haven't seen one for a while, please check your spam and label as 'Not Spam' for future emails.

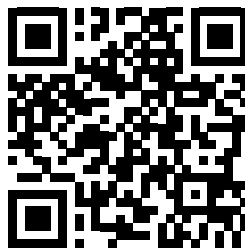
In early 2025, new video advertisements were created for the Therapy team, both with the angle of selling our services, and looking for new hires. I engaged with Great Minds Media (run by an Enable WA Support Worker, no less!) to produce these videos, and I'd like to thank all of the Therapy team and Participants who volunteered their time and talent to bring

these to life. They have been very well received. We are now venturing into new opportunities to bring Enable's Therapy services to schools.

Further to our social media, Enable WA also had a presence at 2025's RTRFM 'In The Pines' festival, where our volunteers managed the Sensory Zone, and had a booth inside the festival area as well. We have also attended quite a few expos in the last Financial Year, using the new expo brand materials for easier visual recognition and consistency between regions.

I'm looking forward to seeing what 2025 - 26 brings to the marketing landscape!

**Lauren Dixon**  
**Studio42 Marketing + Design**  
**Marketing/Communications Manager**



**f:** facebook.com/enablewa  
**@:** @enablewest  
**in:** Enable WA

**3,492** Facebook followers

**198.2k** Facebook accounts reached

**293** New Facebook followers

**76** New Instagram followers

**127** New LinkedIn followers

**847** Meta posts and Stories

**5.4k** Link clicks through organic social

**391** Newsletter contacts

# Enable Compliments

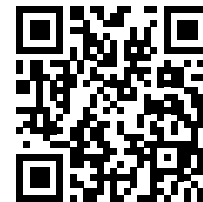


"I wanted to take a moment to recognise the outstanding work of Hannah Carlisle and Jasmin Adams in supporting {client}. During a recent home visit, it was clear how attuned, trauma-informed, and respectful they are in their approach. Their ability to create a calm and supportive environment, while also 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."

"I would like to compliment Heather based in Busselton. I have just moved in January and it was very over whelming for me. My daughter {client} has just finished year 12 last September, so no longer with school supports, new town and no services so had to start all that over again. I support {client} with virtually everything, as well as work nearly full time. Heather met me at a time when I was really struggling with the move, stepped in, listened to what {client} needed, gave support when I was unsure about decisions. I could not have got through the last 3 months without Heather and Enable supports. Thank you Enable for making such a difference for {client}."



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!



## Details

25th November 2024 from 16:15  
Enable WA Head Office  
104 Beach Road, Bunbury, 6230  
(08) 9792 7500

## Attendees:

Roger Veen; Jeff Kappler; Mandy Mould;  
David Miles; Wendy McIntosh; Erin Van  
Noort; Heather Reid; Rhea Divall; Todd Falco;  
David Naughton.  
Patrons Charlie & Nan Martella also attended.

## Apologies:

Apologies: Paco Tovar

## Welcome to Country:

Aunty Annette Garlett from  
Keipa Boodja Aboriginal Corporation.

## Confirmation:

"That the Minutes of the Annual General  
Meeting held on 27 November 2023, be  
confirmed."

Confirmed – Mandy Mould

Carried – Roger Veen

# AGM Minutes



## ANNUAL GENERAL MEETING 2024

### Opening and Welcome

In Opening the Annual Meeting and welcoming those present, Welcome to Country was conducted by Aunty Annette Garlett from Keipa Boodja Aboriginal Corporation.

### President's Report: Roger Veen

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 our Patrons Charlie and Nan Martella and thanked them for their ongoing support.
- Acknowledged this is last year as Board President after 13-year commitment. Acknowledged achievements that have been made including:
  - New initiatives in services provided
  - Improved process
  - Reconciliation Action Plan (RAP)
  - Investments in technology
  - Development programs for staff training
  - Development of a positive culture
  - Specialist Disability Accommodation housing
  - Strong focus on Strategic Planning
  - Establishment of Therapy Team
  - Maintained and balanced profits
  - Social Media presence

- Acknowledged and thanked Board and Executive for the support over the 13-year journey.

## Finance Report:

Jeff Kappler presented audited financial reports for acceptance by Board.

“That the Audited Financial Report for the year ending 30 June 2024 as presented, and as prepared by AMD Chartered Accountants, be accepted.”

**Confirmed** – Jeff Kappler    **Carried** – Mandy Mould

## CEO Report:

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

- Acknowledged challenging year with widespread changes throughout the sector. Change and reforms are never ending but key is to keep informed and work together to support best possible outcomes.
- Acknowledged the hard work of staff to balance the budget by working efficiently and effectively.
- Acknowledged the sad passing of two staff members.
- Acknowledged the launch of the 2024 – 2027 Strategic Plan in January with our first 6-month dashboard report completed last week.
- Acknowledged three new Board Members Paco Tovar, Erin Van Noort and Heather Reid.
- Thank you to Lauren from Studio 42 for all the hard work during the year.
- Thank you to the Quality and Safeguard Team for all the hard work.
- Acknowledgement and thanks to the Executive and Management Team for their support during the year.

## Adoption of Annual Report:

“That the Annual Report for 2023/2024 as present be accepted.”

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

## Appointment of Auditor:

“That AMD Accountants be appointed as auditor for the 2024/2025 Financial Year.”

**Confirmed** – Jeff Kappler

**Carried** – Heather Reid

## Election of Board Members:

New Board Member Nominations: Ms Darralyn Duffy, CV will be sent to Board.

Members with decision to be made by new Board in the coming weeks.

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

## Regional Support Worker Awards:

Awards for the following regions were presented by Nan Martella:

- Upper South West: Codie Carlsen Graco
- Peel/Rockingham: Katelyn Williams
- Lower South West: Kathryn Williamson
- Perth Metro: Dylan Hopcroft

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

## CEO 2024 Sabbatical Presentation

## Board Member Notice of Retirement:

Board President Roger Veen and Board Member Mandy Mould have given notice to retire from the Board December 2024.

## Roger Veen Award:

Inaugural ‘Roger Veen Award’ was presented by Roger to James Hughes for his outstanding work and commitment to Enable WA.

## Meeting Close:

AGM closed 17:10.



# 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 2024/25 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.

☎ (08) 9792 7500  
✉ [reception@enablewa.org.au](mailto:reception@enablewa.org.au)  
💻 [www.enablewa.org.au](http://www.enablewa.org.au)

