accessability

connect • belong • achieve



2025-26

Annual Report















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About **Us**

Accessability was established in 1993 by a group of committed parents and citizens to support vulnerable individuals and families at home and in their community.

With a team of dedicated staff and volunteers, Accessability promotes independent living for people with a disability. By working one-on-one with clients we provide a wide range of supports to promote their wellbeing and choice. We help them take control of their lives.

Our services include: community inclusion programs, accommodation support, assistance with daily living, Positive Behaviour Support services and help to plan and coordinate services.

Our Person Centred approach enables us to work with our service users to realise their life goals and dreams.

Accessability provides services to 28 local government areas covering 87,000 square kilometres across the Southern Wheatbelt and Great Southern regions of WA with offices in Brookton, Narrogin and Katanning.

Because we recognise that each person is an individual with different needs, our staff are committed to delivering a person-centred, tailored plan to meet the specific needs of each individual. A plan that will help them reach their goals, dreams and aspirations.

Our **Vision**

A community where each person is valued and empowered to thrive.

Our **Purpose**

We create possibilities for people of all abilities in our community through enabling personal growth, facilitating connections, building confidence, challenging beliefs, and breaking stigma.

Our **Values**

Compassion

We honestly care and are committed to making a positive difference.

Accountability

We act with integrity and take responsibility for our actions.

Collaboration

We partner with stakeholders, individuals and their other supports for the best outcomes.

Courage

We embrace challenges and are determined to fight the odds to achieve desired goals.



Our **Strategic Objectives**

To bring our strategy to life, we have developed five new strategic objectives in which our Vision and Values are fundamentally aligned.

These strategic objectives are key drivers in achieving successful outcomes for individuals with disability and their families.

Our objectives are:

1. Culture

Success is a culture of dedication and connection to purpose.

2. People

Success is a skilled and stable workforce.

3. Sustainability

Success is a thriving future for our community and organisation.

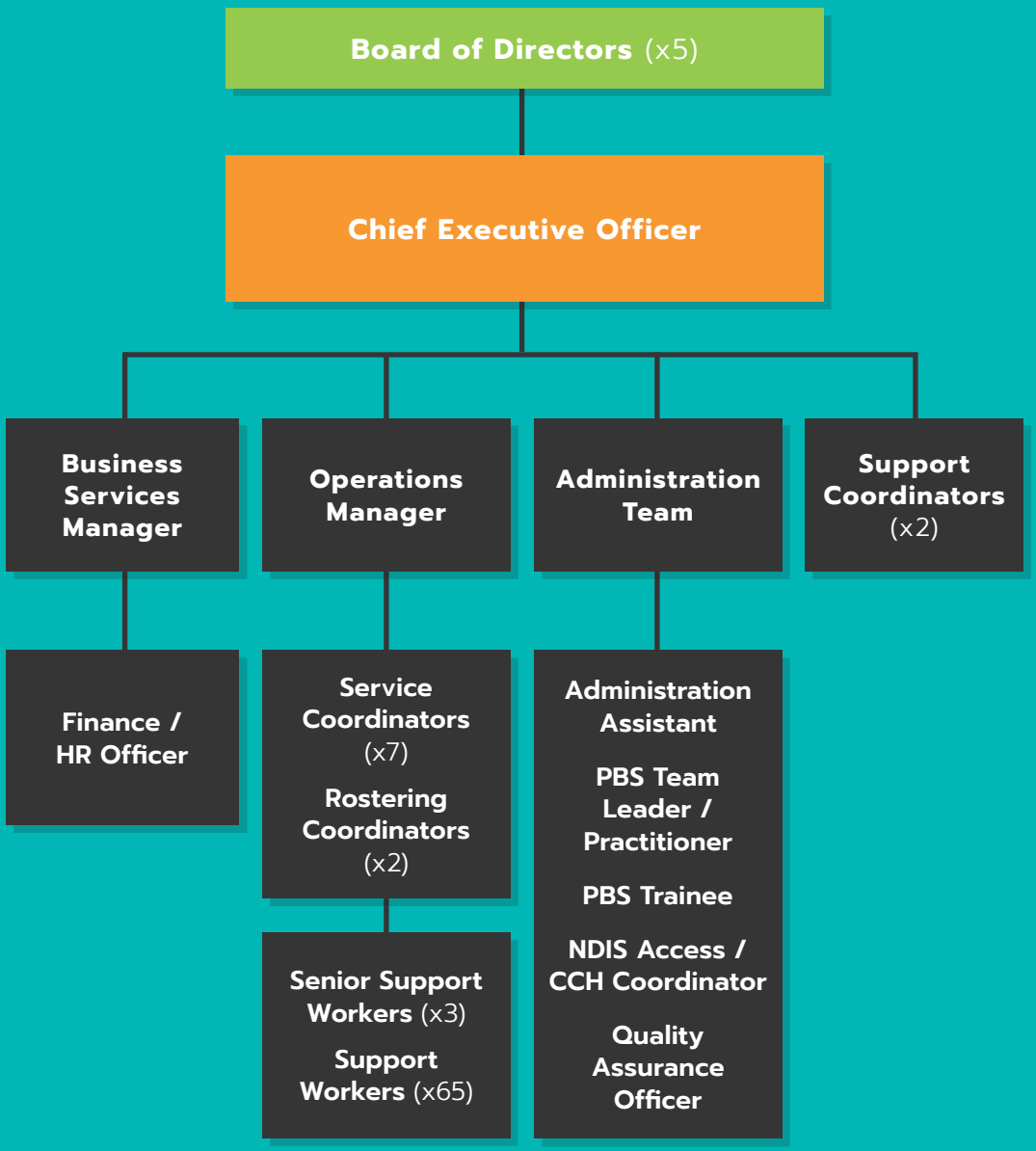
4. Excellence

Success is a continuously improving service.

5. Inspiration

Success is challenging beliefs and behaviours.

Organisational Structure



Our **People**

Board of Directors

- Brian Lange (Chairperson)
- Lilja Bosenberg (Treasurer) (Res. 06/25)
- Sanaa El Bahraoui (Director) (Res. 11/25)
- May Griffiths (Secretary)
- Robert Robbins (Director)
- Caroline Van Onselen (Director)
- Joseph Nyamba (Treasurer)
- Heather Waters (Chief Executive Officer)
- Marie Christie (Admin Support)

Management & Coordination Team

- Heather Waters (Chief Executive Officer)
- Jake Eardley-Wilmot (Business Services Manager)
- Rikarly Ramirez (Operations Manager/ Marketing Coordinator)
- Chris Bolton (Team Leader PBS/PBS Practitioner)
- Christine Eales (NDIS Access Officer/CCH Coordinator)
- Julie Gentle (Quality Assurance Officer)
- Kimberly Roberts (Rostering Coordinator)
- Marie Christie (Administration Assistant)
- Linda Milne (Service Coordinator)
- Peta Reinke (Service Coordinator)
- Jenny Johnson (Service Coordinator)
- Kylee Campbell (Service Coordinator/ Rostering Coordinator)
- Leslee Booth (Service Coordinator) (Res. 08/25)
- Briahna Denny (Assistant Service Coordinator / Support Worker)
- Rebekah McAuliffe (Service Coordinator) (Res.08/25)
- Allysha Spurling (Support Coordinator)
- Jason Duma (Service Coordinator / Support Worker) (Res. 01/26)
- Carol Walsh (HR / Finance Officer)
- Deborah Watkins (Service Coordinator) (Res. 03/26)
- Bronwyen Teale (Support Coordinator / Support Worker)
- Josephine Sims (Service Coordinator)
- Kristy Lucassen (Service Coordinator)
- Kingsley Udoh (PBS Practitioner Assistant)

Service Delivery Team

- Adam Hadden (Support Worker)
- Aidatul Husna (Support Worker)
- Alana Reeves (Support Worker)
- Alita Coulthard (Support Worker)
- Alyssa Humbles (Support Worker)
- Amanda Lacey (Support Worker)
- Anil Pareek (Support Worker)
- Anju Rajan (Support Worker)
- Anna Hawkins (Support Worker)
- Arraine Miranda (Support Worker)
- Ashim Bhandari (Support Worker)
- Barbara Culbertson (Support Worker)
- Beverley Griffiths (Support Worker)
- Billie Miles (Support Worker) (Res. 12/25)
- Bruce Wyatt (Support Worker)
- Candida Pereira (Senior Support Worker)
- Cassandra Nixon (Support Worker)
- Charity Gisborne (Support Worker) (Res. 02/26)
- Charmaine Brooks (Support Worker)
- Chelsea Scott (Support Worker)
- Cherise Luck (Support Worker)
- Chirag Sharma (Support Worker)
- Chris Marcinkus (Support Worker)
- Corinna Truman (Support Worker)
- Debbie Garlick (Support Worker)
- Diana Cherop (Support Worker)
- Diane Honey (Support Worker)
- Eileen Haltiner (Support Worker)
- Elspeth Wallas (Support Worker)
- Emily Coote (Support Worker) (Res.11/25)
- Esther Masara (Support Worker) (Res. 02/26)
- Graeme Reid (Support Worker)
- Hayden Twiselton (Support Worker)
- Honeslie Spencer (Senior Support Worker)
- Ivan Isles (Support Worker)
- Jack Colegate (Support Worker)
- Jodi Lindley (Support Worker)
- Jody Milentis (Support Worker)
- Jordan Mahe (Support Worker)
- Julie O'Connor (Support Worker)
- Karlee Nicol (Support Worker) (Res.04/26)
- Kathryn Windsor (Support Worker)
- Kingsley Udoh (Support Worker)
- Korasika Julius (Support Worker)
- Laura Windsor (Support Worker)
- Leah Twiselton (Support Worker)
- Leanne Kelly (Support Worker)
- Linda Starke (Support Worker)
- Lisa Pitcher (Support Worker) (Res. 08/25)



- Logan Morris (Support Worker)
- Malcolm Colegate (Senior Support Worker)
- Maria Vidigal (Support Worker) (Res. 07/25)
- Marie Coles (Support Worker) (Res. 09/25)
- Mary Likewise (Support Worker)
- Maxwell Smith (Cleaner) (Res. 04/26)
- Medeline Siziba (Support Worker) (04/26)
- Michael Higgins (Support Worker) (Res. 12/25)
- Michael Sinclair (Support Worker)
- Nicole Milkins (Support Worker)
- Olivia Harrison (Support Worker) (Res. 10/25)
- Ornapa Saejeam (Support Worker)
- Owen Parker (Support Worker) (Res. 08/25)
- Patricia Kennedy (Support Worker) (Res. 01/26)
- Peta Hicks (Support Worker)
- Pias Marie Tabungar (Support Worker)
- Poppy Wright (Support Worker)
- Renelyn Sajulga (Support Worker)
- Riena Humbles (Support Worker)
- Rosabelle Hodder (Support Worker)
- Rumbidzai Chemere (Support Worker)
- Ruth Bilman (Support Worker)
- Sagaya Arockiasamy (Support Worker)
- Tafadzwa Sipindiye (Support Worker) (Res. 04/26)
- Tamara Davis (Senior Support Worker)
- Tania Kingi (Support Worker)
- Tatenda Chiranda (Support Worker) (Res. 11/25)
- Tracy George (Support Worker)
- Viola Kirabo (Support Worker)
- Yulia Johnson (Support Worker)
- Zahidkhan Pathan (Support Worker)
- Zenoni Nyandwi (Support Worker)

Volunteers

- Robert Deeming (Maintenance)



Quality Assurance Report

Throughout the 2025–2026 financial year the quality assurance focus has played an important role in maintaining high standards of service delivery, participant safety, compliance and continuous improvement. Accessability is about meeting NDIS practice standards, recognizing good work practices, celebrating positive outcomes, listening to the experiences of participants, families and staff and using these experiences to strengthen the way we deliver our services.

Our NDIS Re Registration audit was completed over two sessions during November/December 2025, and we were delighted to pass with flying colours. The audit was successfully completed with no non conformities identified. This is a fantastic achievement and reflects the hard work, commitment and dedication of our staff in maintaining high standards.

Over the year we regularly audited our polices and procedures through our Centro Assist Program to make sure they remain up to date and continue to meet the required quality and safeguarding standards. This helps us continue to maintain a high standard of care and support for our participants.

Feedback received throughout the year provided valuable opportunities to identify areas of strength and areas requiring further attention. Every case was reviewed in accordance with organisational procedures and appropriate actions were implemented where required.

Throughout the year reported incidents were reviewed and followed up in accordance with our procedures which can include mandatory reporting to the NDIS commission within the specified time frames. When improvements were identified appropriate actions were taken with a focus on learning, prevention and positive outcomes. Incident management continues to be an important part of our commitment to the safety and wellbeing of everyone we support.

Our staff are regularly kept up to date with relevant changes and information from the NDIS quality and safeguarding commission. Staff are also provided with training and learning opportunities to strengthen skills, build knowledge and confidence in their roles. This ongoing support helps us continue to improve the way we work and provide a safe, quality and supportive service to our participants and their families.

As I reflect on our achievements, I would like to thank the entire Accessability team for their continued dedication to providing quality care and support to our participants. Their commitment to following NDIS guidelines and providing a safe, respectful and caring service is greatly appreciated.

Julie Gentle
Quality Assurance Officer



"Alone we can do so little, together we can do so much."
Helen Keller



Support Coordination

Support Coordination has continued to strengthen over the past year with increasing demand for our services across the Wheatbelt and Great Southern. As referrals continue to grow our focus has remained on supporting participants to navigate the NDIS with confidence, build capacity and achieve meaningful outcomes.

Under the leadership of Allysha Spurling our Support Coordination service has evolved into a highly regarded and trusted part of Accessability. Through her professionalism, integrity and genuine commitment to participant outcomes, Allysha has established a strong foundation for a service that is responsive, collaborative and focused on achieving positive and lasting results.

Throughout the year Allysha has continued to refine and strengthen the service by developing consistent practices, building strong relationships with participants, families, providers and community organisations and ensuring a high standard of service delivery across our region.

Living and working in rural communities gives us a unique understanding of the challenges participants often face in accessing services including limited provider availability, long travel distances and fewer support options. Our role extends beyond coordinating supports, we work alongside participants to overcome these barriers, advocate on their behalf, strengthen local connections and help ensure they can access the services they need to achieve their goals regardless of where they live.

In November we welcomed Bronwyen Teale to the Support Coordination team. Since joining Accessability, Bronwyen has worked closely alongside Allysha embracing the values and standards that underpin our approach to participant support. She has quickly become a valued member of the team demonstrating a genuine commitment to person centred practice while continuing to build her knowledge and confidence in the role.

Accessability remains committed to strengthening our Support Coordination service through continuous improvement, professional development and sustainable growth. As we continue to refine and enhance our service we will build on our experience, strengthen partnerships across our communities and remain committed to delivering personalised support with professionalism, empathy and genuine care. As demand for Support Coordination continues to grow, we will ensure people living in rural and regional communities can access the guidance, advocacy and support they need to achieve positive outcomes.

Allysha Spurling
Support Coordinator

"If you have the courage to begin, you have the courage to succeed."
Harry Hoover



Community Connections Program

The Community Connections Program continues to be an integral part of our social community. It is a place of fun, growth, challenge, friendship, and belonging. Through our Hub, participants have opportunities to learn, connect, and thrive while working towards their NDIS goals in ways that are meaningful, relevant, and valuable to each individual.

Our members look forward to attending group activities and welcoming new people who join us, whether they are participating in activities, supporting others, or simply spending time with our community. We particularly enjoy hosting workplace learning students completing practical placements as part of their studies. These experiences allow us to get to know the students while providing them with valuable first-hand insight into the disability support sector and the important role community connection plays in people's lives.

Throughout the year, we have once again enjoyed celebrating a variety of seasonal and community events. A highlight was creating and presenting wreaths for Anzac Day, which were placed at the local memorial and acknowledged during the commemorative service. We felt proud that our contribution to remembering and honouring those who served was recognised as part of our ongoing commitment to community participation.

The annual show remains one of our most anticipated events. Participants embraced the theme with enthusiasm, creativity, and determination, resulting in another successful year. We were delighted to receive first place in the highly competitive People with Disability category. This achievement reflects the hard work, teamwork, and talent of everyone involved. We are already preparing our entry for this year's show and look forward to defending our title.

Special celebrations continue to bring great joy to our group. Mother's Day and Father's Day are among our favourites, and once again we hosted wonderful morning teas for mothers and others, as well as dads and lads. These occasions provide meaningful opportunities to celebrate important relationships and strengthen connections with families and supporters.



"Life isn't about getting and having, it's about giving and being."
Kevin Kruse



Birthdays are always eagerly anticipated. Beyond the celebrations themselves, participants are actively involved in planning each event, including organising food, activities, games, outings, and special guests. This year we celebrated many birthdays and several significant milestones, including those of some of our dedicated support workers. These occasions provide valuable opportunities to develop planning, communication, and teamwork skills while creating lasting memories together.

The wide range of activities undertaken throughout the year has enabled participants to build new skills, strengthen existing abilities, and apply them in both everyday situations and special events. Through participation in the program, individuals continue to develop independence, contribute as valued members of a team, share responsibilities, support their families at home, and celebrate personal achievements. Equally important is the opportunity to share life's successes and challenges, fostering genuine friendships and a strong sense of belonging within the wider community.

This year also brought a time of sadness as we lost one of our long-standing members, who passed away while in hospital. As a group, we attended and celebrated his life at a memorial service held in his hometown. It was a colourful, moving, and heartfelt occasion that reflected the deep connections formed through our program. Together we supported one another, shared memories, laughed, cried, and honoured his life in a way that reflected the friendships he built with us over many years. He is greatly missed and fondly remembered by all.

Community collaboration has become an increasingly important aspect of our program. We are now involved with a growing number of local organisations and community groups, participating in activities, events, and partnerships that promote inclusion and engagement. Working alongside local government, we partnered to facilitate a day of dance and art creation through funding provided by Disability WA. Participants also continued to enjoy attending croquet days, inclusive arts festivals, and theatre productions.

Our leadership and advocacy skills have continued to grow, with participants taking opportunities to formally thank the Senior Citizens group for their generous donation of resources that benefit everyone in our program. These experiences reinforce the value of community participation and help participants develop confidence in representing themselves and their peers.

The Community Connections Program continues to provide opportunities for personal growth, social inclusion, skill development, and meaningful community engagement. Through friendship, shared experiences, and community partnerships, participants are building confidence, independence, and lasting connections. Most importantly, they continue to demonstrate that everyone has valuable contributions to make and deserves to be recognised, included, and celebrated within their community.

Chris Eales
NDIS Access Support/CCH Coordinator





Positive Behaviour Support

2026 has been a positive and productive year for Positive Behaviour Support (PBS) at Accessability. The organisation has continued to strengthen its commitment to person-centred practice, human rights, dignity, respect and the delivery of support that promote meaningful quality of life for participants.

Throughout the year, Accessabilty has focused on supporting participants to live safer, more independent and fulfilling lives while ensuring that behaviour support is understood as more than simply responding to behaviours of concern. Accessabilty continues to recognise behaviour as a form of communication and seeks to understand the individual needs, preferences, environment and experiences that influence a person's behaviour.

There have been positive developments within the Behaviour Support team during 2026. Kingsley Udoh commenced training to become a Core Level Behaviour Support Practitioner, demonstrating a strong commitment to developing his professional knowledge and contributing to positive outcomes for Accessability participants.

Kingsley is balancing his study with his existing responsibilities in direct support work. This provides a valuable opportunity to connect the theory and principles of Positive Behaviour Support with the everyday experiences of participants and support workers.

Kingsley is expected to complete his training and become fully qualified by March 2027. His development will increase the organisation's capacity to provide behaviour support.

Person-centred practice remains central to Access ability's approach to behaviour support.

Each participant is recognised as an individual with their own strengths, preferences, communication style, goals, relationships, history and aspirations. Behaviour support

"Dream big and dare to fail."
Norman Vaughan

strategies are therefore developed around the person rather than simply focusing on reducing behaviours of concern.

This approach reflects the understanding that positive behaviour support should result in a better life for the person, not simply fewer incidents.

The use of restrictive practices is approached with significant care and consideration. Staff are expected to understand that restrictive practices can have a substantial impact on a person's dignity, autonomy and wellbeing and should only be considered within the appropriate legal and clinical frameworks.

The organisation's focus remains on prevention, understanding the reasons behind behaviours of concern and developing positive alternatives wherever possible.

This commitment supports the principles of least restrictive practice, dignity of risk, respect, choice and the right of participants to live free from unnecessary restrictions.

In June 2026, Accessability conducted a staff survey to assess the organisation's knowledge and understanding of restrictive practices within NDIS service provision.

The results demonstrated a very strong level of knowledge across the organisation. The results demonstrate that staff have a strong understanding of the different forms restrictive practices can take. Staff were also asked when regulated restrictive practice may be used. Eleven per cent of respondents indicated that restrictive practices should never be used, while the remaining respondents identified the circumstances in which regulated restrictive practices may be permitted, including where they are authorised within an appropriate behaviour support plan or where immediate action is required to prevent serious harm to the person or others.

The survey results indicate a strong organisational preference for avoiding restrictive practices wherever possible.

Improving quality of life is the central purpose of Positive Behaviour Support.

Accessability recognises that progress may look different for each participant. For one person, quality of life may mean developing greater independence in the community; for another, it may mean improving communication, developing relationships or having greater control over everyday choices.

This individualised approach ensures that behaviour support remains focused on what matters to each person.

Embedding PBS knowledge across all areas of the organisation will help ensure consistency between behaviour practitioners, support workers, managers and other staff involved in participant support.

We look forward to the challenges and opportunities that next year will bring.

Chris Bolton
PBS Practitioner (Proficient)/PBS Team Leader



Our Staff

Accessability are grateful for each one of our hardworking staff members. Their care and dedication ensure people with disabilities and their families are supported, included, and empowered every day. We value each and every one of you and thank you for your dedication and hard work in season's of change over the past year.



Adam Hadden

Support Worker

Hi, my name is Adam and in mid-2024, my wife and I made the tree change to Narrogin.

I've worked as a Support Worker for about 18 years in Perth and since moving to Narrogin, with Accessability.

I really love Narrogin. I have always planned to 'go bush' as I love camping, fishing and the relaxed lifestyle of a country town.

Back in the day when I was a Tradie, I worked for ten years at the Dingo Flour Mill in North Fremantle and years as a contractor insulating roofs, building sheds and many doing other work that built on my handyman skills.

At 40 years of age, I knew it was time to change careers and do a job that was less physical, so I started at BlueSky and WASD as a Support Worker.

I enjoy helping people to achieve their goals, it gives me great satisfaction. I like the variety of different activities I do with the Participants, who are from a wide range of backgrounds with different interests.



Diane Honey

Support Worker

Many moons ago, my life chose its fate, and I walked into a CES office and took a card. On the card was a foundation course for disabilities. I had found my life path.

Starting with SLCG, now known as ACTIV, I started volunteering then in 1986 began my career a Support Worker in a variety of different settings.

My biggest role came in 1993 with the birth of my daughter, Zoe, and I am now the proud Nana to three boys who all live in Mandurah. I also have a foster daughter who now lives in her own home and received supports every day.

In 2020 I met Adam, my now husband, when we worked together at a disability support provider in Perth. I recognised my male twin, specifically in his impeccable work ethic and love of the bush. In 2024, we were married and moved to Narrogin!

My love of being a Support Worker has never abated. I enjoy being a part of the Accessability family and the high level of ethics and support given to our Participants and staff too.



Kingsley Udoh

PBS Practitioner Assistant & Support Worker

Since joining Accessability in January 2026, I have been dedicated to delivering high-quality, person-centred support across our service area. With over five years of direct experience spanning complex disability care, mental health support, and active community inclusion, my work is grounded in a deep commitment to human dignity, individual rights, personal autonomy and walking alongside participants to build genuine independence and quality of life.

What excites me most about my ongoing journey with Accessability is my professional development pathway toward becoming a Positive Behaviour Support (PBS) Practitioner. Positive Behaviour Support strongly aligns with my core values.

It is a privilege to work alongside a passionate, multidisciplinary team here at Accessability. I look forward to expanding my role, enhancing our positive behaviour practices, and continuing to make a lasting, positive difference for the individuals and families we serve.



Jenny Johnson

Service Coordinator

As a mum of an adult with Disability, I chose to bring her up no different to her brother and Sister's. You do need to repeat yourself a lot. But once she understood, it was great. You move on to the next task for them to learn. Every person wants what everybody else does out of life. They just learn at different speeds.

As she is as independent as she can possibly be, I changed my job ten years ago got all my certificates at TAFE so that I could be a Support Worker. My thinking was if I can assist more people to be as independent as they possibly can be and assist parents by pointing them in the right direction to succeed with their child, I've done my job.

I did this for nine years before applying for the Service Coordinator position with Accessability in September 2025.

I have four adult children, 11 grandchildren with number 12 on the way in November! They all live in Adelaide except my youngest who lives here in Perth in a SIL accommodation of her choosing with house mates. I enjoy chatting with them all on facetime keeping that connection.

Personally, in my own time I like to bake and create new recipes. I read a lot, that's my relaxation and I am getting to know my local area as I've only been in Narrogin three years.

To a new Support Worker, I would say watch, listen, and get to know the individual. Learn their quirks, ticks and their sign language if they use it. Encourage them to try new things. Expand their world around them. Be Patient, ask questions of other support workers and what works for them. Come into the office if you need more clarification on anything and have a chat.



Bronwyen Teale

Support Coordinator

This year has been one of the most rewarding of my working life. After working as a Support Worker, I stepped into the role of Support Coordinator which is a change that has challenged me, helped me grow and given me a whole new perspective on supporting participants.

Being a Support Worker taught me how important it is to build genuine relationships, listen without judgement and always put the person at the centre of everything we do. I carry these lessons with me every day in my new role. While I'm no longer providing daily support to those wonderful participants, I have the privilege of helping participants navigate their NDIS journey helping them connect with the right services and work towards the goals that are meaningful to them.

I've learned so much this year and not just about the role itself but about myself. I'm incredibly grateful for the encouragement, support and leadership that Allysha, Heather and the team at Accessability have provided since I began. I'm proud of how far I've come and excited for what lies ahead as I continue learning, growing and advocating for the people we support.



Jo Sims

Service Coordinator

Jo started with Accessability in January 2026 after relocating to Williams from Perth with her husband. Prior to working with us as a Service Coordinator, Jo spent over 15 years working in the disability and aged care sector.

Her previous role was as a Support Worker in residential support where she provided quality services to people with disability and ensured that each individual was afforded respect and care. This is still at the core of Jo's day to day work with Accessability.

When Jo is not at work, she is a keen gardener, growing her own produce and developing the gardens on her property, and enjoying living the country life. She is very active with sporting and exercise activities as well and being involved with volunteer groups in Williams. Let's just say, Jo is always busy!

"The only way to do great work is to love what you do."
Steve Jobs

Admin Update



Hi my name is Marie and I'm the Administration Officer and have been the first point of contact at Accessability for the last 7.5 years or so. My role involves providing support to all who enter the doors, participants, visitors, support services staff and admin staff and on a further note – the board, when I take the board meeting minutes once a month alongside Heather.

I think what I really love most in my role is seeing the transformation in people from the moment they walk through our doors to the moment they become familiar with our staff and our beautiful office space. There's something so special about seeing that reassurance grow — knowing they can come in, be completely themselves, and feel heard, whatever they may want to say or voice.

I appreciate the openness and inclusivity of our team, where people from all different cultures and backgrounds are welcomed and valued. I enjoy interacting with everyone, getting to know them as individuals and hearing their stories and what has shaped their journey.

My family in Narrogin includes my two children, Lavender (5) and Grayson (4); our adopted six-year-old white English Staffy, Bailey; and my partner, Josh, 35. The rest of my family lives in Perth, including my older sister in child protection, my dad, a retired primary school principal, and my mum, a teacher. I also have extended family and friends across the area, north and south of the river. I grew up in Wembley, Perth, but have called Narrogin home for more than 13 years.

I've volunteered with Narrogin SES for almost two years and love giving back to the community. I attend callouts, and while I may look polished at work, I'm always ready to roll up my sleeves, get dirty, and help wherever needed. SES has shown me that every volunteer can make a difference, regardless of their skills or experience.

I now serve as Deputy Local Manager – Admin, Events and Social Media Coordinator, and Public Information Officer. In July, I was honoured to receive the Community Star Award at the DFES Leaders Forum inaugural awards for engaging the community through our Facebook page and organising last year's Lolly Run and WOW Day. Recently, I presented WOW Day prize hampers to award winners at Narrogin Ag College. I had prepared a speech just in case, but I was able to speak confidently to the whole assembly. On the drive back to town, I realised that my role at Accessability has helped me build the confidence to talk with people from all walks of life. That is something I feel very humbled by.

My passion is sharing information people need, teaching practical skills, and encouraging others to show what they've learned after I've demonstrated it – perhaps that's the teacher genes coming through! Most of all, I want people to feel prepared for situations that may arise, whether it is a shift-time change, community preparedness, or simply knowing about events and opportunities that are useful, fun, or informative.

For those we have sadly lost this year who had a connection to Accessability, I will remember them with warmth and gratitude for having known them. I think of their families – parents, children and grandchildren – and hope their memories live on through stories, and that their names continue to be spoken.

My motto in life is "always have a Plan B." Life is too short to get caught up in the little things or let them ruin your day. Focus on the positives, remember the details that make people who they are, remember advice given to you and treasure the memories that last.

Marie Christie
Administration Assistant

Our Clients



Bruno Vitalone

For many years, Accessability has had the privilege of supporting Bruno, who brings warmth, enthusiasm, and a strong sense of community to those around him. Coming from a proud Italian background, he remains closely connected to his family, with his parents continuing to play a significant role in his life and wellbeing.

Known for his friendly nature, he rarely misses an opportunity to say hello and strike up a conversation with others. He enjoys sharing his interests with staff and peers, particularly his collection of music CDs and the unique treasures he discovers while op shopping. His passion for finding and showcasing these items brings him great joy and he shares this joy everyone!

Bruno enjoys participating in supports Monday through Friday and especially looks forward to attending our Community Connection Hub (CCH) groups on Wednesdays and Thursdays. His outgoing personality and positive attitude make him a valued member of the group.

More recently, Bruno has been enjoying stays at Accessability's respite units, where he has embraced new experiences while building greater independence and confidence away from home.



Bradley Brown

Brad lives in Brookton with his wife Belinda, their daughter Nicky and Rosie, the families much loved chihuahua. Brad is a keen member of his local community in Brookton and a familiar face around town an avid supporter and volunteer with the local Brookton Onwards Team.

Brad is involved with volunteering at the community Garden and attends his local church on Sundays and during the week for bible study. Brad enjoys gardening and as well as ensuring the community garden stays well watered and weed free takes great pride in keeping his own front garden immaculate. Brad also enjoys cooking meals for his wife and daughter and has come second in the annual Anzac biscuit bake off two years running.

Brad receives support from Accessability twice a week, support helps Brad to maintain his routine and work towards a healthy life for himself and his family, attending appointments outside his local area and maintain contact with his elderly aunt who lives in Perth and is unable to travel to Brookton to visit Brad. The main role of support with Brad is to ensure he has the tools and confidence to lead his best life.



Tom Copping

Tom is a familiar face in his local community of Brookton. Always presenting the world with a happy, smiling face and a willingness to help others whenever he can, be it opening a door or teaching someone the finer points of playing bowls. Showing a sense of humour and mischief which mean he also puts a smile on the face of those he comes in contact with.

Tom enjoys watching sport and playing golf, bowls and darts, playing bowls at state level.

Tom receives support twice a week, Toms support enables him to live independently in his own home, providing assistance with shopping and daily living needs. Support also enables Tom to travel to other towns to participate in bowls tournaments and also to access facilities and retail outlets not available in his remote rural town.

Peter Lane

Hi. I'm Peter. I lived on a farm in Newdegate and recently I moved into Narrogin into my own unit. I have been coming in and staying at the Units for respite one night per week so I could attend the Hub on Wednesdays and Thursdays.

Now I get assistance from Accessability to live in my new home.

Instead of frozen meals, I most enjoy cooking my own food from fresh produce. My Support Worker team is supporting me to learn new recipes to make in my air-fryer and electric frypan. I even make my own sandwiches for lunch when I go to the Hub, which saves me money each week.

I love being in Narrogin. It's close to the shops, services the supportive team at Accessability. I can walk anywhere and I can also regularly visit my mum.

I am looking to join the local croquet club, bowling club and Men's Shed. After being on the farm, it's turning out to be a busy retirement!





Ricky O'Neill

Ricky has recently moved back to Narrogin after many years in Esperance and other regional towns, where he was working in Traffic Management. Ricky came back and stayed with family until he secured his own home in Highbury.

Ricky has achieved many things in his life, most recently being his RSA so he can broaden his employment opportunities outside of delivery driving and traffic control, a certificate he recently successfully renewed.

Employment is very important to Ricky, as is his love for sport, especially the West Coast Eagles. Ricky umpires football games in the regions and metro areas and plays local cricket in summer and competition pool. He likes the great outdoors, camping, being with friends as well as stirring up the staff in the office when he randomly pops in!

It is exciting to be a part of Ricky's journey towards greater independence in his home as well as his goals for future meaningful employment.



Philip Crossley

Phil was a career farmer before his early-onset Alzheimer's dementia diagnosis in 2020. He's spent the majority of his life local to the Great Southern, living, working, and raising a family. He has particular interests in engineering and fabrication, engines, travelling, the outdoors, fishing, and hanging out with his beautiful canine companion, Zeena the kelpie.

In early 2024, Phil moved back onto his farm. Initially, living with his daughter and her partner as they took on the primary caregiver duties for Phil, before Phil settling into his own home a bit over a year ago, in a SIL – style arrangement.

Through NDIS assistance and networking, it was a relief to find out about Accessability, and that they were able to provide support services in such a flexible way. This has been a game changer for Phil, as it's enabled him to stay in his own home on the farm and also continue interacting as fully as possible in his most familiar surroundings. We greatly appreciate that Accessability is a locally based organisation, for a few reasons: their offices are close by, and the staff and support workers who assist Phil are friendly, professional, and live in the area too. That sense of relatability is so important for Phil, as it helps him feel connected.



Tyler Wright

Tyler joined us at Accessability in November 2023. Tyler lives with his Dad and Step-mum in Wagin. He has a son who is 11 years old, who he flies to see in Newman 2–3 times a year.

Tyler enjoys collecting firewood, going to work with his dad who drives trucks and helping his dad work on the truck.

Tyler also really enjoys going out in the bush camping. Tyler enjoys helping people and LOVES a good chat!

The Accessability Support Workers support Tyler to get to his Therapy appointments each week and also take him out and about in the community.

Tyler recently experienced a respite stay in Narrogin and enjoyed the freedom to come and go, and to do more activities of his choice. Whilst on respite Tyler went to the gym, played pool at the pub and enjoyed a country whilst there. Tyler really enjoyed cooking his meals and being a part of the planning and cooking process.



Tui Tahahu

My name is Tui and I am 36 years of age.

I like to support myself when possible and I enjoy exercising and practicing breathing exercises.

My hobbies include fishing, trail walking, bike riding, gardening and stargazing. I also hope to get to experience rock climbing one day.

Some of my goals include getting a job and getting behind the wheel again, so I can travel Australia and eventually, the world!

I was born in Adelaide and moved back to New Zealand with my family when I was 8. When I was in my early teens, I moved back to Australia to Mt Gambia and now I live in Narrogin.

"Believe you can and you're halfway there."
Theodore Roosevelt



Chairperson's Report

In reviewing the year just gone it is pleasing to note that Accessability has retained its status as the provider of choice in the wider Narrogin district with respect to NDIS services. This is a testament to the manner in which front line staff support our clients and the support in turn given to them by all levels of the organisation.

The client basis in Narrogin remains strong with steady growth being made in the satellite services based in Katanning and Brookton / Pingelly. Reflecting that growth and the potential for further growth the resources in the Katanning office are being significantly improved and a long-term lease agreement of suitable premises taken.

Working in the disability sector has always had its share of uncertainty in terms of Government policy and 2026 has been no different. The major challenge which is emerging is the funding constraints being imposed on the system with likely cutbacks in the eligibility of access to the NDIS and in the provision of support in the social engagement elements of NDIS programs. Accessability is currently assessing the likely impact of the changes on its operations with a view to being well prepared for what emerges when these are implemented in 2027.

The additional workload these likely changes have imposed on the organisation has meant that a proposed widening of the organisations purview has not proceeded as anticipated; but consideration to move into complimentary sectors remains a clear goal. The Board and management staff believe that given its structure, culture of helping and history of continued effective support to those in need, Accessability is well placed to expand into additional areas.

Any expansion of programs is likely to entail short term costs, but the strong financial position of the organisation will ensure that this cost can be easily met, and an expanded service fully integrated in the medium term.

I would like to thank all members of the board who volunteer their time and expertise so generously and with a genuine interest in the welfare of clients and support for all who are employed.

Accessability, despite having difficulties in gathering a full complement of Support Workers nevertheless seems to attract the right type of persons and to provide them with the right type of immersion so that new staff quickly engage with what has become Accessability's hallmark, that being a culture of care, encouragement, respect and empowerment.

Brian Lange
Chair

"Happiness does not come from doing easy work but from the afterglow of satisfaction that comes after the achievement of a difficult task that demanded our best."
Theodore Roosevelt



CEO Report

It is my pleasure to present this CEO Report reflecting on another successful financial year of delivering high-quality, person-centred disability services across the Wheatbelt and Upper Great Southern regions. Throughout the year, our organisation has remained committed to empowering people with disability to achieve their goals, strengthen their independence, and actively participate in their communities.

Despite the ongoing challenges facing the disability sector, including workforce shortages, increasing service demand, and changing regulatory requirements, our dedicated team continued to demonstrate resilience, professionalism, and compassion in every aspect of service delivery.

Our Support Coordination team has continued to play a vital role in assisting participants to navigate the NDIS, connect with quality services, and build sustainable support networks. By working collaboratively with participants, families, service providers, and community organisations, our coordinators have supported individuals to maximise the value of their NDIS plans while promoting informed choice and control.

It is testament to their professionalism that we have increased the Support Coordinator Team, with Allysha Spurling in the lead, based in Narrogin, and Bronwyen Teale now working four days per week in the Katanning area. Their case loads continue to grow, however, there is always the focus on quality, not quantity.

Positive Behaviour Support (PBS) also continues to be an integral stream of service and delivers bespoke supports to guide the most suitable and effective supports for individuals we support. Chris Bolton has further advanced as a Practitioner and is now registered as Proficient. This achievement further accentuates the value placed on quality Behaviour Support and the benefits this has on the quality of life of Participants.

Kingsley Udoh has also joined the PBS Team on a casual basis. With Chris being a Proficient Practitioner, he is able to provide valuable supervision to Kingsley whilst he is on his PBS journey.





The Service Coordination team has also experienced changes over the past 12 months. Peta Reinke, Kylee Campbell and Linda Milne remain as the stalwarts in Narrogin, Katanning and Brookton respectively, and have been instrumental in the support and guidance of new Service Coordinators, offering their wisdom, knowledge and ongoing warm encouragement. Their knowledge and calm approach have enabled Jenny Johnson, Jo Sims, Kristy Lucassen and Briahna Denny to thrive in their new roles. Each one of these ladies has brought experience, compassion and drive to excel and they have settled in wonderfully.

Our Rostering champion, Kim Roberts, continues to fire on all cylinders. Kim never pauses with her phone calls and rapidly typing to enter rosters and shoot through vital emails to staff regarding roster changes. Often, Kim is a blur – in and out of the office in a flash so she can balance the busyness home and work life. Thankfully, when Kim is in transit, or not at work, Kylee is the second rostering "K" and gets stuck in and is the 'backup' title holder!

Our Accessability Hub continues to be a hive of activity and joy each week. With the variety of meaningful and carefully structured events, Christine Eales has shown her ongoing dedication to building capacity and confidence for all who attend. Surrounded by a plethora of weird and wonderful items on and around her desk, Christine comes up with all manner of creative ideas that result in award winning art pieces at the Narrogin Show. And when Christine is not shopping for goodies or designing activities, she focuses on ongoing successes with gaining NDIS access for people who require this vital service.

Julie Gentle has returned from a quick trip around Australia and regaled us with her stories of adventure then settled into the role of Quality Assurance Officer. Guided by Rikarly Ramirez, Julie is the epitome of calm and reassurance for all of us and attends to feedback and incidents with passion and professionalism.

Rikarly relinquished the QAO role and stepped into the busy world of Operations Manager and requested to keep the duties of marketing. With an extensive number of duties, Rikarly still finds time to help and be there for the team. Always looking at the positive side and encouraging the growth of others, Rikarly shows her passion for the Organisation and what we all strive to achieve each day.

Marie Christie has been with Accessability for many years and is a constant source of joy and warmth for all who walk through the Narrogin office doors. She dedicates her time to each individual and relishes in the engagement of some of the Participants who reciprocate her joy with their presence.

"Persistence and resilience only come from having been given the chance to work through difficult problems."
Gever Tulley.

And at the end of each fortnight, we pay homage to Jake Eardley-Wilmot and Carol Walsh who pay us! 'Checking', 'balancing', 'budget', 'transitions', 'invoicing', 'variables' and 'expenses' are all well used words that these two numbers specialists utter daily and we have every faith in them that they are making sense of each one!

And then, there are our super Support Workers who have consistently delivered flexible, individualised support that reflects each Participant's unique goals and aspirations. Whether assisting with daily living, community participation, capacity building, or social inclusion, our team has remained focused on improving quality of life and fostering independence.

These dedicated staff work at the frontline, responding with professionalism and care to the complex needs that arise during the provision of support. They also share in the meaningful successes and joyful moments when Participants achieve their goals, as well as the quiet words of appreciation that recognise the valuable work Support Workers do.

This year has seen many positive outcomes across our services, including:

- Continued Participant engagement and satisfaction resulting in referrals across all streams of service.
- Stronger community connections for Participants through greater social and recreational opportunities which have been delivered through the outstanding CCH program activities.
- Implementation of our strategic objectives and commencing the review of additional services that align with our mission and values.
- The growth of our presence within our regions and collaboration with other community Organisations and disability inclusion partners.

As we move into the new financial year, our focus remains on delivering quality NDIS-funded services that are responsive, innovative and sustainable. We will continue to strengthen our workforce, expand service accessibility across regional communities, and build and maintain partnerships that enhance opportunities for people within our communities.

Our priorities include:

- Striving to maintain our position as a preferred provider and employer within our service regions.
- Remain current with the NDIS Practice Standards and requirements as a quality provider.
- Continuing to grow our Support Coordination and PBS services across the Wheatbelt and Upper Great Southern.
- Recruiting and retaining skilled Support Workers to meet increasing community demand.
- Enhancing Participant outcomes through person-centred practice and continuous quality improvement.
- Strengthening governance, compliance and organisational sustainability.
- Building stronger community partnerships to improve service access in regional areas.

The achievements of this financial year demonstrate the strength of our organisation, the dedication of our team, and the resilience of the communities we serve. Every positive outcome represents an individual who has gained greater independence, confidence and opportunity through the supports we provide.

On behalf of the leadership team, I thank our participants, families, staff, Board members and community partners for their ongoing trust, collaboration and support. Together, we will continue to create meaningful opportunities and deliver high-quality disability services that make a lasting difference throughout the Wheatbelt and Upper Great Southern.

Heather Waters
Chief Executive Officer



Operations Manager's Report

The past year has been one of growth, collaboration, and resilience as we continued to provide safe, high-quality, person-centred services that support people with disability to achieve their goals and live fulfilling lives.

This year also marked an important leadership transition with the appointment of our new Chief Executive Officer Heather Waters and myself being nominated and appointed as Operations Manager by the Board.

Leadership changes bring fresh perspectives and new opportunities, and we are excited about the direction of the organisation as we continue to build on our strong foundations.

The commitment of our Board, leadership team, and staff has ensured a smooth transition while maintaining our focus on delivering quality services to our participants.

Like many organisations in the disability sector, we have adapted to ongoing changes to the National Disability Insurance Scheme (NDIS), including funding reforms and reductions in participant budgets. These changes have required us to review our operations, improve efficiency, and remain flexible while ensuring participants continue to receive the high-quality support they deserve. While the operating environment continues to evolve, our commitment to person-centred service has remained constant.

Throughout the year, we strengthened our systems, enhanced service delivery, and maintained our commitment to quality, compliance, and continuous improvement. We also invested in staff development through ongoing training, improved processes, and initiatives that support workforce wellbeing. These investments have helped us maintain a skilled, compassionate, and dedicated team.

Our staff are the heart of our organisation. Their professionalism, adaptability, and genuine care have enabled us to respond to changing circumstances while continuing to deliver reliable, person-centred services.

I thank each member of our team for their commitment and the positive difference they make every day.

As we look to the future, we remain committed to delivering sustainable, high-quality services that meet the changing needs of our participants and the disability sector. We will continue to embrace opportunities for improvement, strengthen our partnerships, and build on the positive momentum created over the past year, always keeping the people we support at the centre of everything we do.

On behalf of the operations team, I sincerely thank our participants, families, carers, staff, volunteers, Board members, and community partners for their ongoing trust and support.

Together, we will continue to adapt, grow, and make a meaningful difference in the lives of the people we serve.

Rikarly Ramirez
Operations Manager

"The only way to make sense out of change is to plunge into it, move with it, and join the dance."

Marketing Report

This year, our marketing focus has been on strengthening community connections and raising awareness of Accessability's high-quality, person-centred services across the Upper Great Southern region.

Throughout the year, we participated in several key community events, including the NDIA Connecting Expos in Narrogin and Katanning, the Welcome to Narrogin community event, the Narrogin Senior High School 70th Birthday market day and the Shire of Narrogin Monopoly game.

These activities provided valuable opportunities to connect with participants, families, community organisations, and NDIA staff, helping to strengthen referral pathways and reinforce Accessability's reputation as a trusted local registered NDIS provider.

Accessability have also contributed regular feedback to the Shire of Narrogin's Disability Access and Inclusion Plan, supporting initiatives that improve accessibility and inclusion for people with disability within our community.

We continued to promote our services and employment opportunities through regional Community Resource Centre newsletters and maintained a presence on our Facebook page with linking local community connections online.

As we look ahead, we remain committed to building strong community partnerships, increasing awareness of our services, and ensuring people across our region can access quality, person-centred disability supports.

Rikarly Ramirez
Operations Manager



In **Memoriam**

During the past year, we were saddened by the loss of several valued members of our organisation. Their dedication, friendship, and contributions have left a lasting impact on our community. We honour their memory with gratitude and extend our sincere condolences to their families, friends, and loved ones.

Rex Baker
Participant, 2008–2026

Rex Baker was a bright, warm, loving and caring participant, and a friend to everyone at Accessability.

Known for his signature Hawaiian shirts, Rex loved writing movie and television scripts, especially those inspired by Home and Away and drama. He enjoyed dressing up, particularly for Halloween, and shared a close bond with his mum, Julie, whom he loved deeply. Julie often joined him at Christmas parties as his plus one, and Rex stayed by her side throughout the event. Family meant the world to him. Born with Down syndrome, Rex was lovingly supported by his parents, Blue and Julie, whose dedication to giving him the best possible life was clear. At his memorial service in Corrigin, staff and participants were moved by the strength of Rex's personality, the stories of him as a young man and the joy he brought to his friends and everyone he met. The local leisure centre was filled with people honouring him in bright Hawaiian shirts, just as requested.

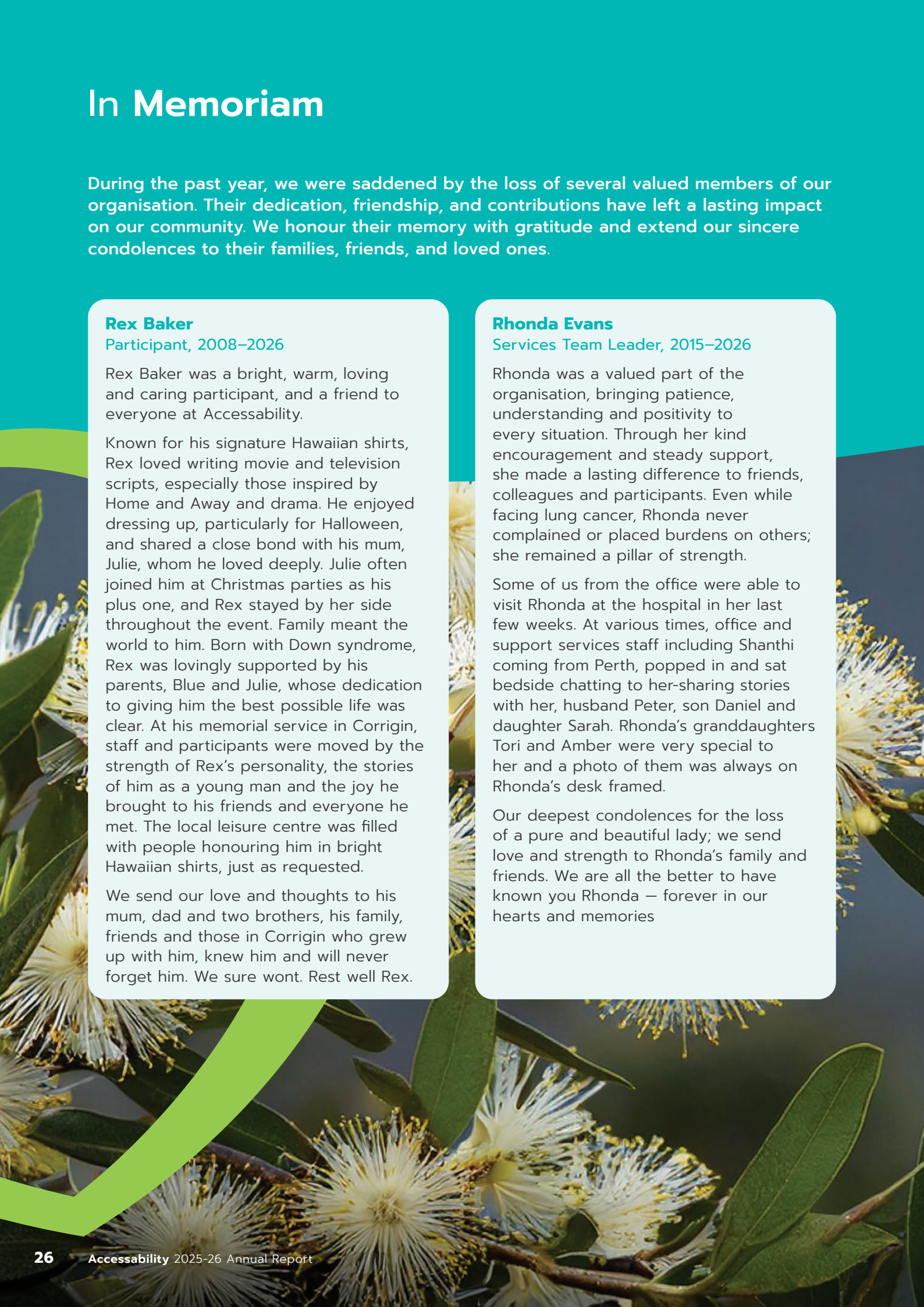
We send our love and thoughts to his mum, dad and two brothers, his family, friends and those in Corrigin who grew up with him, knew him and will never forget him. We sure wont. Rest well Rex.

Rhonda Evans
Services Team Leader, 2015–2026

Rhonda was a valued part of the organisation, bringing patience, understanding and positivity to every situation. Through her kind encouragement and steady support, she made a lasting difference to friends, colleagues and participants. Even while facing lung cancer, Rhonda never complained or placed burdens on others; she remained a pillar of strength.

Some of us from the office were able to visit Rhonda at the hospital in her last few weeks. At various times, office and support services staff including Shanthi coming from Perth, popped in and sat bedside chatting to her-sharing stories with her, husband Peter, son Daniel and daughter Sarah. Rhonda's granddaughters Tori and Amber were very special to her and a photo of them was always on Rhonda's desk framed.

Our deepest condolences for the loss of a pure and beautiful lady; we send love and strength to Rhonda's family and friends. We are all the better to have known you Rhonda — forever in our hearts and memories



Cheryl Martin
Participant, 2024–2026

Cheryl was originally referred to Accessability in 2023 in order to gain supports to access the NDIS. When this was achieved, supports commenced in 2024, which was predominantly in her hometown of Wagin. She loved window shopping, engaging in arts and crafts activities as well as being out in the community. In 2025, Cheryl came to stay to the Units in Narrogin, where she enjoyed being closer to different activities outside Wagin.

She was a gentle lady, always smiling and keen to be a part of activities that she enjoyed. Being humorous was one of Cheryls qualities, and whilst she may not have been able to express herself fully, she relished the opportunity to make others around her smile. Cheryl lived with her very devoted sister and bother-in-law, whom she also adored, and we know that the loss of Cheryl will be felt deeply, not only for her loving family, but for all that knew her.

Fransiscus Kulker
Participant, 2019–2026

Fransiscus (or Frank as he was affectionately known) lived with his adoring wife, Ann in Narrogin and he had very close relationships with his children and grandchildren. Initially commencing with Accessability in order to gain assistance through the Therapy Team, Frank then received supports in his family home, as a means of assisting Ann whilst giving Frank the opportunity to undertake some daily living tasks. Having experienced a stroke, which limited Frank's ability to communicate, strategies were put into place to ensure he was able to let his support team know what he did and did not want, and what he didn't want was anything to do with puzzles! Outside of his love for his family, Frank had a passion for speedway, Rev Heads, super cars and the Dockers.

We will remember Frank as a very private and respectful gentleman, who cared deeply for those around him

Graeme Mason
Chief Executive Officer, 2013– 2021

Graeme joined Accessability when there was a need for a charismatic and authentic leader, someone who was a visionary, confident, and who was passionate about working with, and improving the lives and experiences of people with disability. Working tirelessly to establish Accessability as a well-respected and values driven organisation, he identified and initiated change that benefited everyone. With the introduction of the NDIS, Graeme viewed this as an opportunity and lead the organisation through this transition and the growth of services. From the onset, he fostered a culture of family within the workplace, and this family also included Participants. Graeme was not a "boss". He was a trusted friend, a source of exceptional knowledge, (and great humour!) and someone who encouraged, valued and actioned person-centred ideas put forward by those around him. Many of these are still in practice today.

We hold Graeme's family in our thoughts and remember him fondly as a valued friend to Participants, colleagues and the wider Accessability community.

"We remember each of these individuals with gratitude and respect. Their contributions have helped shape our organisation, and their legacy will remain an important part of our history. They will be greatly missed but never forgotten."

Financial Overview 2025–26



Accessability WA Inc. delivered another positive financial result in 2025–26, recording a surplus of $154,066. The organisation continued to build on its strong financial foundation while supporting growth across key service areas, while maintaining our commitment to delivering high-quality, client-focused services.

Core Services NDIS revenue increased by 7.5% during the year, reflecting continued demand for the services provided by Accessability WA Inc. Core services is the backbone of our service delivery and it is extremely positive to see this continue to grow. Our **Support Coordination division also experienced significant growth, with revenue increasing by 76%.**

The **NDIS Funding continues to be the primary source of revenue** for the organisation, accounting for approximately **94% of total income**. This funding supports the delivery of essential services to participants and enables Accessability WA Inc to continue expanding its reach and services.

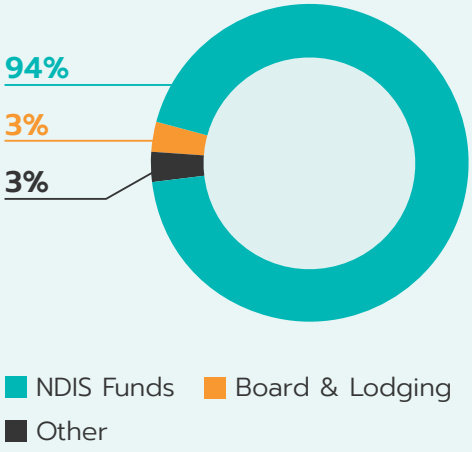
The organisation remains in a strong financial position, with approximately **$2.45 million held across term deposits and savings** at the end of the financial year. The organisation continues to hold various **properties in Narrogin which have a combined valuation of over $2 million**. This provides Accessability WA with a strong level of financial security and flexibility.

The financial result achieved in 2025–26 is a reflection of the continued commitment and hard work of our workforce across the organisation. I would also like to acknowledge the contribution from Carol Walsh, our Finance/HR Officer, for her considerable hard work and dedication throughout the year.

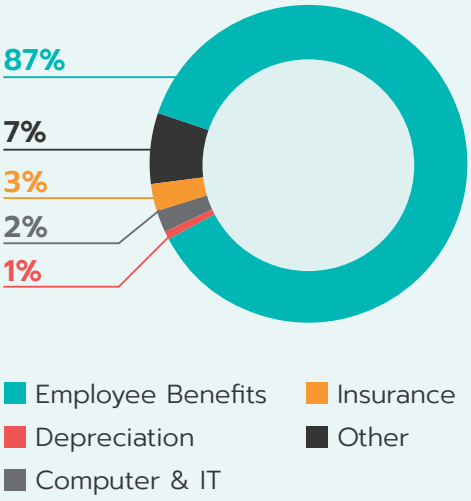
Looking ahead, Accessability WA is well positioned to continue building on the progress achieved during 2025–26. For detailed financial information, please refer to the audited General-Purpose Financial Report, available on request at **admin@accessability.org.au**.

Jake Eardley-Wilmot
Business Services Manager

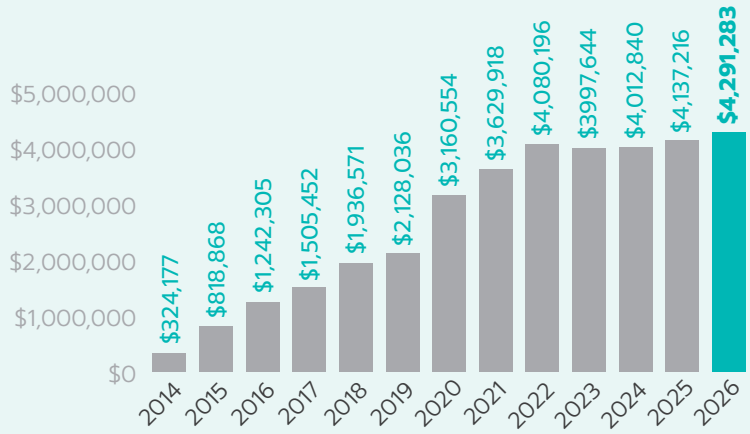
Income Summary



Expense Summary



Net Assets





7

Buildings (5 houses/units + 2 offices)



$4.3M

Retained surpluses



5

Motor vehicles



83

Staff employed (as of 30/6/26)



$2.45M

Term deposits and savings accounts

accessability

connect • belong • achieve

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