

PeopleKind
Group

annual report
2024



Acknowledgement of Country

We acknowledge the Whadjuk People of the Noongar Nation as the Traditional Owners of the land upon which we provide our services.

We pay our respects to Elders past, present and emerging, and extend these respects to First Nations people we work alongside.



WARLANG (HEALTHY) - BY JOANNE UGLE

From the Chairperson and Group CEO

It is our pleasure to present PeopleKind Group's third Annual Report, a reflection of the incredible progress we've made and the lasting impact our efforts continue to have on communities across Western Australia.

PeopleKind Group is proud to be a for-purpose parent company to a range of human services organisations that continue to make a positive and lasting difference in the Western Australian community.

Throughout the 2023–2024 financial year, our key focus has been the continued establishment and strengthening of PeopleKind Group as a parent company, refining the way we support our subsidiary organisations. This focus on internal engagement and structure has led to significant improvements in operational efficiency and set us on a strong path forward.

One of our key milestones this year was the successful establishment of our new head office in Burswood, marking a major step in positioning us for future growth. This move not only symbolised our progress but also facilitated a smooth transition of employees to roles within the Group where their skills and expertise could have the greatest impact ensuring they are positioned to contribute meaningfully to the ongoing growth and success of the organisation.

Aligned with our Strategic Plan 2022–2025, we continued to diversify and grow PeopleKind Group through key investments, including our ongoing commitment to Superyou Therapy, the launch of the Liift Learning brand, and the culmination of 18 months of discussions with Cahoots, which we proudly welcomed into the Group in mid-2024.

This year, PeopleKind Group achieved remarkable growth, reaching \$105 million in revenue, up from nearly \$93 million, including over 1,100 employees who have been instrumental in supporting close to 5,000 service users. This progress is a testament to the dedication and passion of our workforce, especially in navigating the challenges posed by a complex regulatory and funding landscape.

While we experienced a financial loss this year, this was a planned and strategic investment into the long-term growth and development of our Group. These investments have strengthened our foundation and positioned us to take advantage of new opportunities that will secure a sustainable and prosperous future. This focus on growth ensures we are better equipped than ever to meet the evolving needs of the communities we serve.

As we enter our fourth year as PeopleKind Group, our commitment remains steadfast: to enable all our organisations to thrive and flourish, while continuing to reduce disadvantage and support individuals to live their best life.

We look forward to continuing this journey of growth and impact together.




Evelyn Hogg
Chairperson




Gordon Trewern
Group Chief Executive Officer

Our organisations

This table is a brief summary of the services provided by our organisations. Please click on the logo or scan the QR code to access organisation websites for more information.

Liift Learning

Liift is a Registered Training Organisation, recruitment and leadership management company. Liift provides formal qualifications and short courses under the accredited learning traineeship model to the greater business community in areas such as disability and community services, aged care, allied health, juvenile justice, and leadership.



Melior Positive Behaviour Support

Melior Positive Behaviour Support practitioners work with people to understand why they use behaviours of concern to get their needs met. With families, practitioners develop strategies for life, changing the social and physical environment to better meet a person's needs. The approach is evidence-based and places people at the centre of the work.



Nesti Housing

Nesti Housing is a Specialist Disability Accommodation (SDA) and community housing provider. Nesti also provides expert property management services.



Nulsen Disability Services

Nulsen provides 24/7 care, allied health services (Nulsen Therapy), and support services for people with complex disability, including those in NDIS supported independent living (SIL) homes. Nulsen's multidisciplinary approach ensures that a person with high care needs can enjoy a healthy, safe, and significant life.



Outcare

Outcare provides justice, reintegration and support services to help people engage positively with community. This includes Mental Health and support to people living in public housing through the Thrive Program.



Pillar Support Coordination

Pillar Support Coordination assist people with disability to get the most out of their NDIS plan. Pillar's highly experienced team empower people to navigate the NDIS and connect with the best services and supports for them.



Superyou Therapy

Superyou Therapy is an allied health organisation which delivers NDIS and private funded therapy services related to early child intervention; paediatric assessment & intervention for children 6+ years; functional capacity assessments & functional rehabilitation, driving assessment & rehabilitation; daily living capacity building; assistive technology assessment, prescription, and training; home modification, and more.

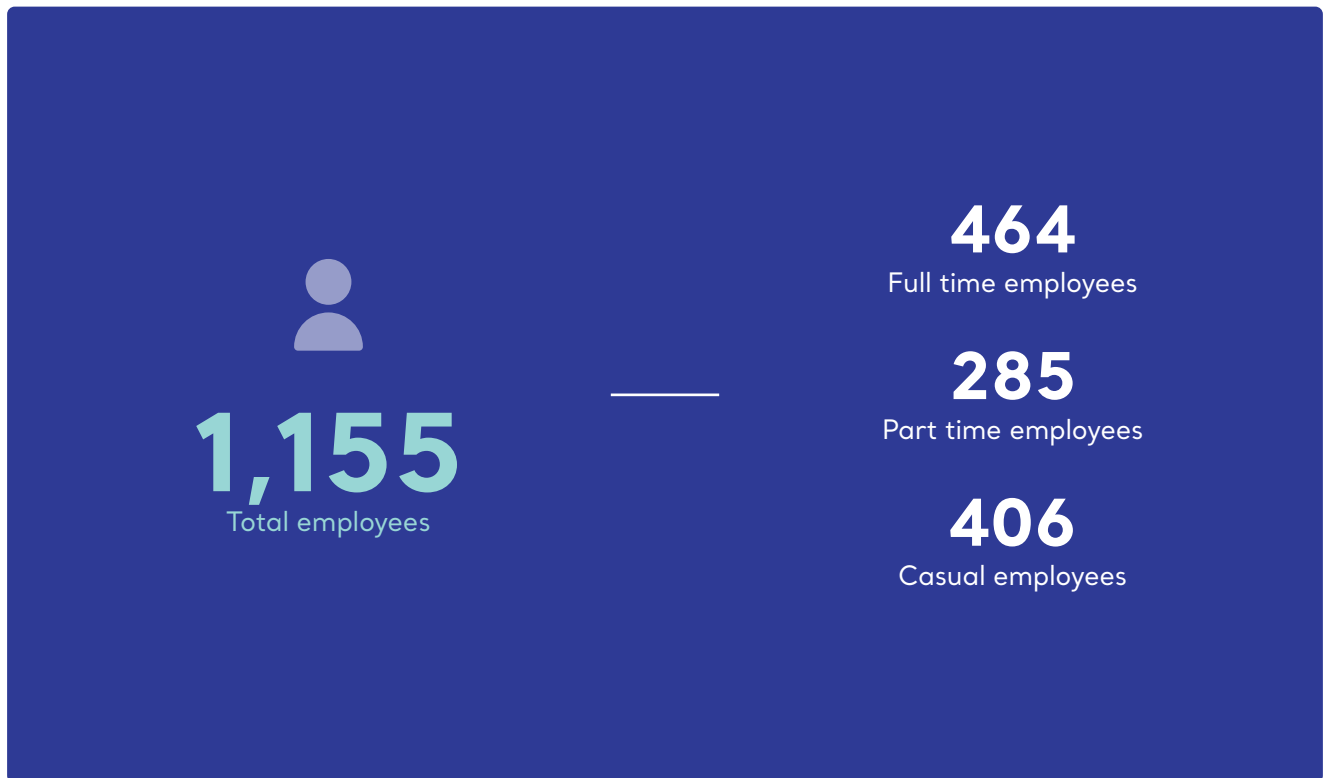


Key financials

REVENUE	2022-23	2023-2024
Contracts with NDIS participants	\$59,552,243	\$70,730,684
Grants	\$23,901,083	\$27,110,772
Fees from services	\$6,203,376	\$6,343,753
Donations, fundraising & bequests	\$184,468	\$45,345
Interest	\$177,380	\$503,421
Sundry and other income	\$2,724,912	\$1,069,058
Fair value gain on financial assets	\$53,238	\$12,225
TOTAL	\$92,796,700	\$105,815,258

OPERATING EXPENSES	2022-23	2023-2024
Employee benefits	\$78,309,184	\$93,229,492
Administration	\$7,757,337	\$9,310,906
Residential home expenses	\$2,909,650	\$3,541,551
Repairs & maintenance	\$1,309,135	\$1,776,619
Other operating costs	\$1,026,618	\$1,077,899
Depreciation	\$845,474	\$1,434,017
Fair value loss on financial assets	-	-
TOTAL	\$92,157,398	\$110,370,484

People & Culture



*These figures relate to all organisations of PeopleKind Group, including Nulsen Disability Services.

Risk, Compliance & Governance



40

Quality evaluations completed for accommodation services



45

Continuous Improvement projects underway



3

Internal Quality Audits completed

The NDIS Surveillance Audit took place in May 2023. The audit revealed that the services provided, and the skills of those delivering services, are of a high quality. Consequently, all our services complied with all the NDIS standards.



157

Feedback & complaints received

91%

Feedback & complaints resolved

25

Compliments received



4,327

Incidents reported

98%

Incidents resolved

2%

Incidents under review

13

Workers compensation claims

11

Lost Time Injuries (LTI)

9.11

LT1/1 million hours worked (LTIFR)

Marketing & Engagement

PeopleKind Group marketing overview



All Organisations marketing overview



Melior Positive Behaviour Support

Melior Positive Behaviour Support is an organisation of PeopleKind Group.

214 Total number of clients provided PBS

216

People received NDIS funded PBS

128

Nulsen Disability Services residents received PBS

2

Outcare clients received PBS

85

Community members received PBS

Digital marketing overview



9,469 Overall website sessions

7,417 Overall website new users

817

Total social media engagement

209
Facebook

577
LinkedIn

31
Instagram

2,963

Total social media reach

1,124
Facebook

1,804
LinkedIn

35
Instagram

9,958

Total social media impressions

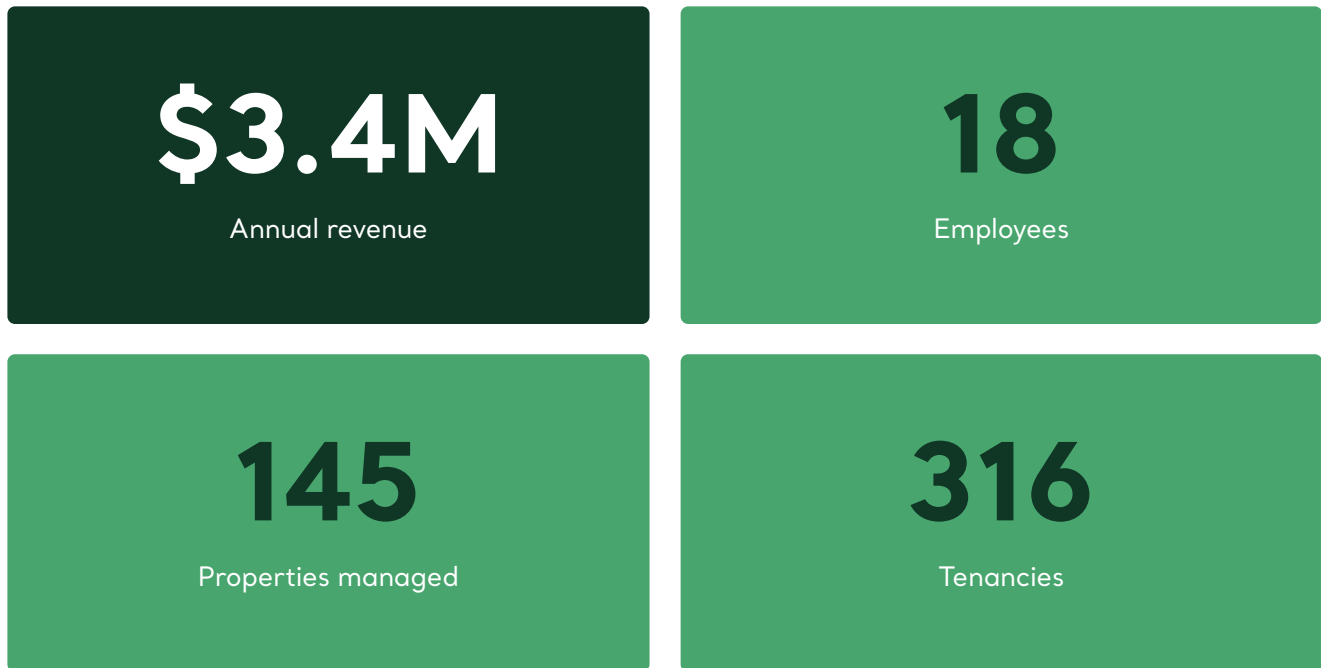
6,236
Facebook

3,534
LinkedIn

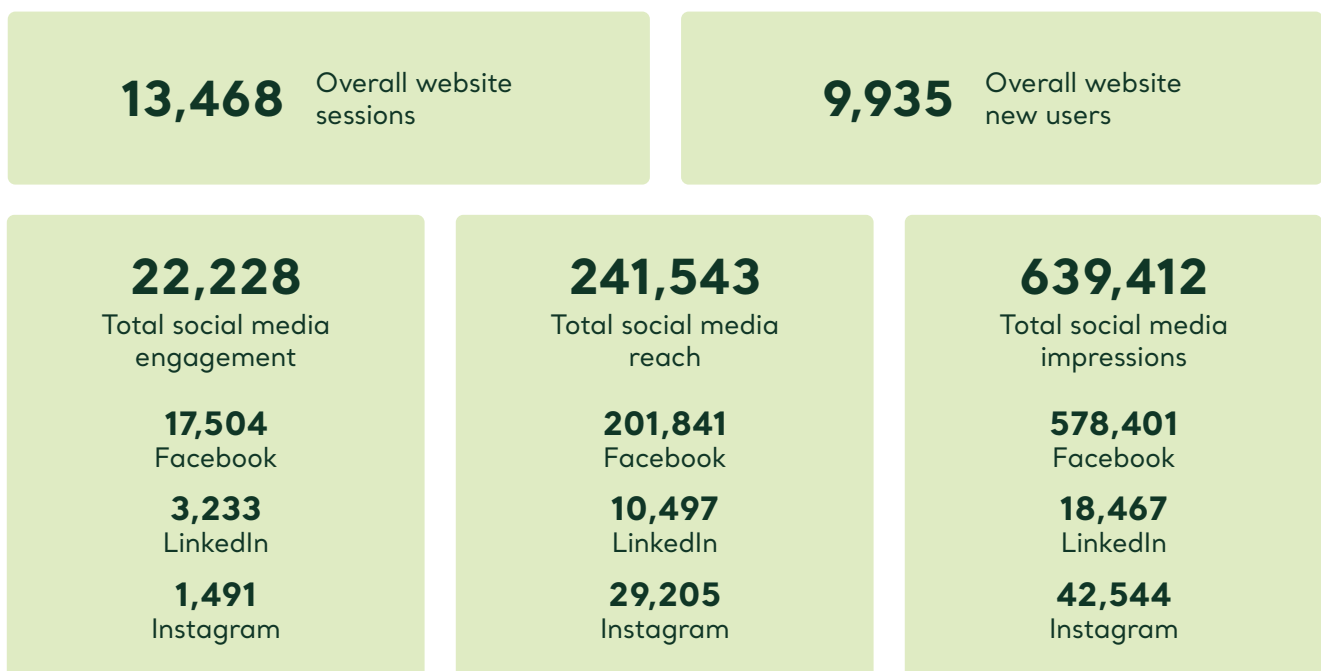
188
Instagram

Nesti Housing

Nesti Housing is a licensed property agency and registered SDA and community housing provider.

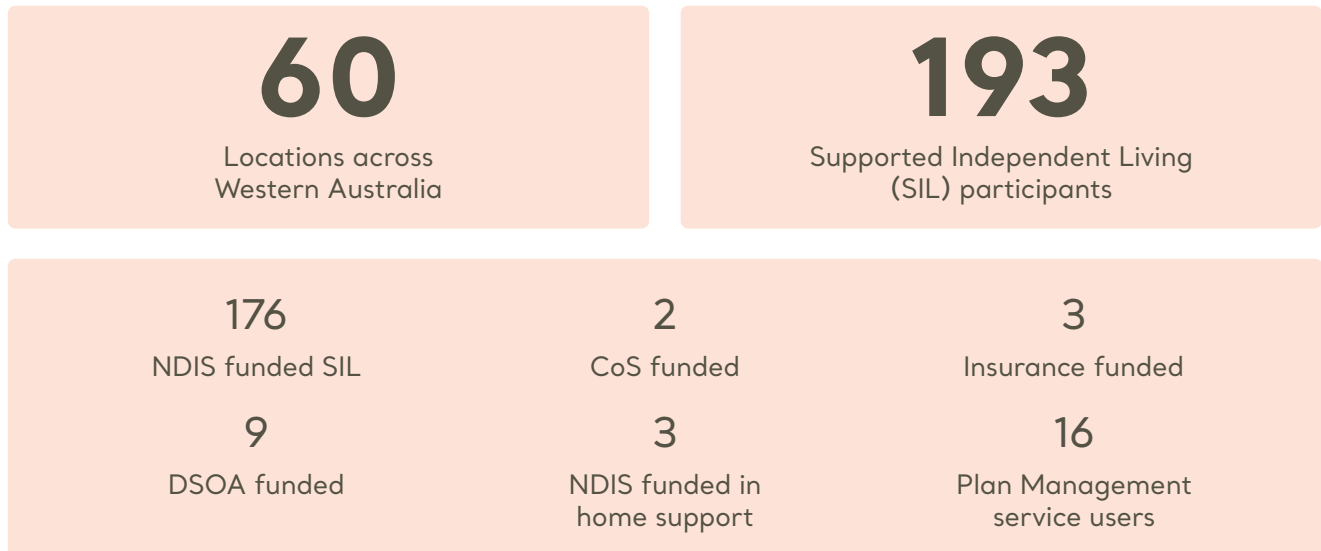


Digital marketing overview

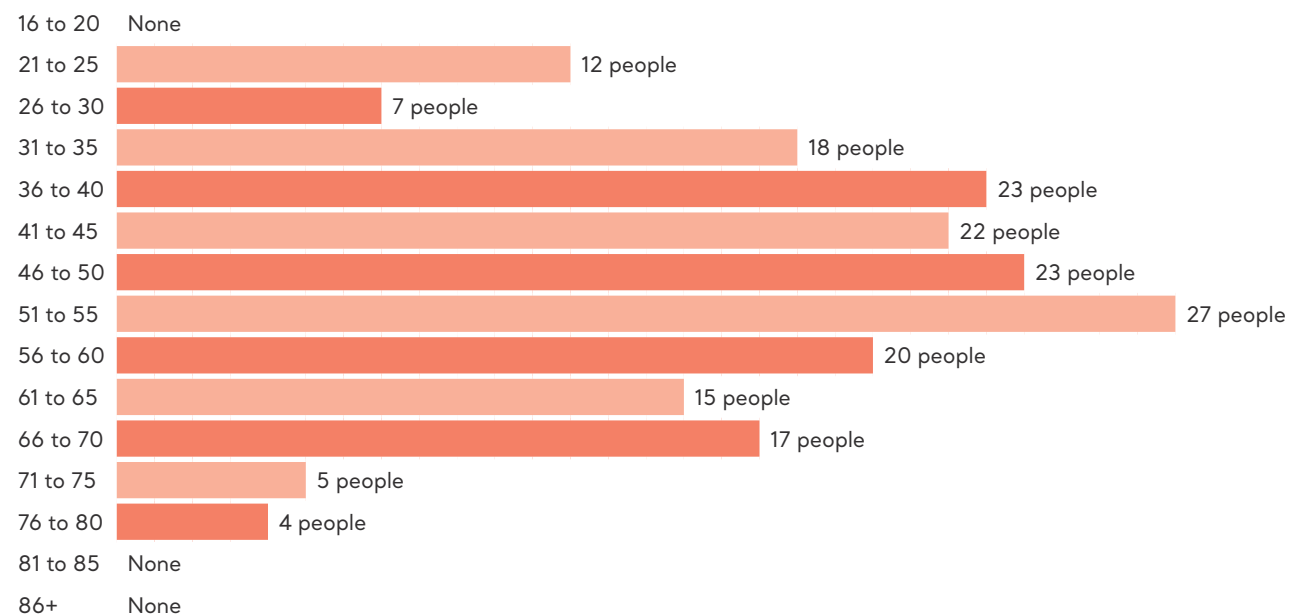


Nulsen Disability Services

Nulsen Disability Services is a leading provider of disability accommodation and supports in Western Australia.



Age breakdown of people using our services



Nulsen Disability Services

Digital marketing overview

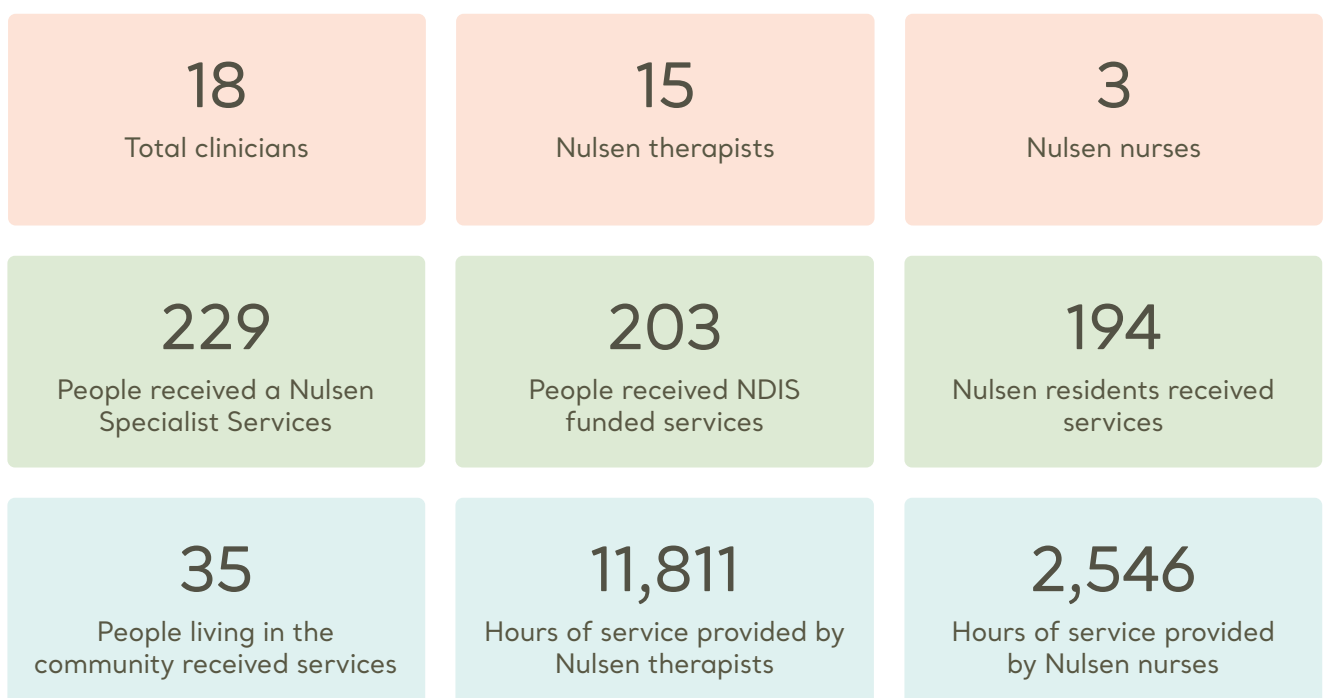


Nulsen Therapy content is also promoted through the Nulsen Disability Services channels.



Nulsen Specialist Services

The Nulsen Specialist Services team provides expert clinical support across Nulsen homes. This includes Nursing, Physiotherapy, Occupational Therapy, Speech Pathology and Dietetics.

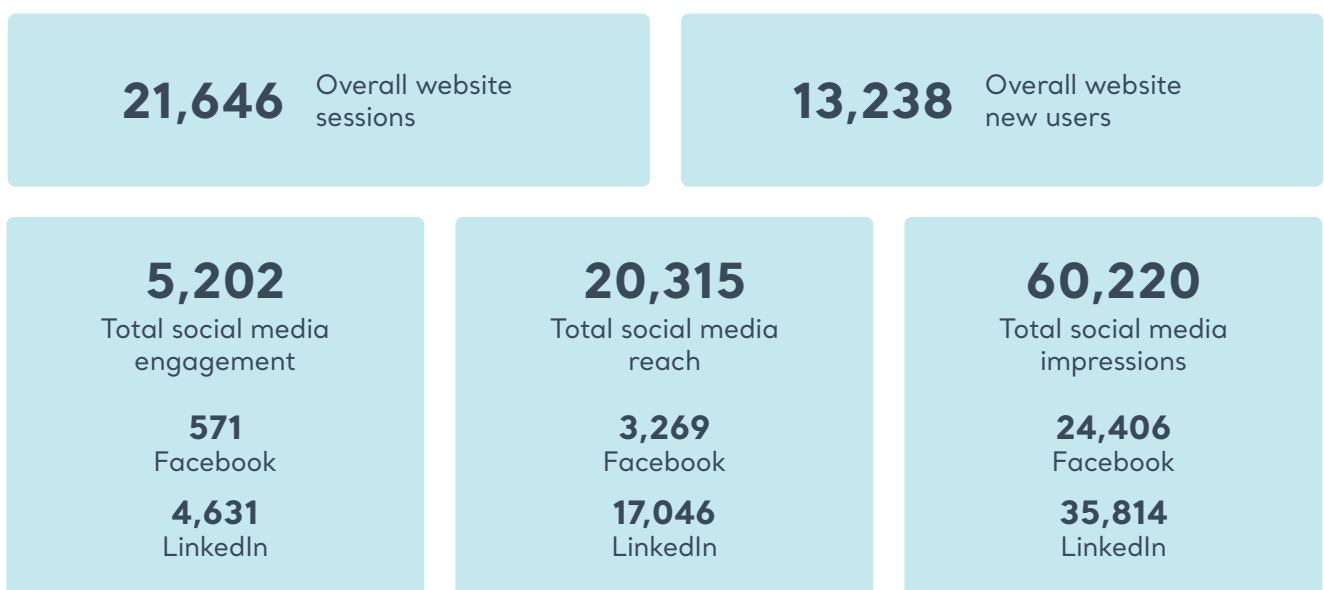


Outcare

Outcare is a leading provider of reintegration and justice services in Western Australia.



Digital marketing overview



Pillar Support Coordination

Pillar Support Coordination is an organisation of PeopleKind Group.

501

Number of clients received Support Coordination

83

Number of clients received Specialist Support Coordination

36

Number of clients received Psychosocial Recovery Coaching

55

Nulsen residents provided Support Coordination services

Digital marketing overview



15,865 Overall website sessions

11,038 Overall website new users

6,805

Total social media engagement

1,504
Facebook

4,941
LinkedIn

360
Instagram

25,424

Total social media reach

8,832
Facebook

16,402
LinkedIn

190
Instagram

67,512

Total social media impressions

35,599
Facebook

29,948
LinkedIn

1,965
Instagram



Superyou Therapy

Superyou Therapy is an organisation of PeopleKind Group.

2,033

Number of clients received therapy support

123

Employees

6

Locations across WA

Digital marketing overview



74,727 Overall website sessions

47,059 Overall website new users

14,682

Total social media engagement

2,098
Facebook

9,858
LinkedIn

2,726
Instagram

454,580

Total social media reach

281,622
Facebook

28,878
LinkedIn

95,138
Instagram

3,572,368

Total social media impressions

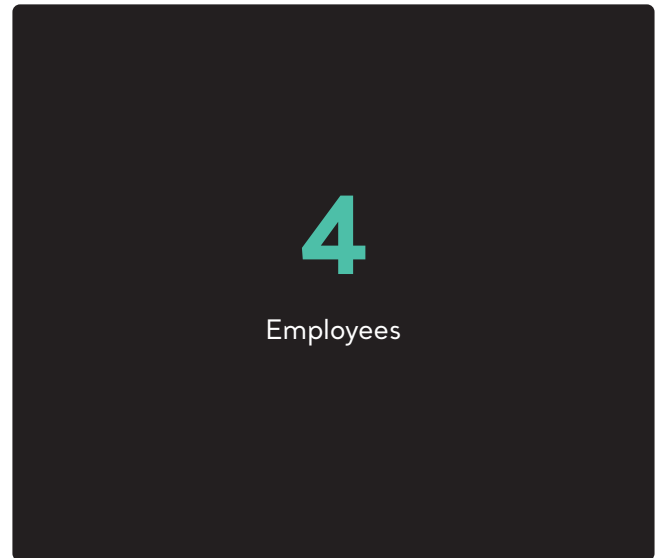
2,797,966
Facebook

60,107
LinkedIn

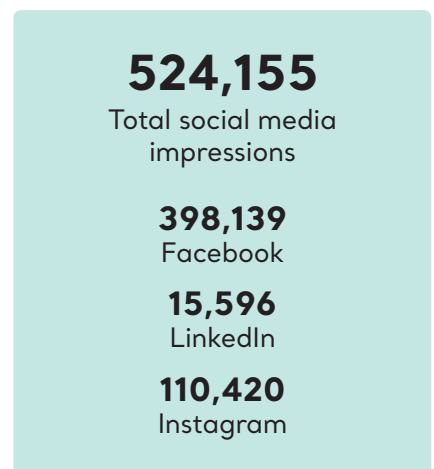
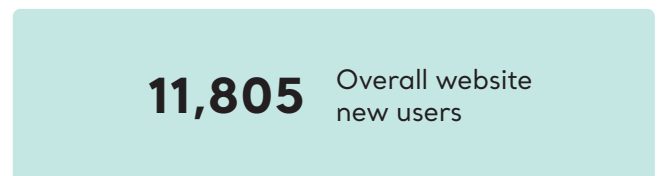
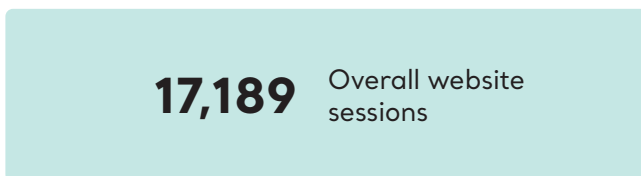
714,295
Instagram

Superyou Tech

Superyou Therapy is an organisation of PeopleKind Group.



Digital marketing overview



Lift
LEARNING

melior
Positive Behaviour Support

nesti
HOUSING


nulsen


Outcare

pillar
Support Coordination


SUPERYOU

We empower people to live their best life.



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