

PeopleKind
Group

annual report
2023



From the Chairperson and Group CEO

It's our absolute pleasure to present the first Annual Report of PeopleKind Group.

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

While this is our inaugural annual report, our individual organisations have more than 130 years combined history of delivering services to some of the most vulnerable people in our community. These services are primarily funded by Commonwealth and State agencies and encompass disability services, child protection, allied health, housing, justice, reintegration, mental health, training and more.

On 5 September 2022, we officially launched PeopleKind Group as the new name of our parent company. This change from Nulsen Group was part of our ongoing strategic direction to diversify our offerings, build on existing work and identify new opportunities to ensure our future sustainability.

We've positioned PeopleKind Group to take advantage of the current policy and service environment while stretching our thinking on strategic growth and diversification. This has resulted in significant growth, reflected by a 36% increase in employees and a boost in revenue from \$74 million in 2021-22 to almost \$93 million this year.

In addition to growing and improving our services, we've focussed on building on the rich heritage and culture of our more established organisations, Nulsen Disability Services and Outcare.

At the same time, we've also been building culture and establishing market presence for our newer organisations – Liift Learning, Melior Positive Behaviour Support, Nesti Housing, Pillar Support Coordination and Superyou Therapy.

Of course, with growth comes opportunities and challenges. We commend our colleagues across all areas of the Group for their remarkable adaptability, resilience, and innovation in tackling the challenges that are inevitable with such large-scale change. Together, we've demonstrated the depth of our character and an unwavering commitment to our vision, purpose and values.

As we enter our second year as PeopleKind Group, we'll continue to enable the development of all our organisations through supporting governance, resourcing, and central functions.

Our commitment is to ensure that each organisation can thrive and flourish while supporting people to live their best life and reducing disadvantage in the Western Australian community.



A handwritten signature in black ink, appearing to read 'E Hogg'.

Evelyn Hogg
Chairperson



A handwritten signature in black ink, appearing to read 'G Trewern'.

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.

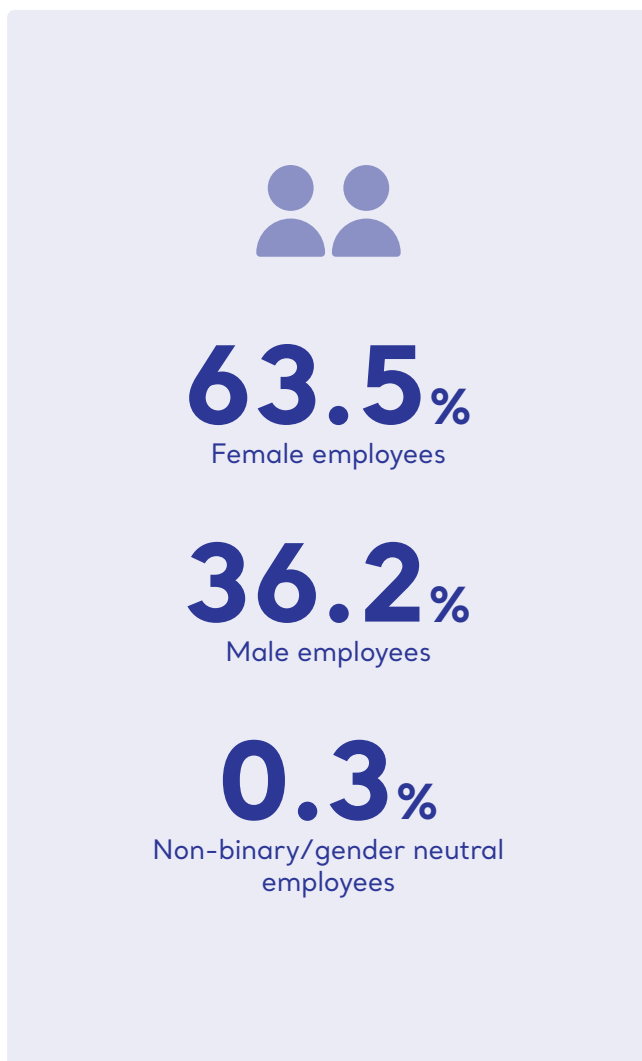


Key financials

REVENUE	2021-22	2022-23
Contracts with NDIS participants	\$48,976,696	\$59,552,243
Grants	\$18,621,604	\$23,901,083
Fees from services	\$5,154,622	\$6,203,376
Donations, fundraising & bequests	\$78,972	\$184,468
Interest	\$3,525	\$177,380
Sundry and other income	\$1,212,189	\$2,724,912
Fair value gain on financial assets	-	\$53,238
TOTAL	\$74,047,608	\$92,796,700

OPERATING EXPENSES	2021-22	2022-23
Employee benefits	\$66,568,274	\$78,309,184
Administration	\$4,392,480	\$7,757,337
Residential home expenses	\$2,830,550	\$2,909,650
Repairs & maintenance	\$1,112,660	\$1,309,135
Other operating costs	\$1,240,353	\$1,026,618
Depreciation	\$810,461	\$845,474
Fair value loss on financial assets	\$348,816	-
TOTAL	\$77,303,594	\$92,157,398

People & Culture



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

Risk, Compliance & Governance



22 Quality evaluations completed for accommodation services




60 Continuous Improvement projects underway



7 Internal Quality Audits completed

2 External 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.



156
Feedback & complaints received

81%
Feedback & complaints resolved

48
Compliments received



2,953
Incidents reported

100%
Incidents resolved

0%
Incidents under review

9
Workers compensation claims

9
Lost Time Injuries (LTI)

7.11
LTI/1 million hours worked (LTIFR)

Marketing & Engagement

PeopleKind Group marketing overview



14,691 Overall website sessions

9,838 Overall website new users

2,736

Total social media engagement

609

Facebook

2,127

LinkedIn

10,985

Total social media reach

1,531

Facebook

9,454

LinkedIn

28,577

Total social media impressions

11,124

Facebook

17,453

LinkedIn

All Organisations marketing overview



135,296 Overall website sessions

86,023 Overall website new users

106,616

Total social media engagement

81,720

Facebook

21,065

LinkedIn

3,831

Instagram

644,086

Total social media reach

422,978

Facebook

87,788

LinkedIn

133,320

Instagram

2,819,439

Total social media impressions

2,131,762

Facebook

166,771

LinkedIn

520,906

Instagram



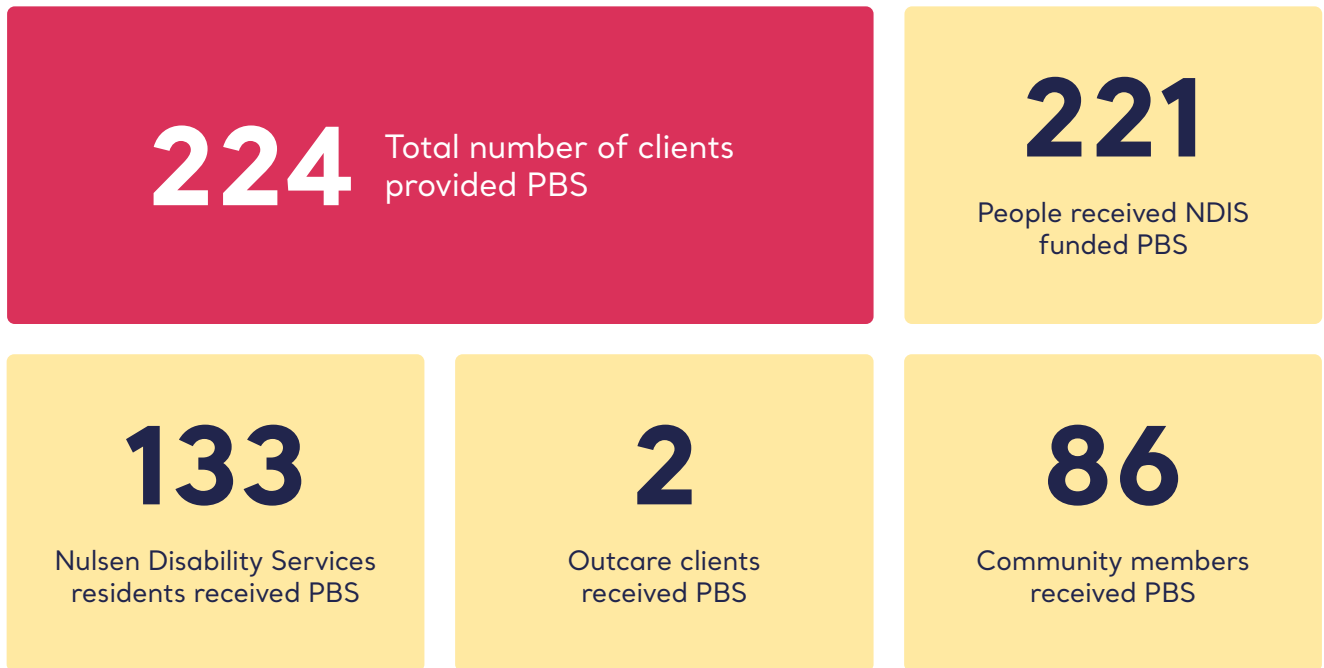
36 Nulsen Youth Patron Program (NYPP) participants

1,639

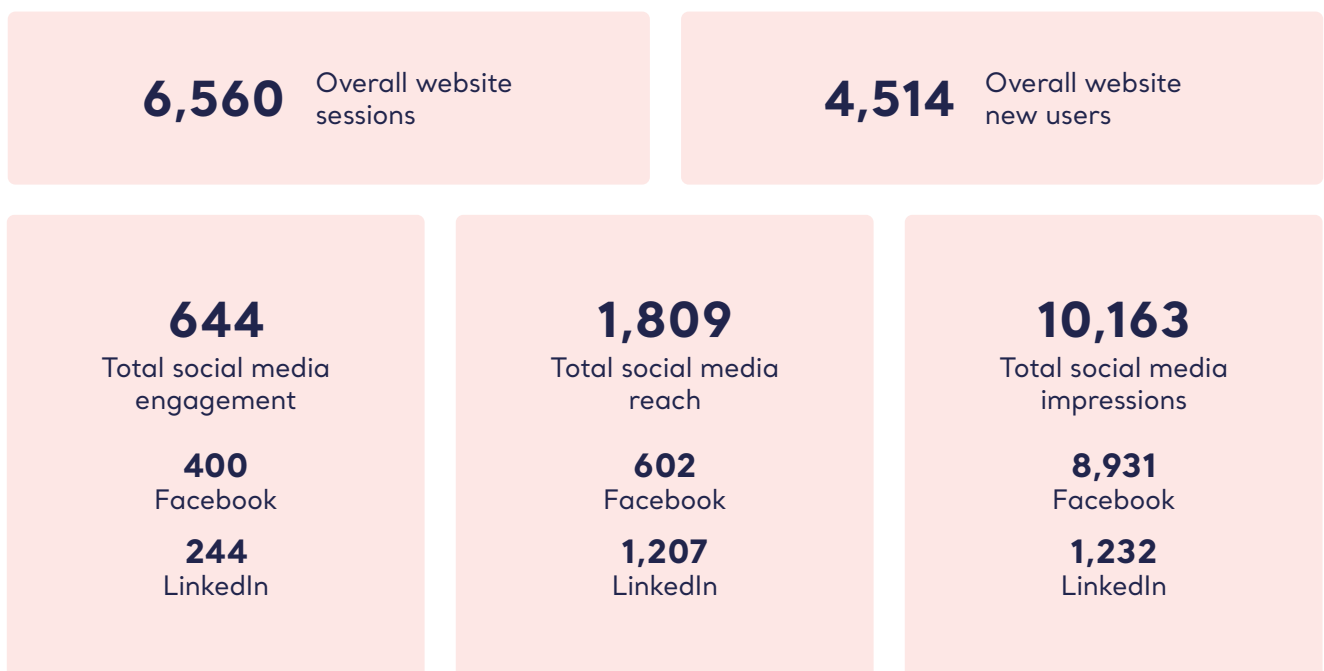
Total hours of service by Nulsen Youth Patrons (45.5hrs per person)

Melior Positive Behaviour Support

Melior Positive Behaviour Support is an organisation of PeopleKind Group.



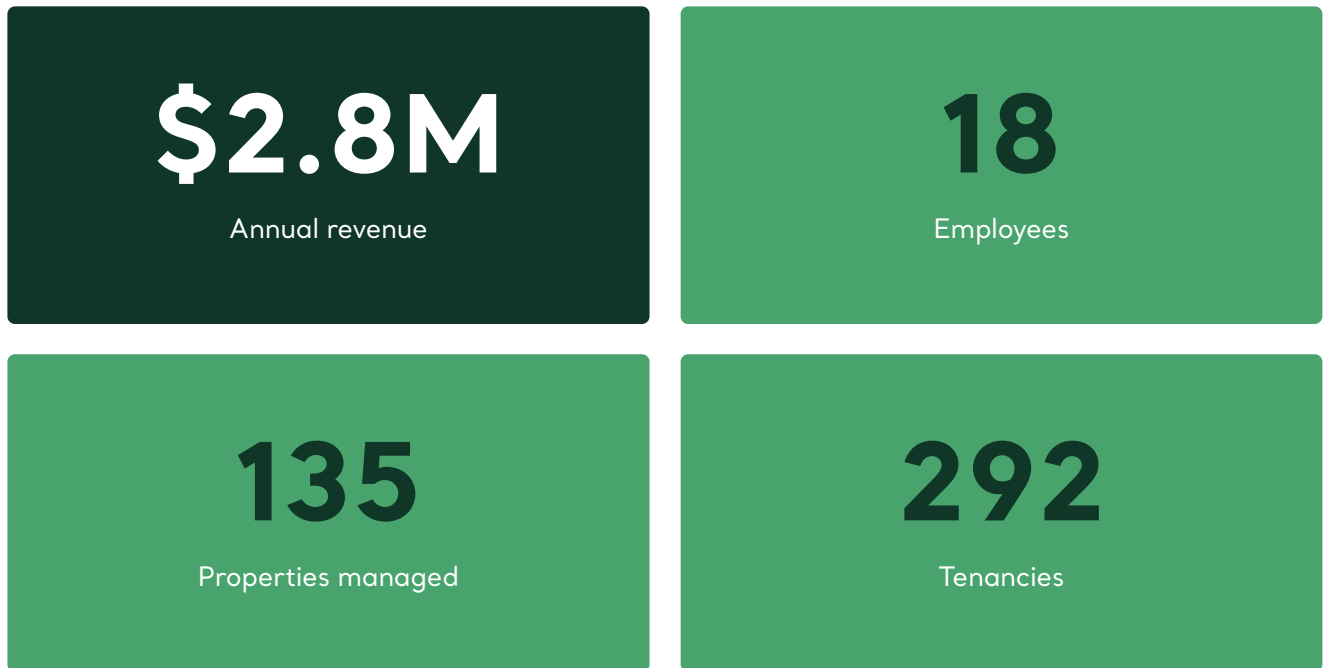
Digital marketing overview



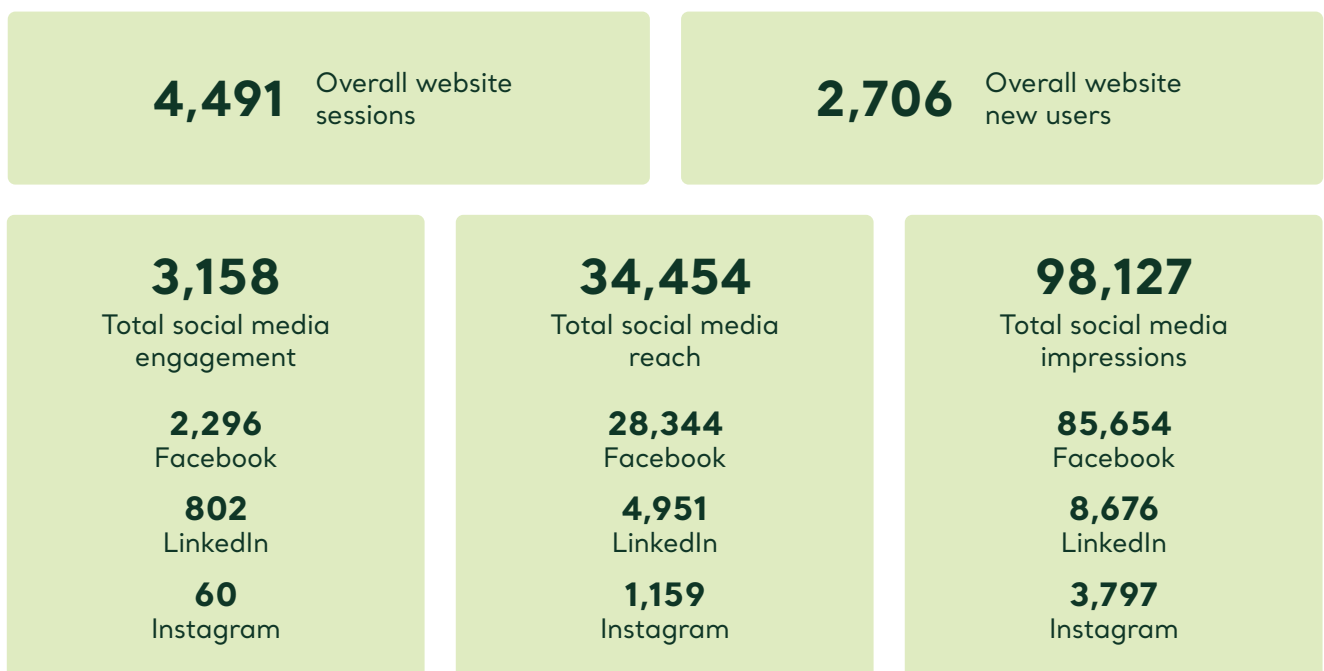


Nesti Housing

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



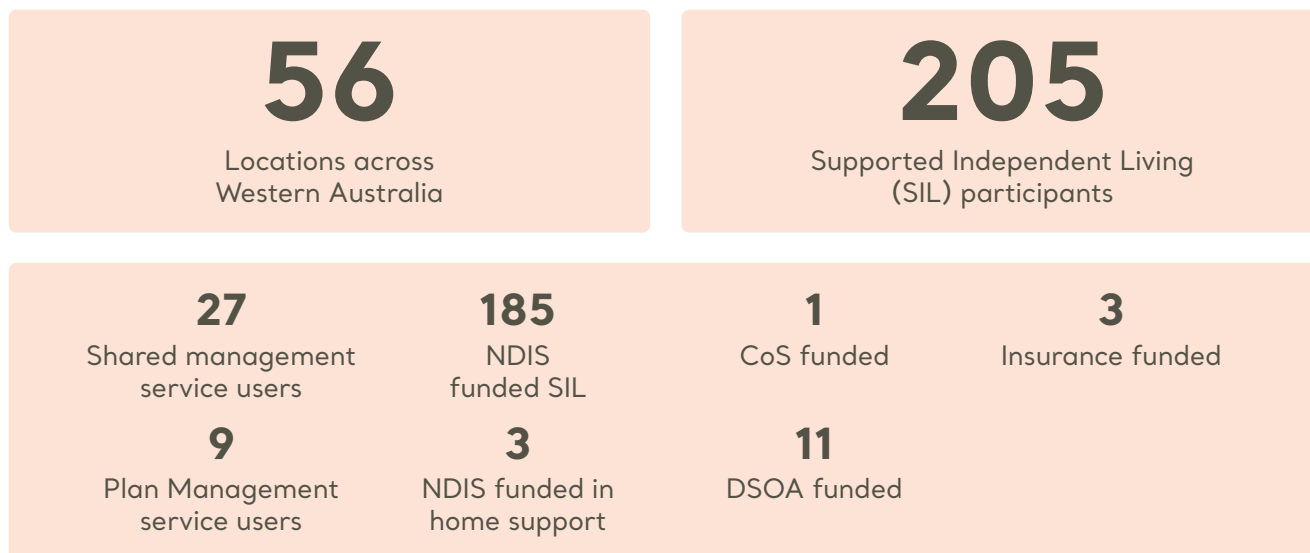
Digital marketing overview



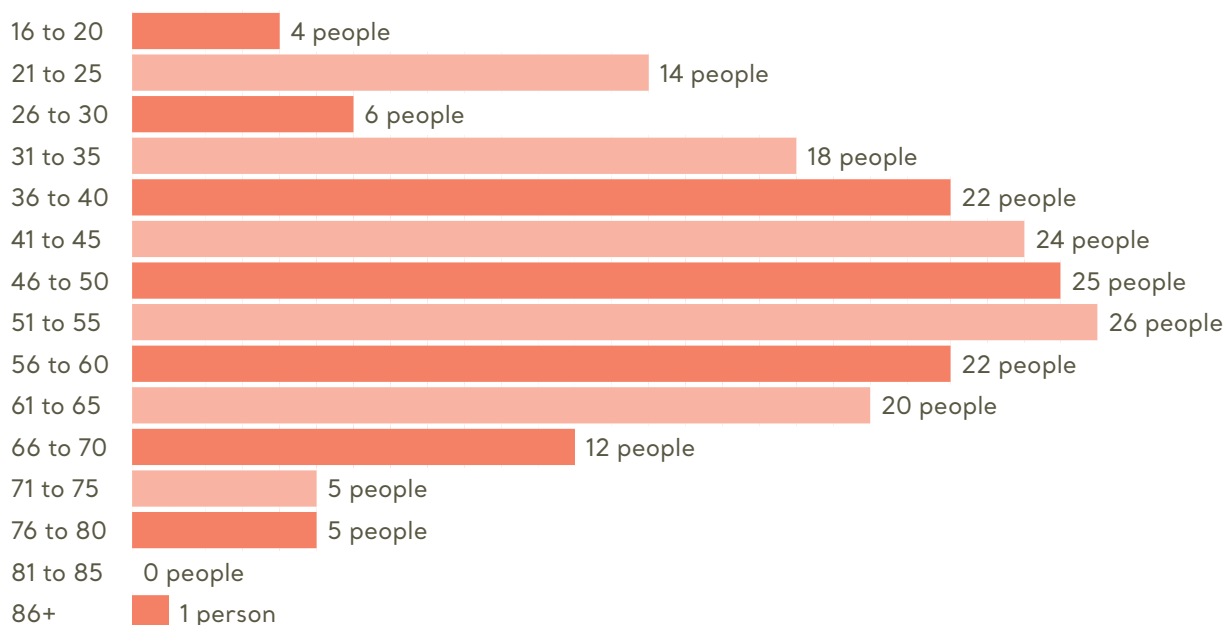


Nulsen Disability Services

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



Age breakdown of people using our services



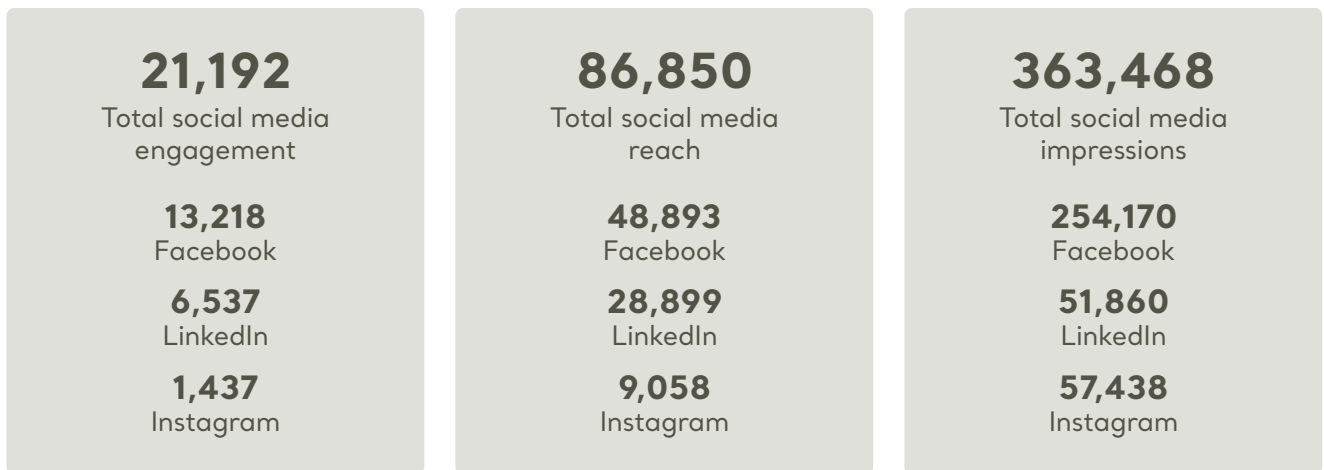
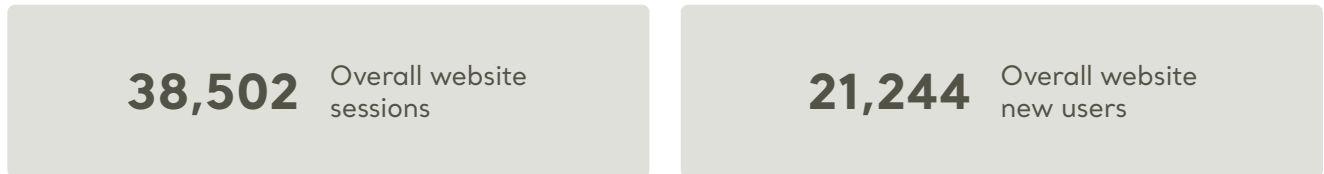
*The Community Aids and Equipment Program (CAEP) has largely been replaced by the NDIS.

Nulsen Disability Services

Digital marketing overview



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



Nulsen Therapy



Nulsen Therapy is part of Nulsen Disability Services.





Outcare

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

227

Employees

Our recent restructure has resulted in increased need for staff resources, including a new Operations section.

11

Programs delivered

Outcare successfully retained contracts for justice programs which were up for renewal in the first half of 2023.

33

Locations across WA

This is an average across our 11 programs, with some services delivered in one location, and other services delivered from North Metro through to Albany.

1,666

Service users

Outcare supports clients across a range of programs, with dedicated and extensive client support in homes, in the community and in prisons. As an average, Outcare clients received 434 hours of support throughout the year. However, some clients are supported 24 hours, 7 days a week.

\$19.5M

Annual revenue

Outcare continued to successfully obtain and retain program funding. Our Youth Residential program increased to 12 clients in 2022/23.

723,652

Total hours of service delivery

Outcare have placed increased focus on accommodation programs requiring 1-1 or 2-1 client support 24/7. Our increased staff numbers have also resulted in more time dedicated to client support.

Digital marketing overview



4,122

Total social media engagement

1,095

Facebook

3,027

LinkedIn

15,267

Total social media reach

4,399

Facebook

10,868

LinkedIn

46,893

Total social media impressions

25,632

Facebook

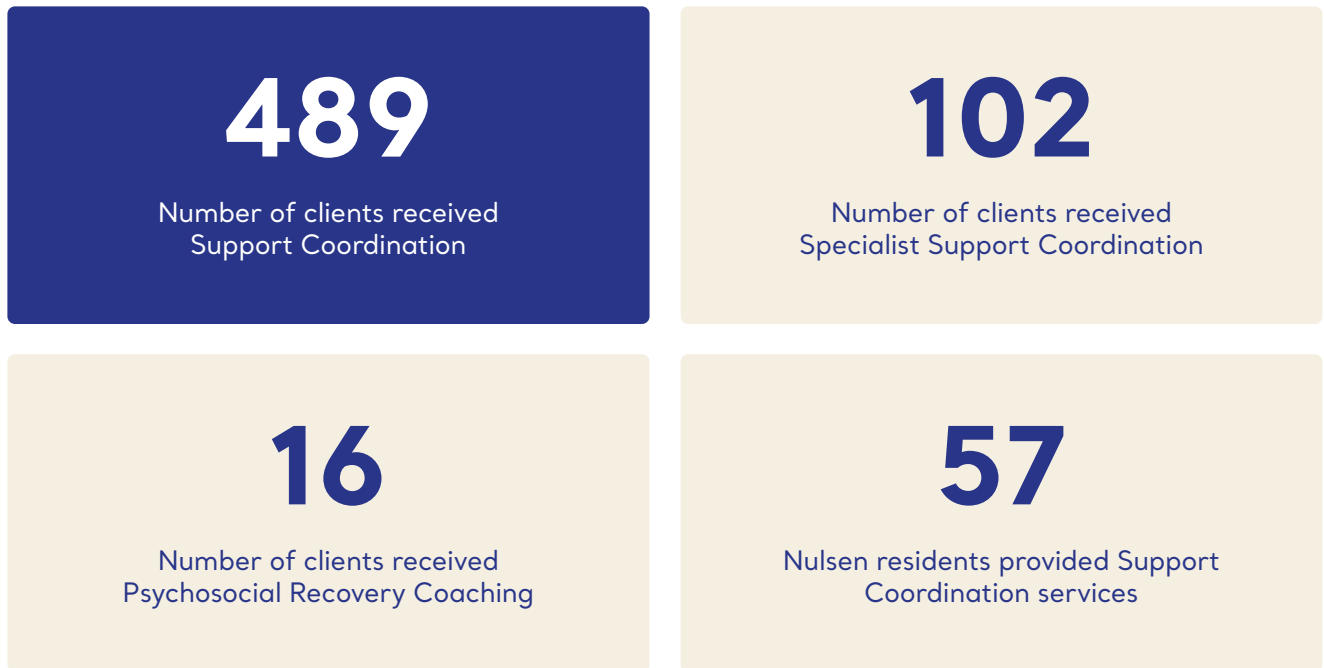
21,261

LinkedIn

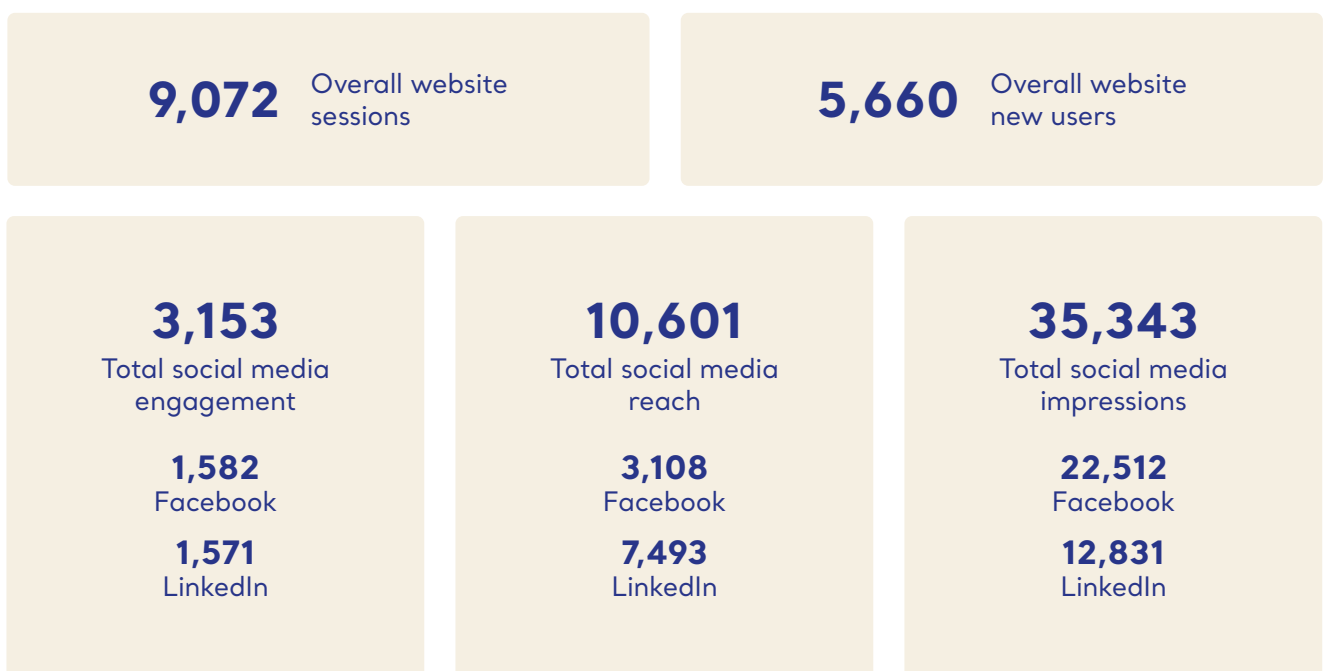


Pillar Support Coordination

Pillar Support Coordination is an organisation of PeopleKind Group.



Digital marketing overview







Superyou Therapy

Superyou Therapy is an organisation of PeopleKind Group.

881

Number of clients received therapy support

65

Employees

5

Locations across WA

Digital marketing overview



59,003 Overall website sessions

39,980 Overall website new users

69,680

Total social media engagement

61,392
Facebook

6,182
LinkedIn

2,106
Instagram

454,580

Total social media reach

314,705
Facebook

23,208
LinkedIn

116,667
Instagram

2,160,541

Total social media impressions

1,666,774
Facebook

48,964
LinkedIn

444,803
Instagram



SUPERYOU
Occupational Therapy
Assessments
& Training
... driver's seat,
... smoother ride

OCCUPATIONAL
THERAPY
DISCOVER HOW
WE CAN HELP

Lift
LEARNING

melior
Positive Behaviour Support

nesti
HOUSING


nulsen
disability services


Outcare

pillar
Support Coordination


SUPERYOU

We empower people to live their best life.



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