

PeopleKind  
Group

# annual report 2025





# 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

As we reflect on the past year, we do so with deep gratitude and pride in the PeopleKind Group's resilience, growth, and unwavering commitment to our shared vision - A community where everyone belongs and feels connected.

2025 was a year of significant transition. We pay tribute to Gordon Trewern, whose 37 years of fearless leadership, advocacy and compassion have shaped our organisation's DNA. With Mark Fitzpatrick now leading as Group CEO, we are building on that legacy with renewed vision and energy. Mark brings deep experience in not-for-profit leadership, a strong commitment to community development, and a proven ability to forge meaningful partnerships across sectors. Under his guidance, we are beginning to see the rewards of the foundations laid in recent years, with a clear focus on sustainability, innovation and delivering impact for the people and communities we serve.

In 2025 Cahoots' transitioned into PeopleKind Group as a separate entity retaining its own brand, culture and executive leadership. Our Group navigated through a time of rapid changes, particularly with the ongoing reforms to the NDIS. These reforms brought challenges but also opened up new opportunities. Throughout the year, we've been strong advocates for fair pricing, sustainable services, and greater collaboration across the sector. Our subsidiaries have demonstrated incredible adaptability and creativity, ensuring that the thousands of people we support continue to receive the care and services they rely on.

From a financial perspective, the Group has remained steady and forward-looking. Despite pressures across the sector, we returned a surplus of \$4.6 million. This outcome reflects the Group's choice to keep investing in and supporting our diverse organisations. It also shows the benefits of a consistent focus on targeted investment, careful cost management, and building for long-term sustainability.

This year, we've also made some significant strides in the way we deliver services to people. Outcare became the first organisation in Western Australia to achieve accreditation under the new mental health standards - giving clients and their families extra confidence in the quality of care. Melior has expanded its children's services, reaching more young people who need support. Superyou's Voiceitt platform gained national recognition for innovation, opening new ways for people with

speech difficulties to communicate in their daily lives. Cahoots received a \$200,000 grant to enhance their Bayswater playground creating an even more welcoming and accessible space for the people they support. Nesti continued to strengthen its brand and reputation as a sector-defining organisation in housing, increasing its property management portfolio by 69% surpassing the 200 property milestone. Liift introduced their accredited and nationally recognized Mental Health First Aid course and at Nulsen, our registration and audit results set a benchmark, earning us a 'best practice' recognition and zero non-conformities - showing families and the community that they can trust the integrity of our services.

We are deeply grateful to our dedicated employees, partners, and supporters. Everything we achieve is made possible by their commitment and passion. They inspire us every day to keep striving for better outcomes for the people we support, their families, and the wider community.

Looking ahead, there is much to be optimistic about. While preparing for the next phase of NDIS reforms will remain a priority, we are also exploring new initiatives to strengthen our impact in Western Australia. By deepening partnerships and working together across our Group, we aim to play a leading and influential role in building a community where everyone belongs.

The challenges will continue, but so too will our determination to embrace innovation and set new standards of best practice.

The future for PeopleKind Group is full of promise - where belonging and connection enable people across Western Australia to live their best lives.

A handwritten signature in black ink.

**Evelyn Hogg**  
Chairperson

A handwritten signature in black ink.

**Mark Fitzpatrick**  
Group Chief Executive Officer

# Our organisations

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

## Cahoots

Cahoots run a variety of inclusive services and activities throughout the year, catering to people of all abilities aged 5+. Each of Cahoots' activities is run by a trained and experienced team to create inclusive opportunities for people living with disability and others that face exceptional challenges to develop friendships, skills and confidence.



## Liift Learning

Liift Learning is a Registered Training Organisation (RTO 52989) that provides innovative accredited and non-accredited training programs tailored to the human services sector. Liift's programs can be flexible and adaptable, delivered with learner's needs and the industry at the forefront of their work.



## 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 is bringing opportunity home to Western Australians, through a quality portfolio of housing solutions, including Specialist Disability Accommodation, community housing, and traditional real estate services. Backed by an experienced team of property managers, tenant coordinators, and repairs and maintenance officers.



## Nulsen Disability Services

Nulsen provides 24/7 care, allied health services, 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 supports individuals facing challenges such as intergenerational trauma, mental health issues, family and domestic violence, and systemic barriers. While we have deep expertise in the justice and child protection systems, our work extends beyond those sectors to meet people where they are, when they need it most. Through our programs, we help build connected, resilient communities.



## 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                             | 2023-2024            | 2024-2025            |
|-------------------------------------|----------------------|----------------------|
| Contracts with NDIS participants    | \$70,730,684         | \$79,819,329         |
| Grants                              | \$27,110,772         | \$27,986,398         |
| Fees from services                  | \$6,343,753          | \$8,061,196          |
| Donations, fundraising & bequests   | \$45,345             | \$46,002             |
| Interest                            | \$503,421            | \$493,121            |
| Sundry and other income             | \$1,069,058          | \$2,904,385          |
| Fair value gain on financial assets | \$12,225             | \$488,493            |
| <b>TOTAL</b>                        | <b>\$105,815,258</b> | <b>\$119,798,924</b> |

| OPERATING EXPENSES                  | 2023-2024            | 2024-2025            |
|-------------------------------------|----------------------|----------------------|
| Employee benefits                   | \$93,229,492         | 99,043,974           |
| Administration                      | \$9,310,906          | 9,534,768            |
| Residential home expenses           | \$3,541,551          | 3,058,387            |
| Repairs & maintenance               | \$1,776,619          | 871,534              |
| Other operating costs               | \$1,077,899          | 1,272,364            |
| Depreciation                        | \$1,434,017          | 1,398,671            |
| Fair value loss on financial assets | -                    | -                    |
| <b>TOTAL</b>                        | <b>\$110,370,484</b> | <b>\$115,179,698</b> |

# People & Culture



**1,124**  
Total employees

**435**  
Full time employees

**390**  
Part time employees

**299**  
Casual employees



**64.14%**  
Female employees

**35.76%**  
Male employees

**0.09%**  
Non-binary/gender neutral  
employees

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



# Risk, Compliance & Governance



58

Continuous Improvement projects underway



2

External Quality Audits completed

The NDIS Surveillance Audit took place in 2024. 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.



57

Quality evaluations completed for accommodation services



Outcare is the first organisation in Australia to be accredited to the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO).



208

Feedback & complaints received

91%

Feedback & complaints resolved

18

Compliments received



7,656

Incidents reported

99%

Incidents resolved

1%

Incidents under review

16

Workers compensation claims

13

Lost Time Injuries (LTI)

9.31

LTI/1 million hours worked (LTIFR)

# Marketing & Engagement

## All Organisations marketing overview



## PeopleKind Group marketing overview





## Cahoots Camps & Adventures



# Cahoots Camps & Adventures

Cahoots Camps & Adventures is an organisation of PeopleKind Group.

**1,906**

Participant bookings

**1,178**

Volunteer shifts

**22,560**

Volunteer hours

**318**

Overall participants

**38**

Overnight supports

**174**

Day supports

**174**

CHAMPs sessions

## Digital marketing overview



Social media includes Cahoots Adventure Camp data.

**45,522**

Overall website sessions

**33,405**

Overall website new users

**79,767**

Total social media engagement

**39,342**

Facebook

**35,773**

LinkedIn

**4,652**

Instagram

**463,005**

Total social media reach

**429,337**

Facebook

**2,589**

LinkedIn

**31,079**

Instagram

**683,451**

Total social media impressions

**614,620**

Facebook

**2,318**

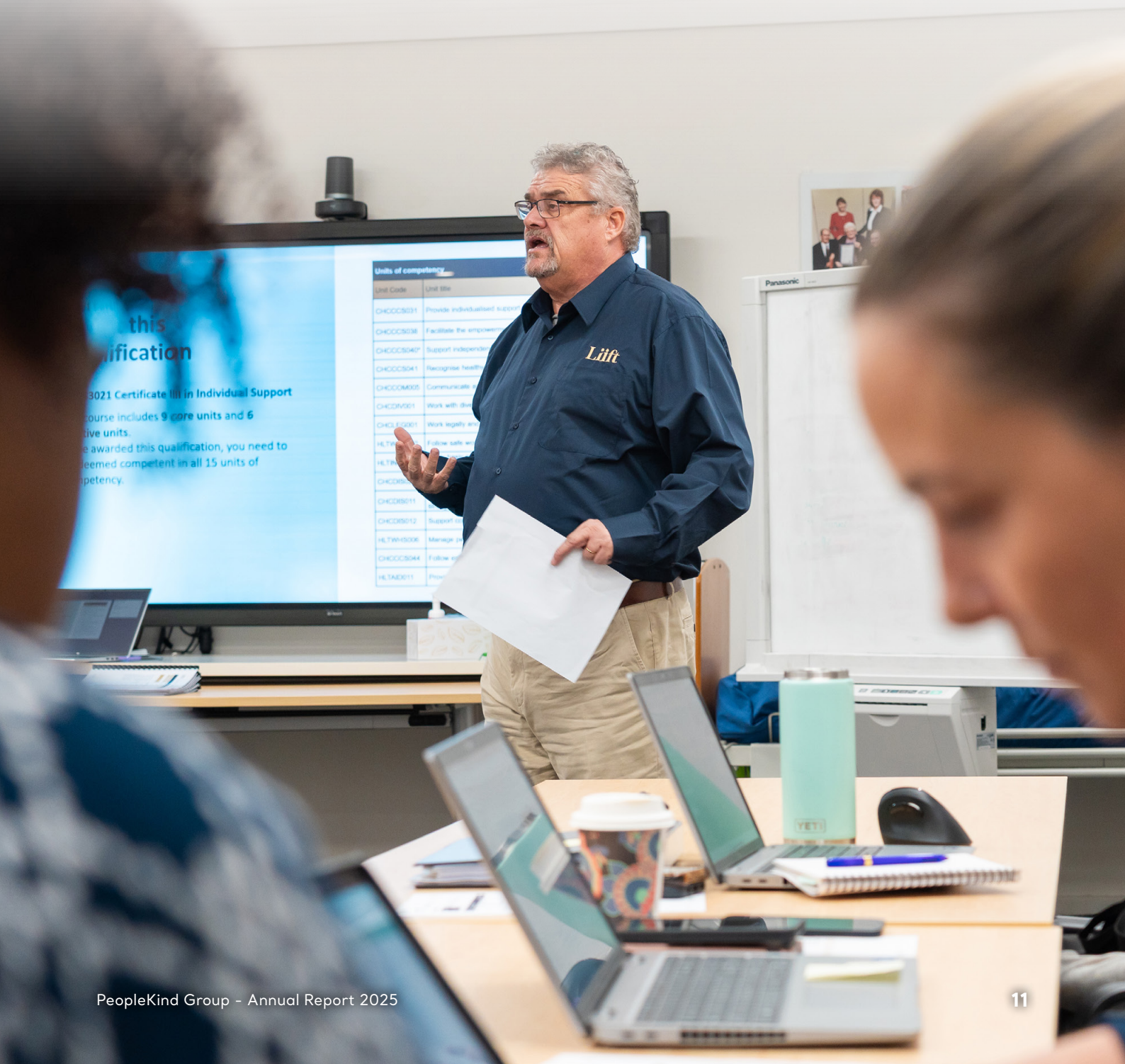
LinkedIn

**66,513**

Instagram



## Liift Learning



## Liift Learning

Liift Learning is an organisation of PeopleKind Group.

**1,797** Total Learners

**184**

Courses delivered

**6**

Operational employees

**2**

Trainers/assessors

**96.63%**

Completion rate  
(accredited courses)

## Digital marketing overview



**1,375** Overall website sessions

**854** Overall website new users

**936**

Total social media engagement

**35**

Facebook

**901**

LinkedIn

**4,845**

Total social media reach

**975**

Facebook

**3,870**

LinkedIn

**10,180**

Total social media impressions

**1,986**

Facebook

**8,194**

LinkedIn



## Melior Positive Behaviour Support



# Melior Positive Behaviour Support

Melior Positive Behaviour Support is an organisation of PeopleKind Group.

**255** Total number of clients provided PBS

**260**

People received NDIS funded PBS

**130**

Nulsen Disability Services residents received PBS

**2**

Outcare clients received PBS

**128**

Community members received PBS

## Digital marketing overview



**10,545** Overall website sessions

**9,276** Overall website new users

**5,263**  
Total social media engagement

**2,974**  
Facebook

**2,105**  
LinkedIn

**184**  
Instagram

**177,669**  
Total social media reach

**88,992**  
Facebook

**6,426**  
LinkedIn

**82,251**  
Instagram

**353,107**  
Total social media impressions

**226,982**  
Facebook

**14,537**  
LinkedIn

**111,588**  
Instagram



## Nesti Housing



# Nesti Housing

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

**\$3.8M**

Annual revenue

**18**

Employees

**245**

Properties managed

**336**

Tenancies

## Digital marketing overview



**20,726**

Overall website sessions

**14,163**

Overall website new users

**19,632**

Total social media engagement

**14,835**

Facebook

**4,035**

LinkedIn

**762**

Instagram

**485,277**

Total social media reach

**451,024**

Facebook

**9,827**

LinkedIn

**24,426**

Instagram

**1,433,872**

Total social media impressions

**923,646**

Facebook

**37,115**

LinkedIn

**473,111**

Instagram



## Nulsen Disability Services



## Nulsen Disability Services

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

**65**

Locations across  
Western Australia

**192**

Supported Independent Living  
(SIL) participants

**23**

Specialist Disability  
Accommodation (SDA) homes

**42**

Non-SDA homes

**3**

In-home  
NDIS participants

**183**

NDIS funded SIL

**2**

CoS funded

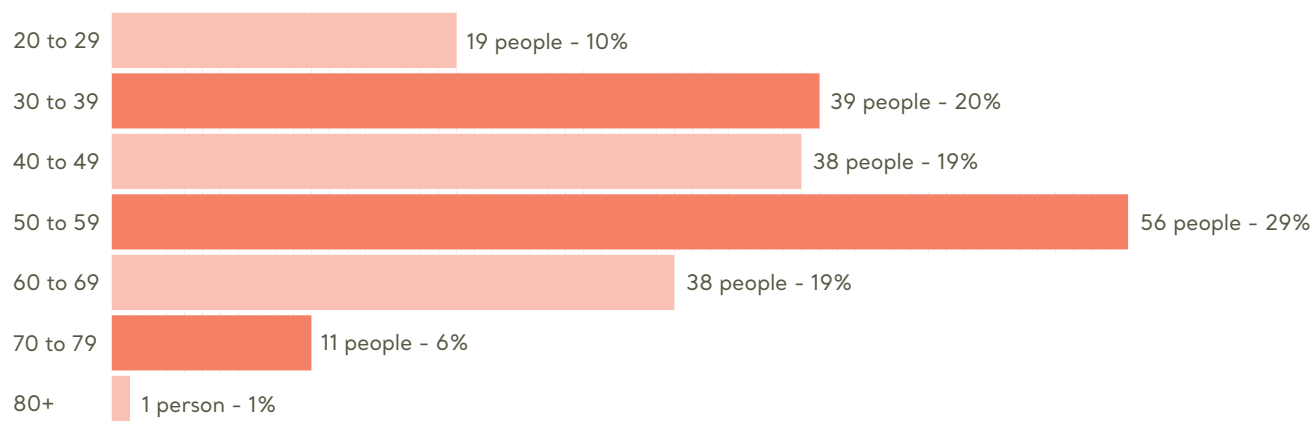
**3**

Insurance funded

**9**

DSOA funded

### Age breakdown of people using our services



**820,445**

Total hours worked by  
Nulsen employees



**765,500**

Total hours of direct care



# Digital marketing overview

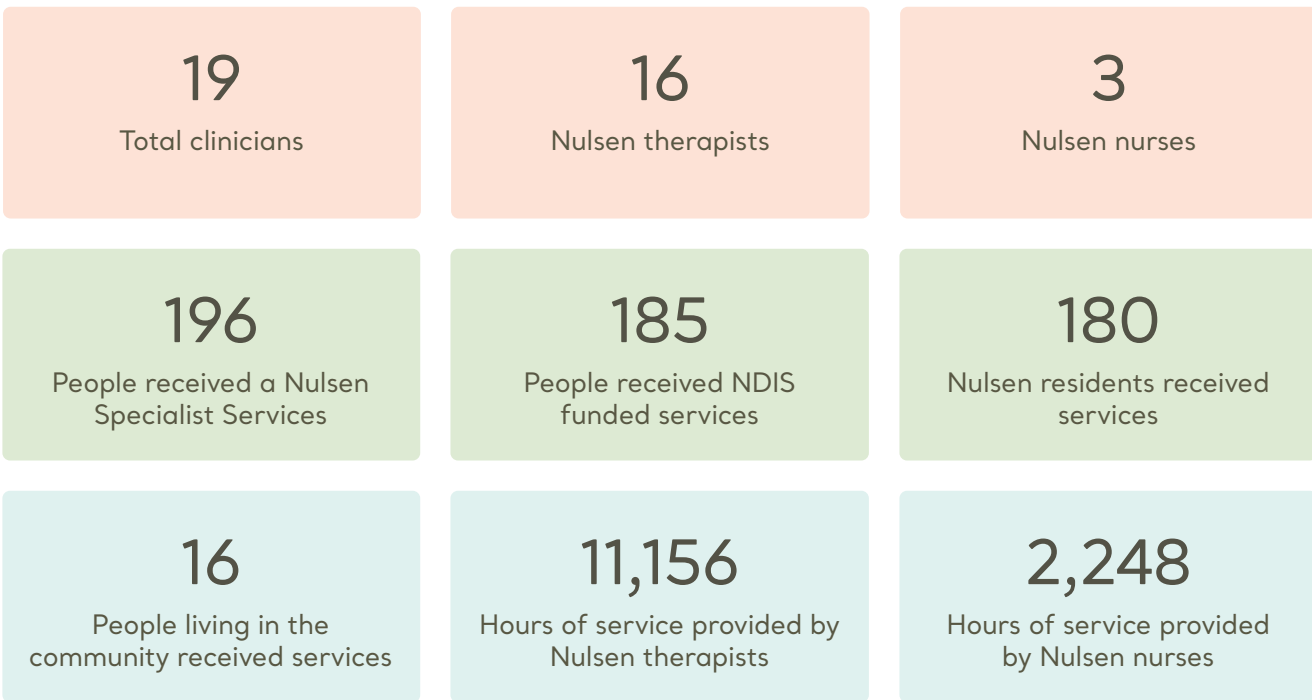
Nulsen Therapy content is also promoted through the Nulsen Disability Services channels.



## Nulsen Therapy



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







Outcare





# Outcare

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

**215**

Employees

**11**

Programs delivered

**5**

Locations across WA

**2,596**

Service users

**\$24.8M**

Annual revenue

## Digital marketing overview



**33,165**

Overall website sessions

**22,311**

Overall website new users

**37,430**

Total social media engagement

**27,172**

Facebook

**10,258**

LinkedIn

**283,599**

Total social media reach

**259,680**

Facebook

**23,919**

LinkedIn

**779,701**

Total social media impressions

**710,668**

Facebook

**69,033**

LinkedIn



# Superyou Therapy





# Superyou Therapy

Superyou Therapy is an organisation of PeopleKind Group.

**2,110**

Number of clients received therapy support

**131**

Employees

**6**

Locations across WA

## Digital marketing overview



**49,448**

Overall website sessions

**30,959**

Overall website new users

**18,838**

Total social media engagement

**12922**

Facebook

**4,681**

LinkedIn

**1,235**

Instagram

**140,418**

Total social media reach

**97,649**

Facebook

**17,579**

LinkedIn

**25,190**

Instagram

**137,244**

Total social media impressions

**45060**

Facebook

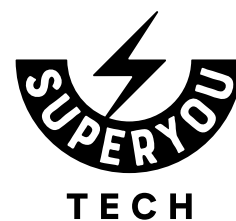
**38,192**

LinkedIn

**53,992**

Instagram





# Superyou Tech

Superyou Therapy is an organisation of PeopleKind Group.

**733**

Active Voiceitt subscriptions

**4**

Employees

## Digital marketing overview



**13,112** Overall website sessions

**8,593** Overall website new users

**3,692**  
Total social media engagement

**302**  
Facebook

**1,732**  
LinkedIn

**1,658**  
Instagram

**19,684**  
Total social media reach

**1,597**  
Facebook

**6,933**  
LinkedIn

**11,154**  
Instagram

**27,435**  
Total social media impressions

**2,435**  
Facebook

**12,815**  
LinkedIn

**12,185**  
Instagram

**CAHOOTS**  
camps & adventures  
for all abilities

**Lift**  
LEARNING

*melior*  
Positive Behaviour Support

  
**nesti**

  
**nulsen**

  
**Outcare**

  
**SUPERYOU**



We empower people to live their best life.



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