



 **ANNUAL
REPORT**
2023-2024

Message from the Chair

When I joined the Activ Board as Chair in 2023, I quickly felt a deep connection between my own values around community and those of Activ.



The organisation isn't just about helping those in need; it's also committed to a strong, community-driven approach as it moves toward a strong sustainable future.

A lot of work has been done internally at Activ over recent years to find efficiencies that have led to better practices, improved services and processes, increased training, and more. All of this makes Activ a great and attractive place to work at, and work with, as we deliver vital quality outcomes to our treasured customers.

The Government's deeper dive into the workings of the NDIS this year has seen the industry garnering a lot of attention and many headlines as it too looks to optimise what services are in the best interest of customers, how they are delivered, and a continued focus on greater codesign with NDIS customers.

The Activ team has, and continues, to work with Government to ensure the best outcomes for our customers. During the review of the NDIS, we collaborated with fellow members of a peak body of Disability Service providers, Alliance20, and met with many like-minded individuals and organisations also committed to improving the effectiveness and sustainability of the scheme into the future.

It was through these conversations that Activ and the national disability and aged services provider Karingal St Laurence, trading as genU, realised how aligned we were in purpose, services, and history. Both organisations were started more than 70

years ago by families wanting more for their children living with disability, Activ in Albany, and genU in Geelong.

Initial conversations about working together to make a greater impact eventually morphed into a compelling business case that showed a merger of these two premier organisations would deliver greater sustainability, impact, and a louder voice for advocacy as one of the five largest NDIS providers in Australia.

After a significant and robust due diligence process, we arrived at the exciting announcement that on 1 July 2024, Activ and genU would merge in a sector-leading transformation of national scale.

This outcome is a credit to the leadership and Executive teams of both organisations and could not have happened without the hard work by many to ensure that the merger was in the best interests of our customers.

It represents a significant moment in the history of Activ and I firmly believe this move will strengthen services, advocacy, and most importantly further improve the lives of people living with disability, not only in WA, but around the nation.

I am proud and privileged to have worked alongside incredibly passionate and professional people who always held customers at the centre of every decision, and I am looking forward to continuing my association with Activ through my role as a Director on the genU Board.



I would like to personally thank Activ's CEO, Michael Heath, for his robust and selfless leadership throughout this year and his unwavering commitment to ensure the best outcome for West Australians living with disability. Michael was ably supported by some of the best Executives I have worked with in my career, along with the Activ Board and membership that remained supportive and focused on the long-term interests of our customers.

I am in awe of the entire team at Activ for the amazing work they do every day, with a passionate commitment to be the

difference in our customers' lives. A big thank you to all of you for everything you do and will continue to do.

I am very excited to see the transformational benefits that will eventuate in the coming year and beyond as the teams of both Activ and genU come together to deliver even better outcomes for Australians living with disability.

Trevor Hunt
Chair

Message from the CEO

I had many goals when I joined Activ, but the overarching theme was to leave it in a better place than I found it.



It has been one of the most challenging yet rewarding opportunities of my career, driven by my personal passion for Western Australians living with disability.

There have been hard decisions made, sleepless nights, and plenty of successes during my time at Activ, all of which I will always remember and cherish. We have grown, improved processes and the quality of services, optimised our property portfolio, introduced new offerings, and plenty more.

I know that the Activ team continues to improve the lives of people living with disability, their families, and carers.

This year we reset our focus on a select group of functions designed to drive sustainability and positive impact and worked hard to bring them to life. As a result, we have seen incredible growth in our accommodation space. We refurbished existing homes to encourage a more modern, connected lifestyle for customers, launched our concierge model and added apartment living to our offerings.

Being able to offer customers somewhere to call home and make their own, is key in Activ's purpose. Everyone deserves a safe space to grow, and our accommodation spaces, partnerships, and developments are leading the way in making this a reality for many of our customers.

As part of our focus on improving access to accommodation, we launched Activ Housing Link to create a community for West Australians living with disability who were

seeking suitable accommodation, where they are able to receive news, information on different disability accommodation options, and first access to our vacancies.

As part of our commitment to making it easier for customers to access Activ's services, our teams worked hard to optimise Activ's Customer Management System. The project continues as a piece of continuous improvement and is already showing returns in a more frictionless and user focussed onboarding and management practice.

This year our Registered Training Organisation, Activ Pathways, confirmed several preferred provider arrangements and saw the school contingent grow with more people looking for training and upskilling to enter the workforce. The team was also engaged heavily by corporate, government, and private clients to present on Diversity and Inclusion in the workplace and community. It is great to see such a range of organisations placing more importance on what we see as a standard inclusion approach.

Activ grew its partnerships with a range of organisations, including being named charity partner of Optus Stadium, which is sure to open up more opportunities for customers and staff to collaborate over the three-year term.

Our partnership with Chevron Australia has been further cemented with an ongoing commitment for sponsorship of the Chevron City to Surf for Activ. The event was a huge success in what was its first

year back since COVID, with over 20,000 people taking part. It continues to be one of our largest fundraising events, with all funds raised going directly back into our services. The next event looks likely to be even more successful!

In addition, our lottery offerings have solidified their place in the market with regular donors signed up to the Activ Club for automated tickets in each lottery, and diversified prize options attracting a range of new lottery buyers. This feeds directly back into Activ's profit for purpose model where people can see the impact of their giving firsthand in the experience of our customers.

A true highlight of this year was the decision for Activ to merge with genU to form the 5th largest NDIS provider within Australia.

This decision, made after a robust due diligence process, and an incredibly compelling business case that evidenced better outcomes, impact and sustainability, will mean a future with better outcomes and opportunities for our customers, their families and our team.

I have full confidence in Activ and genU's leadership moving into the new financial year under the direction of the incredibly talented and committed Chief Executive Officer, Clare Amies. I am completely convinced that under her and the Board's direction, the future for our people, customers and their families is both compellingly positive and robustly sustainable.

I am incredibly grateful for the support of the Board and Council in making the right decision that will ensure that West Australians living with disability will have access to ongoing, meaningful and sustainable services that improve their lives.

Reflecting on what we have achieved this year, gives me comfort in my decision to spend more time with my growing family and seeking the next challenge that piques my interest.



To our Board and members, my fellow Executive, the remarkable Activ staff, industry peers and colleagues - thank you for your trust, support, and incredible dedication to me, to Activ, and our customers.

I'm proud to say that the improvements we have made at Activ in the past few years are not just noticeable on paper, but they can be seen in the eyes of our customers, their families, and staff and that allows me great pride, knowing that I achieved my overarching goal alongside an incredible group of passionate people!

Michael Heath
Chief Executive Officer

What we achieved



1,234
staff



125
supported employees



Supported
780
individuals living with a disability and their families



274
accommodation customers



121
disability homes



Over
1 million
hours of support provided across accommodation and community



11
community hubs




Activ Heartbeats' Rising Stars

Activ Heartbeats proudly presented Rising Stars in July, the performing arts group's annual concert celebrating inclusivity, creativity, and the power of performance!

The concert showcased the boundless talent of Activ customers from across Western Australia, with special performances from non-members of Activ Heartbeats adding to the spectacular show. The night was filled with awe-inspiring talents, with dancing, singing and theatre in the spotlight throughout the concert.

Founded in 2013, Activ Heartbeats is a performing arts group that teaches customers performance skills, dancing, and confidence all while having fun and making friends.

Heartbeats have performed at various venues and events around Perth, with their annual concert a key feature on the Activ community calendar.

Check out some highlights from the performance here 



A fresh start for Dempsey

Activ customer Dempsey made a big move from Port Hedland to Bunbury earlier this year and is settling into life away from the family home for the first time.

Dempsey (22) and his family decided on Dempsey's move to the South West, returning to the Bunbury region where he went to school and connecting him with extended family in the area.

Dempsey, who is non-verbal and communicates through sign language, is sharing his new place with three older housemates who are all enjoying getting to know him.


Activ Foundation Team Leader Leicelle Leher oversees the house Dempsey lives in and says it has been an easy transition into his new home.

"Once we'd checked the current housemates and their families were happy to share with Dempsey, the process was relatively straightforward," says Leicelle.

Independence is encouraged in the house, with Activ customers supported to do a weekly shop and contribute to household chores.

Dempsey is a very happy resident, says Leicelle. He goes with the flow and gets out into the community regularly to do a number of activities, including bowling.

"He loves it," says Dempsey's mum Shamaine. "The way he is in himself is all I need to know that he's happy and at ease in his new home."

[Read more here](#) 



Bringing nature indoors

Activ's Indoor Plant Rental and Maintenance services have been blooming this year, with some key Perth businesses contracting the team to fit out and maintain greenery in their office spaces.

HBF's CBD office building and Lotterywest's headquarters were new sites in 2023/24 for the team, enhancing the workplace environments with indoor plants suitable for their respective office spaces.

As part of the service, all plants continue to be looked after by our team, meaning office staff get to enjoy the greenery without needing to maintain the plants.

Lotterywest General Manager of Grants and Community, Lorna Pritchard, said the decision to contract the Activ team to supply and maintain the office building's plants was a great opportunity for Lotterywest to continue working with an organisation they have been supporting for many years in other ways.

"The past 34 years has seen Lotterywest support Activ with more than \$8.6 million in grants, but the chance to share Activ's impact into our offices is something special," said Ms Pritchard.

[Find out more about Activ Indoor Plant Rental](#) 



Tamara's passion for Community Service

Activ customer Tamara has a passion for making a positive impact in her community and proudly volunteers in her hometown of Harvey in our South West with supports provided by Activ.

Living with blindness since late childhood, Tamara spends a lot of her spare time giving back to her community with her busy schedule of volunteering roles. From teaching Braille in the library to looking after animals at the vet clinic, assisting with admin tasks at the high school and stacking shelves at the supermarket, Tamara is proud to give back to her community.

"I want to give back to the community just to say thank you for helping me, I'm putting my heart out there to volunteer," Tamara said.

The positive impact volunteering has on Tamara, her support team and local businesses flows across her local community.

"Having Activ in my life has really helped me come out of my shell and become more independent, I've been more confident with certain things – I like having a support worker," she said.

Tamara is living the life she chooses with community supports from Activ to create and achieve her goals, all while giving back to the community she loves.

[Read more here](#) 

Impactful partnership

Optus Stadium announced a significant three-year charity partnership with Activ Foundation in February.

Activ was appointed the Stadium's new official charity partner after a competitive tender, joining Telethon and Happiness Co, the stadium's purpose partners.

VenuesLive Chief Executive Officer Mike McKenna said Optus Stadium had the ability to help change people's lives in many ways and working with other parties provided the ability to extend that impact.

"We have been supporting Telethon for a number of years and provide support to the broader community through our annual community charity lighting program, donations of unused food to OzHarvest and the provision of goods and services to many other charities and sporting bodies each year," Mr McKenna said.

"Optus Stadium already boasts an impressive catalogue of accessible features, including nine times more than the legislated required number of permanent ACROD parking bays, accessible seats in all levels,

enhanced amenity seats, UAT bathrooms and three Changing Places facilities. We've also added an accessible rooftop tour and adventure experience in recent years.

"This partnership will aim to further develop the Stadium's accessibility and inclusivity and combine Optus Stadium's platform with Activ's dedication to improving the lives of people living with disability, their families, and carers."

Activ Foundation CEO Michael Heath said he was excited to see this partnership come to life.

"As one of WA's largest disability services providers, this is such a great opportunity to collaborate with an iconic Western Australian venue in its endeavours to create an inclusive environment for staff and visitors," Mr Heath said.

"Our mission to create greater accessibility and inclusion for people living with disability is really championed when organisations such as Optus Stadium build charity partnerships such as this.

[Read more here](#) 

Board Members



Trevor Hunt
Board Chair



Dale Calhoun
Joint Deputy Chair



Michelle d'Almeida
Joint Deputy Chair



Matt Wisniewski
Director



Lisa Palmer
Director



Bevan Smith
Director



Sheldon Renkema
Director



Zara Fisher
Director



Andrew Hillbeck
Director



Stephen Ellis
Director

Executive Team



Michael Heath
Chief Executive Officer



Kelly Smith
Chief Financial Officer



Brooke Draper
Chief Operating Officer



Michael van Oudtshoorn
Executive Manager
Marketing, Fundraising
and Events



Jamin Hirte
Executive Manager
Strategy and Digital

Honorary Officers

Honorary Life Governors

Mr Matthew Battrick
Mr Murray Blanchard AM JP
Mr Ken Booth
Miss Shirley Booth
Mrs Barbara Carle
Mr Colin Carle
Mrs Hazel Costigan OAM

Mr John Francks
Mr John Groves
Mrs Maxine Joy Hebiton
Mrs Jill Hollett
Mr Vernon Clifford Hollett
Mr Joe Leece

Mrs Leah Leece
Mr AJ Myers
Mrs Elizabeth Stevenson
Mr Terry Stevenson
Mrs Leonie Walker OAM MStJ

Honorary Life Members

Mrs Pamela Carrier
Mrs Elaine Cooper
Mrs Pamela Fleming
Mrs Heather Greenlees
Mrs F Hellery
Mr J Hellery

Mr John Keogh
Mrs Pamela Keogh
Mrs Nancy Marsh
Mrs Nola Mumme
Mr Kenneth Elmore Nylander
Mrs M Pensini

Mrs Vera Regan
Ms Antoinette Kath Schaper
Mr Leonardus Schaper
Mrs Ethel May Tremain
Mr Peter Wahlsten

Honorary Life Friends

Mr Martin Alciaturi
Mr Dennis Barton
Mr John Groves
Mr Neil Guard

Mr Laurence Iffla
Mr Tony Vis
Mr Ray Walter
Mrs Wendy Walter

Ms Wendy Coultas
Ms Vanessa Portaro
Mrs Penelope Willems

Board Attendance

12 meetings for the year

Trevor Hunt	6
Dale Calhoun	12
Michelle d'Almeida	11
Matt Wisniewski	7
Lisa Palmer	10
Bevan Smith	12
Sheldon Renkema	8
Zara Fisher	11
Andrew Hillbeck	10
Stephen Ellis	6

Marcus Stafford	6
(Director & Board Chair until November 2023)	
Craig Knox-Lytle	2
(Director until August 2023)	

2023-24 Financials

Statement of Comprehensive Income

	2024	2023
	\$m	\$m
Income		
Total Grant and Sales Income	108.5	101.0
Other Income	8.5	4.9
Expenditure		
Employment expenses	(96.6)	(88.1)
Raw materials	(3.2)	(3.7)
Depreciation & Amortisation	(2.5)	(2.7)
Repairs & Maintenance	(3.8)	(3.4)
Advertising, Marketing & Prizes	(4.9)	(2.2)
Consultancy, Audit & Legal	(3.2)	(1.3)
All Other Expenditure	(7.6)	(6.4)
Net Surplus/(Deficit) for the Year	(4.8)	(1.9)
Net Finance Income	0.3	0.1
Profit/(Loss) from discontinued operation	(0.4)	(0.0)
Total comprehensive income/(loss) for the year	(4.9)	(1.8)

Statement of Financial Position

	2024	2023
	\$m	\$m
Cash and Cash Equivalents	15.7	21.1
Plant and Equipment	19.4	20.4
All other Assets	10.0	10.4
Total Assets	45.1	51.9
Trade and Other Payables	(7.4)	(8.1)
Provisions	(12.1)	(12.3)
All Other Liabilities	(7.4)	(8.4)
Total Liabilities	(26.9)	(28.8)
Net Assets	18.2	23.1
Reserves	1.9	1.9
Accumulated Surplus	16.3	21.2
Total Equity	18.2	23.1

Audited Financial Statements for the year ended 30 June 2024 are available from the ACNC website.



327 Cambridge Street,
Wembley WA 6014
PO Box 446, Wembley WA 6913

Tel: (08) 9387 0555
hello@activ.asn.au

Activ Foundation Limited
ACN 060 921 271
ABN 11 553 592 765