together²

TOGETHER TWO LIMITED

Annual Report 2025–26









A year of renewal

Growing with the people we serve

1 July 2025 to 30 June 2026
Rozelle Neighbourhood Centre and together²

together2.org.au
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together² acknowledges the Gadigal and Wangal people of the Eora Nation as the traditional custodians of the land on which we work and walk.

01 WHO WE ARE

One place for everyone

We began as a neighbourhood centre and grew into a specialist provider. Today we are both, by design: one organisation where nobody is sorted into a separate service.



Neighbours gather for an outdoor cinema night.

40 years ago

Rozelle Neighbourhood Centre opens on Darling Street.

The NDIS years

Specialist teams grow, trading as together².

2025

One organisation, two complementary arms.

2029

Our vision: one vibrant, inclusive hub for the Inner West.

01 OUR STORY

More than 40 years ago, neighbours opened a centre on Darling Street where anyone could drop in, find help and offer it.

When the NDIS arrived we built specialist teams for people with complex disability and, later, older people at home, and began trading as together². Both names served the community well. Kept apart, they did not tell the whole story.

So in 2025 our Board made a deliberate decision: one organisation, two complementary arms. It is not a rebrand. It is a clearer way of saying what we have always been.

The two arms need each other. One brings clinical depth and support built around a single person. The other brings the shared spaces, friendships and everyday help that make a neighbourhood a good place to live.

We do not sort people into separate services by ability, age or circumstance. The person we support at home is also a neighbour, a volunteer and a regular at the same table. At Good in the Hood, people we support and community volunteers send out food relief side by side.

That is place-based support: drawing on the strength of our own community, for everyone in it. The research behind it is on page 11.

> A vibrant, inclusive hub where disability, aged care and community services converge. A place where everyone, regardless of ability or age, finds connection, purpose and belonging.
>
> Our vision for 2029, from Our Future: Community-Led Plan

Supported independent living, in-home supports, positive behaviour support, school leaver employment, aged care and clinical nursing.



Community programs and events, Good in the Hood food relief, family support, and a social enterprise café in development.

Keeping children and young people safe

Our Child Safe Statement, endorsed by our Board

Every child and young person who comes into contact with us has the right to feel safe, to be heard and to be protected from harm.

together² has zero tolerance for child abuse, neglect or exploitation of any kind. Our public statement makes our promises checkable.



Why a child safe statement matters

28.5%

Harm is common

of 8,503 Australians surveyed reported sexual abuse in childhood.[1]

1 in 4

Disability raises risk

WA children with a maltreatment allegation had a disability, against 1 in 10 of all children.[2]

400+

Organisations can act

articles reviewed for the Royal Commission show how to prevent harm.[3]

4–17

Children know safe

year olds said trusting relationships help them feel safe.[4]

Ten national principles you can hold us to

- Leadership and culture
- Children's voices
- Families and community
- Equity and diversity
- Safe, suitable people
- Child-focused complaints
- Knowledge and training
- Safe environments
- Continuous improvement
- Clear policies

What this looks like day to day

- All workers and volunteers in child-related roles hold a current Working with Children Check.
- Everyone follows a Child Safe Code of Conduct, backed by our Child Safe Policy, rewritten in March 2026.
- Our people are trained to recognise harm and to report it under NSW law.
- Our care of children is overseen by the NDIS Commission and the Office of the Children's Guardian.

Sources. 1 Mathews and others (2023), Medical Journal of Australia, doi.org/10.5694/mja2.51873. 2 Maclean and others (2017), Pediatrics, doi.org/10.1542/peds.2016-1817. 3 Kaufman and others (2019), Journal of Interpersonal Violence, doi.org/10.1177/0886260519869239. 4 Moore and McArthur (2016), Children and Society, doi.org/10.1111/chso.12183.

Everyone belongs here

This year we looked closely at the diversity of our own workforce, and began exploring how we can support our team better, including a more proactive Employee Assistance Program and wellbeing workshops.

together² exists so that people who are too often left at the edge of things are not.



Our Diversity and Inclusion Statement applies equally to everyone: the people we support, families, neighbours, volunteers and our team.

What the research tells us

People do better where they are respected, understood and safe. That holds for the people we support and the people who support them, and the two are connected: a team that is well gives safer support.[6] Looking after our workforce is part of our inclusion work, not separate from it.

Racism harms health
Linked to poorer health for Aboriginal and Torres Strait Islander peoples.[1]

Services matter
Aboriginal Victorians facing racism in health care reported more distress.[2]

Open doors
Almost all of 752 older gay and lesbian Australians said inclusive services help.[3]

Language is access
64 Australian studies show language barriers keep people from services.[4]

Good for workers
30 studies link inclusive climates to better outcomes for workers.[5]

Wellbeing is safety
Most of 46 studies linked poor staff wellbeing to poorer patient safety.[6]

Culture matters
EAP support cut distress most where psychological safety was high.[7]

Ask the workers
294 support workers named recognition, supervision and mentoring.[8]

Eight things you can hold us to

1. Everyone belongs here, and that includes you.
2. We value what people know from living it.
3. We respect First Nations peoples' right to self-determination and cultural safety.
4. Getting older is not a decline to be managed.
5. Disability is not a problem to be managed.
6. We adjust, rather than ask people to cope.
7. We meet people in the language and the format that works.
8. We are an equal opportunity employer, for everyone.

> “Inclusion is not a program for one group. It is how we treat everyone, equally: the people we support, families, neighbours, volunteers and our team.

Sources. 1 Kairuz and others (2021), BMC Public Health, doi.org/10.1186/s12889-021-11363-x. 2 Kelaher, Ferdinand and Paradies (2014), Med J Aust, doi.org/10.5694/mja13.10503. 3 Alba and others (2020), Health Soc Care Community, doi.org/10.1111/hsc.13125. 4 Khatri and Assefa (2022), BMC Public Health, doi.org/10.1186/s12889-022-13256-z. 5 Mor Barak and others (2016), Hum Serv Organ, doi.org/10.1080/23303131.2016.1138915. 6 Hall and others (2016), PLoS ONE, doi.org/10.1371/journal.pone.0159015. 7 Bouzikos and others (2022), Int J Environ Res Public Health, doi.org/10.3390/ijerph19095067. 8 Vassos, Carberry and Nankervis (2026), J Intellect Dev Disabil, doi.org/10.3109/13668250.2026.2707362.

Our year in numbers







40+
years serving our community

96
people supported through the NDIS
NDIS mid-term audit, April 2026

11
homes where we provide supported living
NDIS mid-term audit, April 2026

146
people on our team
Employee details report, 30 June 2026

2,179
contacts with our community programs
DEX report, January to May 2026

$13.3m
in revenue, all put back into our services
Audited financial statements, 2025–26

Nil
non-conformities at our NDIS audit

907
training courses completed

58
policies rewritten from the ground up

04 CHAIR'S MESSAGE

Staying true to our mission as we grow

Mark Glover, Chair of the Board



The Board's job is simple to say and hard to do: keep together² safe, sustainable and true to the community that started it.

Financial sustainability
Investing now, surplus budgeted for 2026–27

Strong governance
Clear oversight, Board to every shift

True to our mission
Growing with the people we serve

2025–26 was a year of building foundations for a long future.

Financial sustainability. Revenue grew 11% to $13.3 million and our deficit narrowed to $225,000. That result reflects a choice the Board made with care. As together² grew, its policies, systems and people processes had grown piece by piece, and we chose to invest in bringing them together. Our 2026–27 budget returns us to surplus. The Board will monitor it closely through the year.

Governance. The Board met five times, supported by our Audit and Risk, Quality and Safeguarding, and Clinical Governance committees. We adopted a new governance cascade that links our strategy to every policy and every shift, and our NDIS mid-term audit in April found no non-conformities. Next, a Family and Supporter Committee will give families a formal voice in how we are governed.

Our mission. More than 40 years ago, neighbours started the Rozelle Neighbourhood Centre so that people could look out for each other. Our Future: Community-Led Plan 2026–2029, endorsed in October 2025, keeps us anchored there. Growth is only worthwhile if we grow with the people we serve, not away from them.

Thank you to my fellow directors, who give their time freely, to Steven and the leadership team, to every worker and volunteer, and to the people we support and their families for your trust.

Mark Glover
Chair of the Board

05 CEO'S MESSAGE

Everyone deserves to be safe, respected and in charge of their own lives

Steven Lowrie, Chief Executive Officer



Everything we did this year comes back to one question: is each person we support or employ safe, respected and leading the life they choose?

Strategy | Safeguarding and safety | Respect for families | Self-determination | Better systems | A qualified, happy team

Strategy. In October 2025, our community helped write Our Future: Community-Led Plan 2026–2029. This year we turned its five priorities into a business plan with owners and timeframes, and began bringing our specialist and neighbourhood arms back together.

Safeguarding and safety. The safety of the people who use our services comes before everything else. We rewrote our safeguarding and incident policies, trained staff in child safe standards and positive behaviour support, and in April our NDIS audit found no non-conformities.

Respect for families. Families told us they want proactive updates and one person to talk to. Our Circles of Support framework answers that, and a new Family and Supporter Committee will give families a seat at the table.

Self-determination. Every person has the right to direct their own life. The seven keys to citizenship guide us to plan with people, not for them.

Better systems. We rewrote 58 policies into one quality system, brought IT in-house and began moving rostering, billing and records onto connected systems, so our teams spend less time on paperwork and more time with people.

A qualified and happy team. Our 146 people completed 907 training courses, and we welcomed 55 new starters. We are exploring a more proactive Employee Assistance Program and wellbeing workshops, because people who feel supported give the best support.

Thank you to our leadership team and to every member of staff across the organisation. It was not an easy year, and your skill, patience and care made the difference.

To families, thank you for placing your trust in us. All our work rests on the basic human right to a private family life. We respect that right, and we respect you. We are always privileged to be part of your journey.

Steven Lowrie
Chief Executive Officer

OCTOBER 2025

Our Future: a plan shaped together



In October 2025, staff, Board members, community partners and people with lived experience spent two full days deciding where together² goes next. The result is Our Future: Community-Led Plan 2026–2029, and it shapes everything in this report.

JANUARY 2025
We listened
We began asking our community what they wanted from us. They asked for their neighbourhood centre back.

OCTOBER 2025
We planned together
Two co-design days, facilitated by Pinzon and Co, set five priorities. The Board endorsed the plan that month.

MARCH 2026
We put it to work
Our Business and Operational Plan 2025–2028 turned each priority into actions, owners and timeframes.

Our vision

To make Rozelle Neighbourhood Centre a vibrant, welcoming hub at the heart of the Inner West, where disability, aged care and community services come together, and where a social enterprise café and therapy centre create connection, training and jobs for people of all abilities.

What guides us: the seven keys to citizenship

Freedom · Direction · Money · Home · Assistance · Life · Relationships

From Keys to Citizenship by Simon Duffy. We also draw on Think Local Act Personal and place-based practice.

Our five priorities

1. Community-led governance
2. Integrated care and wellbeing hub
3. Workforce and culture
4. Financial sustainability and innovation
5. Quality and safeguarding

The Board tracks each priority with a traffic-light status and formal decision points. Look for the priority tags through this report, and turn the page for our first-year results.

One community, not separate services

In March 2020, a local restaurateur offered twenty free meals for neighbours doing it tough. We helped get them to the right doors, with Vinnies Rozelle. It has not stopped since.





That offer grew into Good in the Hood, a grassroots volunteer charity and our closest partner. They bring the volunteers, home cooks and local restaurants. We bring the hub, the kitchen and the coordination. Together we deliver more than 20,000 meals, hampers and snack packs a year across the Balmain peninsula.

OzHarvest delivers rescued food to us free of charge, so every Wednesday is Breadnesday and every Friday the Pop-Up Pantry opens at the door. People we support through the NDIS pack and deliver alongside more than 100 community volunteers a week. The meal is the excuse; the visit is the point.

None of this happens alone. The NSW Government funds our hub coordination through its Community and Family Support (CAFS) program, Inner West Council supports our work, and local businesses back us through the Balmain Rozelle Chamber of Commerce. One address, for everyone.

Working together

Good in the Hood
meals and volunteers

OzHarvest
rescued food

NSW Government
CAFS program funding

Inner West Council
supporting our work

Balmain Rozelle
Chamber of Commerce

Why it works

Where people are matters. People with intellectual disability take part more in community settings than in segregated ones.[2] Friendly encounters grow around a shared purpose,[4] connection predicts better health,[5] and volunteering builds belonging.[6] Older people say third places, like our planned café, open the door to community life.[8]

1.5–1.9× more likely to be lonely, for Australians with disability.[1]

515 studies show contact between groups reduces prejudice.[3]

28 reviews show volunteering is good for health.[7]

Sources. 1 Bishop and others (2024), doi.org/10.1186/s12889-024-17936-w. 2 Verdonschot and others (2009), doi.org/10.1111/j.1365-2788.2008.01144.x. 3 Pettigrew and Tropp (2006), doi.org/10.1037/0022-3514.90.5.751. 4 Bigby and Wiesel (2019), doi.org/10.1080/23297018.2018.1528174. 5 Ehsan and others (2019), doi.org/10.1016/j.ssmph.2019.100425. 6 van Holstein and others (2026), doi.org/10.1016/j.wss.2026.100465. 7 Nichol and others (2024), doi.org/10.1007/s11266-023-00573-z. 8 Alidoust, Bosman and Holden (2019), doi.org/10.1017/s0144686x18000065. Partner figures from together2.org.au; CAFS program from dcj.nsw.gov.au.

Our plan in action

Our Future set five priorities in October 2025. Follow the thread to see what we achieved against each one by 30 June 2026.



1 Community-led governance

The plan itself was co-designed. Family questionnaires and community feedback became improvement actions, and the Board met five times.

2 co-design days · **26** improvement actions

2 Integrated care and wellbeing hub

A new community contract began in January. Our social enterprise café has development approval, and funding talks with Inner West Council continued.

2,179 community contacts, Jan to May · **2** food relief runs a week





3 Workforce and culture

Our team of 146 trained across 73 courses, from medication administration to positive behaviour support.

907 training completions · **55** new starters

4 Financial sustainability and innovation

Our deficit narrowed. We began a digital transformation of rostering, billing and records, and applied to register for Support at Home.

$13.3m revenue · **11%** revenue growth





5 Quality and safeguarding

We rebuilt our quality system and passed our NDIS mid-term audit, with a recommendation for specialist behaviour support and community nursing.

Nil audit non-conformities · **58** policies rewritten

Our year, month by month

Oct 2025



Shaping our future together

Two co-design days set five priorities, and the Board endorsed Our Future: Community-Led Plan 2026–2029.

Jan 2026

A new community contract

Our Community and Family Support contract with the NSW Department of Communities and Justice began.



Mar 2026



A new quality system and business plan

We rewrote 58 policies from the ground up and completed our Business and Operational Plan 2025–2028.

Apr 2026

A clean NDIS audit

Our mid-term audit found no non-conformities and recommended us for specialist behaviour support and community nursing.



May 2026



Toward Support at Home

We began our application to register directly as a Support at Home provider.

Jun 2026

Registered for the new SIL standards

The NDIS Commission varied our registration to cover supported independent living under the new NDIS rules.



Supported independent living



Our homes support people with complex needs to live the life they choose, often with two or three workers by their side.

11
homes, April 2026

1:1 to 3:1
staffing for complex support needs

NDIS · SSRC · SOOHC
growing care for adults, and for children in residential and out-of-home care

HIGHLIGHTS

- New homes opened in April and May 2026, so more people have a place of their own.
- Auditors visited two of our homes in April and found no non-conformities.
- In June our registration was updated for the new SIL standards.

Why place and community matter for complex needs

Across 13 studies, moving from institutions into community homes was consistently linked to better quality of life.[1] A house alone is not enough: for 110 people with complex needs, skilled active support was the strongest predictor of good outcomes.[2] Abuse and restrictive practice keep being uncovered in group homes, so they must become truly homes.[3] That is why ours sit within one community hub: more relationships, more people who notice, and more of an ordinary life.

A challenge we worked through

Complex needs take skilled, consistent teams. We moved rostering to a new system and focused training on medication, mealtimes and behaviour support.

You asked, we changed

Families told us what mattered through our questionnaire, and their answers became improvement actions in each home.

Sources. 1 McCarron and others (2019), BMJ Open, doi.org/10.1136/bmjopen-2018-025735. 2 Beadle-Brown and others (2015), J Appl Res Intellect Disabil, doi.org/10.1111/jar.12200. 3 Björne (2024), Res Pract Intellect Dev Disabil, doi.org/10.1080/23297018.2024.2333804.

ZigZag day program

Built to stay calm, however the day goes



Most group programs are loud, crowded and unpredictable, and for many neurodivergent people that is the whole problem. ZigZag is deliberately the opposite: a large space shared by never more than 10 people, a visual routine set in advance, a quieter corner, and noise, light and pace kept low. Cooking, music, art and outings, with our own Behaviour Support Practitioner and nurses on the team.

10 people at most | **12** months | **BSP + RN** on the team

Why calm by design. Autistic adults describe what makes a place disabling or enabling: the sensory environment, space, predictability, understanding, adjustments and room to recover.[1] What calms one person differs from the next, so spaces work best when people have personal choice and control.[2] ZigZag is built around exactly those principles.

- In January 2026 we appointed a full-time ZigZag Day Program Manager to lead and grow the program.
- Group and centre-based activities were recommended for continued certification at our April audit.



School leaver employment supports

A bridge from school to work, built out of real work

Our school leavers learn by doing the real tasks of our food programs, shoulder to shoulder with Good in the Hood volunteers: packing deliveries, cleaning the kitchen, greeting people at Breadnesday and loading the van. Working beside volunteers changes something. You are not the person being helped. You are one of the people doing the helping.

Why real work. A systematic review found that work experience and personal support increase employment for people with intellectual disability, while supported employment leads to open jobs and sheltered work does not.[3] Across 12 studies, paid work was linked to better physical and mental health.[4]

- In June 2026 we met students and families at the Lucas Gardens School and Strathfield South expos.
- We began designing an expanded pathway to work, linked to our planned social enterprise café.
- **A challenge:** fewer young people joined SLES in 2026, so we are redesigning it to lead to real jobs.

Sources. 1 MacLennan and others (2023), Autism in Adulthood, doi.org/10.1089/aut.2022.0024. 2 McCabe and others (2025), Autism in Adulthood, doi.org/10.1089/aut.2024.0088. 3 Nevala and others (2019), J Occup Rehabil, doi.org/10.1007/s10926-019-09837-2. 4 Robertson and others (2019), J Appl Res Intellect Disabil, doi.org/10.1111/jar.12632. Program details from together2.org.au.

Our Future priorities 1, 2 and 4

Support coordination

Staying beside people while the NDIS changes

Our support coordinators help people understand their plans, find the right supports and hold them together when life gets complicated. It is work that is getting harder to fund. Prices are set centrally, much of the work is unseen, and the NDIS reforms propose a new Navigator role to take over many coordination functions. As a not-for-profit, our commitment does not change: people with complex needs should not have to navigate the scheme alone, and we will keep coordinating support through the transition.

What the research says. In a survey of 626 NDIS providers, fixing pricing was the most common top priority, and central prices were found to be detached from service realities.[1] Support coordinators describe hidden labour and system strain, and call for a respected, professional workforce.[2]

How we coordinate

Coordination of Supports and Specialist Support Coordination, delivered by social workers and registered nurses who link NDIS supports with child protection and mental health services, so nothing falls through the gaps.

2 levels of coordination · **SW + RN** on the team · **3+** options offered, your choice

Support coordination was recommended for continued certification at our April 2026 audit.

Aged care at home

A hand at home, so you can stay yourself



Led by a Registered Nurse, we help older people in the Inner West keep living at home. Through the Commonwealth Home Support Programme we provide help around the house, respite for family carers and social support.

Growing through partnership with Trilogy Care

When Support at Home replaced Home Care Packages on 1 November 2025, we kept care steady as Trilogy Care's associated provider, delivering nursing and personal care in people's homes. That experience is the foundation for the next step: in May 2026 we applied to register directly for Support at Home personal care and nursing, and that registration is pending.

3 CHSP services · **RN** led team · **My Aged Care** we help you apply

> The carers' dedication and commitment extend beyond their duties, ensuring my mother's safety and well-being, and providing invaluable support to me.
>
> Bruno Presta, whose mother is supported by together²

Sources. 1 Carey and others (2019), Health Soc Care Community, doi.org/10.1111/hsc.12780. 2 McDonald and others (2026), Aust J Soc Issues, doi.org/10.1002/ajs4.70111. Aged care details from together2.org.au.

Community programs

Community Strengthening, funded by the NSW Government through CAFS

The Rozelle Neighbourhood Centre is where neighbours meet, get help and give help. Since January 2026 our community work has been funded by the NSW Department of Communities and Justice through the Community Strengthening stream of the Community and Family Support program: events and workshops, advocacy and support, and education and training. No one organisation could do this alone, so we built it as a partnership.



Each partner brings something the others cannot. Good in the Hood brings the volunteers and home cooks. Our school leavers learn real work beside them. OzHarvest delivers rescued food, local restaurants and businesses cook and give, and Inner West Council backs the hub. CAFS funds the coordination that holds it together, and our hub brings the kitchen, the space and the referral network.

Why this model works

In Melbourne, community centres prevented loneliness best when they offered practical resources such as food relief or volunteering first, so relationships could grow from there, in a safe, non-judgemental space with real roles to take on.[1] At one neighbourhood house, 76% of 204 attendees reported better wellbeing and 76% stronger social connections.[2] Food, roles and a welcoming hub: that is our model.

2,179 contacts · **1,336** social participation · **159** clients · **2** food runs a week

Highlights. Social participation reached 1,336 contacts from January to May 2026, nearly three times our yearly goal. Intergenerational programs, Youth Matters, outreach, tenants meetings, barbecues and Belvoir Theatre trips brought people together.

Sources. 1 van Holstein and others (2026), Wellbeing Space Soc, doi.org/10.1016/j.wss.2026.100465. 2 Freak-Poli and others (2026), Health Soc Care Community, doi.org/10.1155/hsc/4405112. Contacts and clients: DEX, 1 January to 11 May 2026.

The team behind every good day

At 30 June 2026, 146 people worked at together², the equivalent of 87.5 full-time roles. We welcomed 55 new starters during the year, and our team kept learning together.



146 people on our team

87.5 full-time equivalent

55 new starters

907 training completions

Learning together

907 completions · 73 courses · 105 staff · about 9 each

Our most completed courses



Staff also trained in child safe standards, manual handling, positive behaviour support, epilepsy and emergency management.

- We looked closely at the diversity of our workforce and began exploring a more proactive Employee Assistance Program and wellbeing workshops (see page 6).
- To give our people more time for the work that matters, our Business Automation and Solutions Team (BAST) brought IT support in-house, built a new SharePoint environment, set up two-step verification on every account, and launched our first automated workflow, which files compliance reports and evidence without manual handling.

Sources: Employee details report and Employee payment history (headcount at 30 June 2026; full-time equivalent for the pay period ending 26 June 2026); EtrainU training status report, 1 July 2025 to 30 June 2026.

Our leadership team

Our senior leaders each own a part of Our Future, and report on it to the Board every quarter.



Governance

Steven Lowrie

Chief Executive Officer

A social worker and Registered Behaviour Support Practitioner with more than 27 years in disability, mental health, aged care and community services in Australia and the UK. Steven has led together² since 2019.



Disability

Aisling Scully

Head of NDIS Services, Complex Supports

An AASW social worker and NDIS-approved positive behaviour support practitioner, Aisling leads supported independent living, in-home supports, ZigZag, support coordination and our behaviour support practice.



Aged care and clinical

Rei Guzman

Head of Aged Care and Clinical Services

A Registered Nurse with around 20 years in aged care, including as a Director of Nursing and clinical care manager. Rei leads clinical governance, high intensity supports, community nursing and aged care.



Community

Marco De Angelis

Head of Community and Enterprise

A former Balmain restaurant owner and founder of Good in the Hood, Marco brings deep local roots to our food relief, volunteers, school leaver employment and planned social enterprise café.



People and quality

Sergio Pinzon

Head of People and Business Transformation

With more than seven years in HR consulting, including at the University of Sydney, and a lecturer at Macquarie University, Sergio has led our people, governance and compliance since October 2025.



Business services

Ayrat Akhmetshin

Business Services Manager

With a finance honours degree, an MBA and more than a decade in banking, energy and finance roles internationally, Ayrat leads finance, billing, rostering, business systems and our digital transformation.

> “Fostering a reflective, empowered workforce through contemporary leadership models, including self-managing team principles inspired by Wellbeing Teams (UK) and the Buurtzorg model. One workforce serves both arms.
>
> Our Future: Community-Led Plan 2026–2029, priority 3

Our Future priorities 1 and 5

A clean audit and a quality system rebuilt

This year we rewrote our policies from the ground up, connected them in a new governance cascade, and passed our NDIS mid-term audit with no non-conformities.

Nil non-conformities at our NDIS audit

58 policies rewritten, March 2026

26 improvement actions raised

5 Board meetings

Our new Governance Cascade

QMS Governance Cascade v1.0, March 2026

Strategy flows in seven connected layers from the Board to every shift, and evidence from incidents, complaints, audits and families flows back up.

1. **Strategy** — Our Future plan and Board
2. **Operational plan** — Business and Operational Plan
3. **Risk and quality** — Risk, compliance and improvement registers
4. **Policies** — Every policy has a named owner
5. **Procedures** — Operational procedures and care plans
6. **Frontline practice** — Support plans, case notes, handovers
7. **Monitoring** — Feedback, incidents, audits, committees

Evidence flows back up to risk, improvement and strategy. Circles of Support run through every layer.

Our NDIS mid-term audit

Global Compliance Certification audited us on 1 and 2 April 2026 and found our management system generally effective.

- No major or minor non-conformities.
- Recommended for continued certification.
- Recommended for specialist behaviour support and community nursing.

A seat at the table for families

Our Circles of Support framework (March 2026) sets up a new Family and Supporter Committee. Once it begins, it will meet every two months to advise on governance, policy and service quality, with every action tracked in our improvement register.

It answers what families told us in February: they want proactive updates and one person to talk to.

Our volunteer Board · with three committees: Audit and Risk, Quality and Safeguarding, Clinical Governance

Mark Glover Chair · Belinda Daly Vice-Chair · David Khuat Secretary · Julie Mills Director · Peter Reed Director · Rebecca Strutt Director · Karen Robinson Pearson Director · Steven Lowrie CEO

Investing in strong foundations

Revenue grew 11% to $13.3 million, and our deficit narrowed to $225,000, while we made a deliberate investment in the foundations of our organisation.

Why we invested in our foundations

As together² grew, our policies, processes and HR systems grew with it, piece by piece and service by service. This year we chose to bring them together. It was a deliberate investment to make us safer, fully compliant and ready for the next stage of growth, including direct aged care registration and our community hub.

One quality system
58 policies rewritten and linked in a single governance cascade.

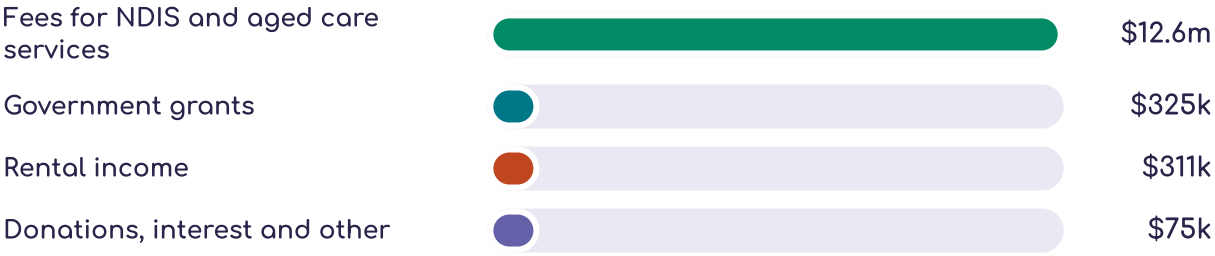
People and culture
HR brought in-house, with structured supervision and competency.

Safer systems
IT support in-house, a new SharePoint and two-step sign-in for all.

Digital transformation
Rostering, billing and records moving onto connected systems.

Where our money came from

$13.3m



Government grants include the Commonwealth Home Support Programme, Targeted Early Intervention (NSW Department of Communities and Justice) and Inner West Council.

The year at a glance	2025–26	2024–25
Total revenue	**$13,314,262**	$11,993,744
Total expenses	**$13,539,499**	$12,236,896
Spent on our workforce	**85%**	82%
Deficit for the year	**($225,237)**	($243,152)
Cash at 30 June	**$1,049,241**	$1,336,161
Net assets at 30 June	**$1,459,035**	$1,684,272

From the audited financial statements for the year ended 30 June 2026, audited by Conroy Audit and Advisory. The full financial report is available on the Australian Charities and Not-for-profits Commission register.

12 LOOKING AHEAD

Growing with the people we serve

> “It is not the size that is important. It is that our organisation grows with the people it serves, not away from them.
>
> Our answer when people ask how big we want to be

People often ask how big we want to be. Our answer is that size is not the measure. What matters is that we stay close to the people we support, their families and our neighbours, and that every step we take is shaped by them.



This year we invested in our foundations. In 2026–27 that investment begins to pay its way: our budget returns us to surplus, so together² becomes a sustainable organisation in its own right. While we grow with the people we serve, we will keep building and investing in what they need.

Our priorities for 2026–27

1 Disability

Complete registration for specialist behaviour support and community nursing, and grow supported living and ZigZag for people with complex needs.

2 Aged care

Register directly as a Support at Home provider, so older people can choose us in our own right.

3 Community

Secure funding for the social enterprise café and grow the Wellbeing Hub with Inner West Council, Good in the Hood and local health services.

4 Our people

Give every worker regular supervision and a clear development path, supported by our new HR system.

5 Quality and safety

Prepare for our NDIS recertification audit and close our open improvement actions.

6 A sustainable future

Finish our digital transformation and deliver our budgeted surplus, with new income from employment pathways and the wellbeing hub and café.

OUR COMMITMENT TO INCLUSIVE GOVERNANCE

Nothing about you without you.

Through our new Family and Supporter Committee, families and supporters will have a formal seat at the table. They will help shape our policies, review our service quality and hold us to account, with every action tracked.

Why we work the way we do

Our services are shaped by what research tells us helps people live well. Here is some of the evidence behind Our Future and the choices in this report.



Living in the community

Across 13 studies, moving into the community improved quality of life for adults with intellectual disability.[1] Personalised support brought more choice.[2]

Social connection

Social isolation, loneliness and living alone were linked to a 26 to 32 per cent higher risk of early death.[4]



From school to work

For young adults with severe disabilities, a paid community job while at school strongly predicted a job after school.[6]



Food security

Food insecurity is linked to higher risk of depression and stress,[8] and to lower quality of life for older people in NSW.[9]

Social enterprise

Australians with intellectual disability said social enterprises combine some benefits of open and sheltered employment.[11]

Positive behaviour support

In a trial across 24 supported accommodation services, whole-of-service positive behaviour support reduced challenging behaviour.[3]



Neighbourhood centres

Three in four people attending a Melbourne neighbourhood house reported better wellbeing and stronger social connections.[5]



Ageing at home

In trials, case-managed home care improved older people's day-to-day function and reduced moves into nursing homes.[7]



Bringing generations together

Across 23 studies, intergenerational programs brought small improvements in older adults' mood and quality of life.[10]

Co-design

A review of 43 studies found co-production in health and social care was experienced positively and reported positive outcomes.[12]

Sources. 1 McCarron and others (2019), BMJ Open, doi.org/10.1136/bmjopen-2018-025735. 2 McConkey and others (2016), J Intellect Disabil, doi.org/10.1177/1744629515624639. 3 McGill and others (2018), Res Dev Disabil, doi.org/10.1016/j.ridd.2018.04.020. 4 Holt-Lunstad and others (2015), Perspect Psychol Sci, doi.org/10.1177/1745691614568352. 5 Freak-Poli and others (2026), Health Soc Care Community, doi.org/10.1155/hsc/4405112. 6 Carter, Austin and Trainor (2012), J Disabil Policy Stud, doi.org/10.1177/1044207311414680. 7 Low, Yap and Brodaty (2011), BMC Health Serv Res, doi.org/10.1186/1472-6963-11-93. 8 Pourmotabbed and others (2020), Public Health Nutr, doi.org/10.1017/S136898001900435X. 9 Russell and others (2016), Nutr Diet, doi.org/10.1111/1747-0080.12263. 10 Petersen (2023), Educ Gerontol, doi.org/10.1080/03601277.2022.2102340. 11 Meltzer, Kayess and Bates (2018), Soc Enterp J, doi.org/10.1108/SEJ-06-2017-0034. 12 Nordin and others (2023), BMJ Open, doi.org/10.1136/bmjopen-2023-073808. Studies found through OpenAlex in November 2026; each finding was checked against the study's published abstract.

THANK YOU

Stronger together

> Every good day in this report happened because of the people and partners on this page.



A SPECIAL THANK YOU

The people we support, our clients and their families

Thank you for placing your trust in us and welcoming us into your lives. Everything in this report is shaped by you, and we are always privileged to be part of your journey.

Our 146 staff and our leadership team

Our volunteer Board for your time and guidance

100+ volunteers who cook, pack and deliver

Our neighbours who make Rozelle home

Our partners and funders

Balmain Uniting Church our home in Rozelle

Good in the Hood food relief and volunteers

OzHarvest rescued food

NSW Government CAFS and TEI funding

Inner West Council hub and grants

Australian Government home support (CHSP)

NDIS registered provider

Trilogy Care aged care partner

Balmain Rozelle Chamber of Commerce

Vinnies Rozelle where it began

Belvoir St Theatre theatre trips

Lucas Gardens School school leaver expo

Pinzon and Co Our Future co-design

Canterbury Marrickville Sector Support

SupportCircuits AI technology partner

Local restaurants and businesses

together²

Call us, write to us, or drop in. We love a chat.

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Prefer Easy Read, Auslan or an interpreter? Tell us and we will arrange it.



Registered NDIS Provider

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