



Together we are able

Annual Report 2024-25

Stronger Together

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We acknowledge the Traditional Custodians of the lands where we work in Victoria, Queensland, Tasmania and the Australian Capital Territory, and pay our respects to Elders past and present.





Message from Chair

Financial Year 2024-2025 was a year of change and challenge for Able Australia and the wider disability sector. We continue to operate in a complex and competitive environment, with constrained funding, NDIS process changes and significant workforce pressures. These factors are testing the resilience of many providers and highlight the need for a long-term strategy balanced with short-term responsiveness.

In this context, the Board made a deliberate, forward-thinking decision to pursue growth through a merger with Mosaic Support Services. This followed extensive due diligence and was grounded in a clear belief: to remain financially sustainable and to continue delivering high-quality, person-centred support, we must operate at scale.

The merger gives Able the platform to do just that. It brings together two values-driven organisations, strengthens our footprint in Tasmania and opens new opportunities to invest in quality, workforce and innovation. Governance remained a key focus. Our structures have evolved with unified committees, strong Tasmanian representation and a new Integration Subcommittee supporting the Executive through transition. As part of this process, Able became the sole member of Mosaic Support Services.

We are already seeing the benefits. Stronger systems are in place, efficiencies from the merger are emerging, and the organisation is becoming more agile and capable. These improvements positioned the Board to navigate the financial challenges of the year. The organisation recorded a financial loss of \$4.85 million, anticipated as part of our growth and systems investment strategy.

Throughout the year, the Board remained actively engaged, reviewing strategy, testing assumptions and reaffirming our commitment to sustainability. As sector reform continues, particularly following the NDIS Review, we remain committed to service excellence, client experience and delivering Better Days, Every Day.

Looking ahead, next financial year will be a time for consolidation. Our employees will continue to bring the merger to life in the way they work and connect with the people we support. We will refresh our strategy and brand, focus our resources on building a stronger organisation that is ready to grow and adapt. This year's hard work has laid the foundation for a sustainable future.

I'd like to thank the Board for their commitment and stewardship during this year of change. In particular, we acknowledge the contribution of our long-serving Treasurer, John Rowan, whose service has been invaluable. We also welcomed Mosaic director David Benbow.

I'd also like to acknowledge and thank our CEO, Lynette McKeown, and her Executive Team for their leadership and commitment during this period of transformation.

To the people we support and their families who place their trust in us, to our employees who deliver support and connection every day and to our donors and bequestors who enable us to go further, thank you. Your support has carried us through a year of change and prepared us for what comes next.

Jenny Smith
Board Chair



CEO's Report

The 2025 financial year has been a year of purposeful transformation and significant growth for our organisation, marked by the merger of Able Australia and Mosaic Support Services. Over this time, Able Australia has remained resolute in our commitment to delivering safe, high-quality services and building a financially sustainable future, despite the challenges faced across the disability sector.

Through our merger activities we achieved a combined revenue of \$94.7 million, supporting over 570 people nationally through the efforts of over 1300 employees. This growth reflects our commitment to our 3-year strategy to simplify complexity and grow for a sustainable future. Most importantly, it reflects our commitment to delivering Better Days, Every Day for the people we support and our employees.

What is most pleasing is that client and family satisfaction remained strong, with 88% reporting feeling safe and 80% happy with the support they received.

This year was a defining moment in our journey: the merger of Able Australia and Mosaic Support Services. This union has brought together two purpose-driven organisations with deep Tasmanian roots, shared values and a strong history of impact for the people we support, their families and the community. As we continue our integration, I am humbled to see that together we are building a stronger organisation. We now have more to offer the people we support and better ways of working for employees.

These changes also help us adapt to the uncertainty of the NDIS reforms.

The disability sector continues to face uncertainty, particularly with the Federal Government's commitment to a growth cap of less than 8%. We acknowledge the impact this has had on the people we support. We've walked alongside many people through the NDIS appeal and review process. We actively advocate for them and do our best to reduce the stress these changes bring.

With the NDIS still not recognising deafblindness as a disability, we continued to proudly advocate for recognition and appropriate support for people living with deafblindness. Our Centre of Excellence — Deafblind, played a leading role in international research, contributing to global understanding and the development of support frameworks.

In recognition of our growing expertise and commitment to delivering exceptional disability services, we made the difficult yet considered decision to close our Queensland Aged Care services. In October, we concluded our community transport, goods and equipment, social support, and Meals on Wheels services in Jimboomba, Raceview, Lowood and Southport. For more than a decade, dedicated employees and volunteers have supported these programs, making a lasting impact in their communities. We are deeply grateful for their passion and commitment, which have been at the heart of these services.

Through all this, our people have been the driving force. Their professionalism, adaptability and deep commitment to our mission have enabled us to navigate change with integrity and purpose. We were proud to grow social enterprise ventures such as Made by Mosaic and continue to strengthen family and client engagement through family forums, our Client Advisory Council and community events.

We remained deeply focused on supporting our people. Through the delivery of over 1,400+ learning and development sessions and initiatives under our Workforce Plan, we achieved a meaningful reduction in workers compensation claims, a reflection of our commitment to psychological safety and wellbeing.

As we look ahead to the next financial year, our priorities are clear:

- Finalise the Able and Mosaic integration, embedding our refreshed brand and values
- Continue our transformation to a more efficient, scalable and financially resilient organisation
- Support our workforce through continued investment and recognition
- Develop our next Strategic Plan together with the people we support, their families, our employees and partners
- Champion the voices of the people we support and their families in everything we do

To the people we support, their families, our employees and our partners, thank you. Your trust, feedback and support keep us focused on what matters most. I'd also like to thank our Board for their governance, insight and unwavering belief in our mission. Together, we're building a stronger, more sustainable future for all.



Lynette McKeown
Chief Executive Officer

About Able Australia

Able Australia is a leading not-for-profit disability services provider, supporting people to live the life they choose. For more than 50 years, we have delivered trusted, person-centred support across Victoria, Tasmania, Queensland and the ACT.

As a registered NDIS provider, we offer a wide range of services including Supported Independent Living, Specialist Disability Accommodation, Respite, Community Participation, Deafblind Services, Day Programs, Children’s Services, Positive Behaviour Support and Allied Health Services.

In December 2024, Mosaic Support Services joined Able Australia, bringing together two values-driven organisations with deep roots in Tasmania and a shared commitment to quality and choice. Together, we now support more than 570 people with disability nationally, backed by over 1300 employees.

This year marked a new chapter in our story, one shaped by unity, progress and support. Guided by the voices of the people we support, we are building a stronger and more sustainable future together.



Where are we located?	VICTORIA	TASMANIA	QUEENSLAND	ACT
Supported Independent Living	✓	✓	✓	✓
Specialist Disability Accommodation	✓	✓		
In-home Support	✓	✓	✓	✓
Day Programs	✓	✓		
Positive Behaviour Support	✓		✓	
Allied Health Services	✓			
Deafblind Services	✓			
Community Participation	✓	✓	✓	✓
Children’s Services		✓		
Respite Services		✓		

Stronger Together in Purpose

As Able Australia and Mosaic Support Services came together this year, so too did our values, our people, and our shared commitment to person-centred support. Each organisation brought its own proud history and identity, and now we stand united by a common purpose: to support people with disability to live the life they choose.

Vision

To enable the people we support to live the life they choose.

Mission

To build on our heritage and empower the individuals we support to reach their potential by living our values of trust, respect, excellence and kindness every day.

Values

Together, we continue to honour the values that have shaped us. We will act with trust, respect, excellence and kindness. In doing so, we will listen with heart, challenge expectations, achieve dreams and celebrate life.

As we move forward as one organisation, we will remain steadfast in delivering on our promise of **Better Days, Every Day**.

Trust

For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support.



Excellence

We strive for excellence in everything we do — from the services we provide, to the outcomes we support clients to achieve.



Kindness

We are kind and compassionate to all.



Respect

We are respectful, upholding the rights of everyone we support and work with.



Able Australia at a Glance

Clients

576

Clients across Australia



536

Adults



40

Children



Able Australia's Services

99

Supported
Independent
Living Houses



15

Specialist Disability
Accommodation



222

Supported Independent
Living clients



52

Respite Services



9

Community Access
Hubs & Day Services
Centres



230
Day Program clients



36
Positive Behaviour
Support clients



1.8M+
Hours of rostered
support



Client & Family Satisfaction Scores

80.4%
Happy with supports



88.2%
Feeling safe



84%
Feeling respected



Employees

1,300+
Employees



24
Languages used



1,400
External Training
Sessions (to support
complex and high intensity
needs)



14,500+
Online training
modules completed



12
Employees received
training on Video
Interaction Guidance



1,000+
Staff attended
external face-to-face
training sessions



12
Employees commenced
Cert. IV Disability



13
Participants received
Communication
Guide Training



Access

130,000+
Website visits



2,990
Linkedin followers



4,906
Facebook followers



1,741
Instagram followers



16,000
Calls to our
1300 number



Industry Research & Participants

137
Organisations in
the Able-led CEO
Collaboration Group



4
University
partnerships



1
Research Report
launched



7
Peer-reviewed
articles published



1
Keynote address
at 1st Deafblind
International
Regional Conference
in Asia



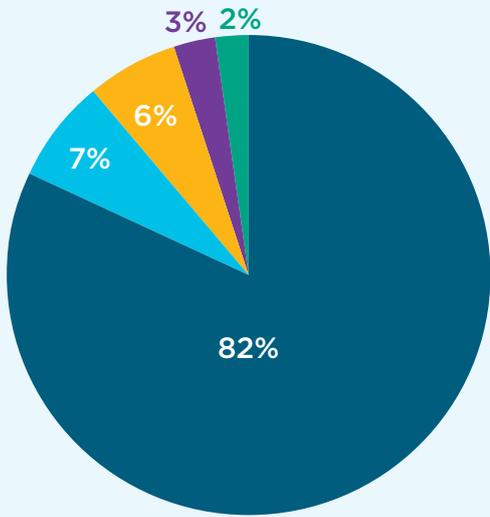
Financial Highlights 2024-25

Able Australia Services 2024-25 Summarised Financials

Revenue and Expenditure	\$'000s 2024/2025	\$'000s 2023/2024
Revenue and Income	94,701	71,493
Total Expenditure	99,550	73,026
Surplus/(Deficit)	(4,848)	(1,533)
Assets and Liabilities		
Total Assets	40,987	32,318
Total Liabilities	29,171	15,548
Net Assets	11,816	16,770

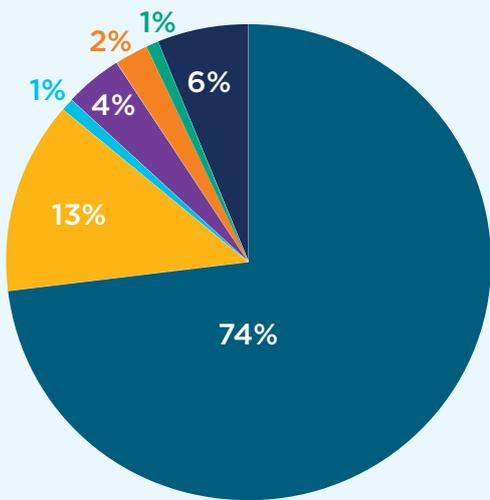
Income Statement, Balance Sheet and Cash Flow Statement Information have been derived from Audited Financial Statements. Audited Financial Statements are available on the Australian Charities and Not-for-Profits Commission website, www.acnc.gov.au

Revenue by Source



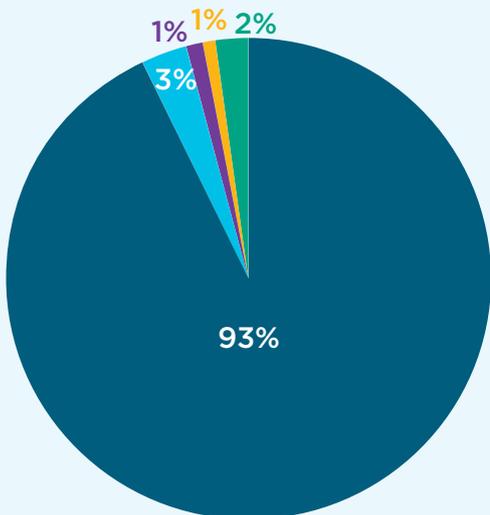
- NDIA
- Government
- Other
- Rendering of Services
- Donations, Bequests and Grants

Revenue by Category



- Supported Independent Living (SIL)
- Lifestyle Options
- Children's Services
- Respite
- Deafblind Services
- Behaviour Support and Allied Health
- Other

Expenditure by Type



- Employee and Agency Expenses
- Depreciation, Amortisation and Impairments
- Transport Costs
- Occupancy, Housekeeping and Utilities
- Other

Our Strategic Priorities

A solid strategy leading to service access and enhanced delivery for people with disability.



Delivering on our strategy: 2022-2025

Our 2022-2025 Strategy has guided us with a clear purpose to deliver “Better Days, Every Day” for the people we support and our employees. Built around three priorities, it sets the direction for how we grow, improve and strengthen our organisation:

- **Deliver Better Days, Every Day**, making every interaction a positive one.
- **Make the complex simple** by transforming our processes and systems.
- **Grow for the future**, delivering high-quality and safe services to more people.

This transformation is anchored in our strong commitment to the disability sector, where we have built expertise and developed specialised person-centred supports. By focusing on this, Able has become a trusted advocate and partner. We continue to work to empower individuals and promote inclusion and independence.



From the beginning, our Strategy benefited from careful oversight by the Able Australia Board and Executive team.

Regular reviews ensured every decision reflected sector changes, market conditions and opportunities for sustainable growth. This approach allowed us to remain flexible and responsive, while staying true to our mission and values.

In this final year of implementation, the impact of these efforts has been clear. Our “Better Days, Every Day” focus has contributed to rising client satisfaction and stronger employee engagement, reinforcing a culture of positivity and purpose.

Simplifying complex processes has introduced smarter tools and more efficient workflows. This has given employees more time for what matters most, providing person-centred support. At the same time, strategic growth has expanded our reach, particularly in Tasmania, allowing us to support more people and communities.

Together, these achievements reflect not only sound strategy but a deep commitment to progress, excellence, and meaningful outcomes for the people we support.

Key strategic shifts for Able Australia’s future

As we look ahead, we are preparing for a new strategic horizon that will continue to strengthen our person-centred approach. This will position us for sustainable growth and excellence in the disability sector.

Ongoing sector reforms, including changes to the NDIS and the Child and Youth Safe Organisations Act 2023 (Tas), are shaping our future direction including:

- **Person-Centred Supports:** strengthening operational practice frameworks to ensure the needs and choices of the people we support remain central.
- **Scalable Growth:** investing in the provision of high-quality support services.
- **Compliance & Safeguarding:** integrating new frameworks and robust compliance systems to give people with disability, their families and communities confidence in safe, high-quality services.

Able Australia’s next Strategy will be developed through the remainder of 2025 and commence in 2026. It will build on the strong foundations of the past three years and guide us into the future with purpose, sustainability and support.





Better Days, Every Day



Championing recognition and support for people with deafblindness

This year, we made significant strides in celebrating, researching and advocating for people with deafblindness.

During Deafblind Awareness Week in June 2025, we partnered with Vision Australia, Deafblind Victoria, CHARGE Syndrome Australasia and UsherKids Australia to host a series of vibrant community events. People with deafblindness played a leading role in activities such as the “Day on the Bay”. This included vintage car rides, boat trips and a community lunch by the water. In Melbourne, the steps of Parliament were transformed with a colourful yarn bombing, sparking conversations about accessibility and inclusion.

At the heart of these celebrations were the voices and active participation of people with deafblindness. Their leadership brought visibility to important issues and encouraged meaningful dialogue.

On the research front, Dr Meredith Prain, representing Able Australia, contributed to international research efforts through the Centre of Excellence – Deafblind. She played an active role in the World Health Organisation’s International Classification of Functioning Core Sets project, providing data inputs and attending the Consensus Conference. This work has defined the support needs of people with deafblindness and now guides policy and service delivery globally. Dr Prain also contributed to multiple research projects and published seven journal articles on deafblindness during the year.

A five-year collaboration with Monash University and NAATI on tactile signing achieved a milestone this year, with NAATI officially recognising deafblindness as a unique field of interpreting. This represents a significant shift in the advancement of accessible communication in Australia.

Despite these achievements, challenges remain. The NDIS does not yet formally recognise deafblindness as a distinct disability, instead categorising it under separate deaf and blind designations. This gap has left many Australians without access to the specialised support they require. Throughout the year, we have continued to advocate strongly for recognition, including meetings with Members of Parliament, led by Dr Prain, to highlight the real communication challenges faced by people with deafblindness, particularly in critical settings like healthcare.

Deafblind Awareness Week also coincided with the close of the financial year, providing the perfect opportunity to launch our first matched giving program during the final week of June. Our annual Tax Appeal, centred on the transformative impact of ending isolation for deafblind individuals, raised more than \$150,000. Thanks to the generosity of an anonymous donor, an additional \$20,000 in contributions were matched.

Many long-term supporters reflected on their appreciation for our renewed focus on our heritage, recalling their original connection to Able when we were known as the Deafblind Association. Looking ahead, we remain deeply committed to achieving formal recognition for deafblindness and ensuring every individual receives the tailored support, resources and inclusive opportunities they deserve.

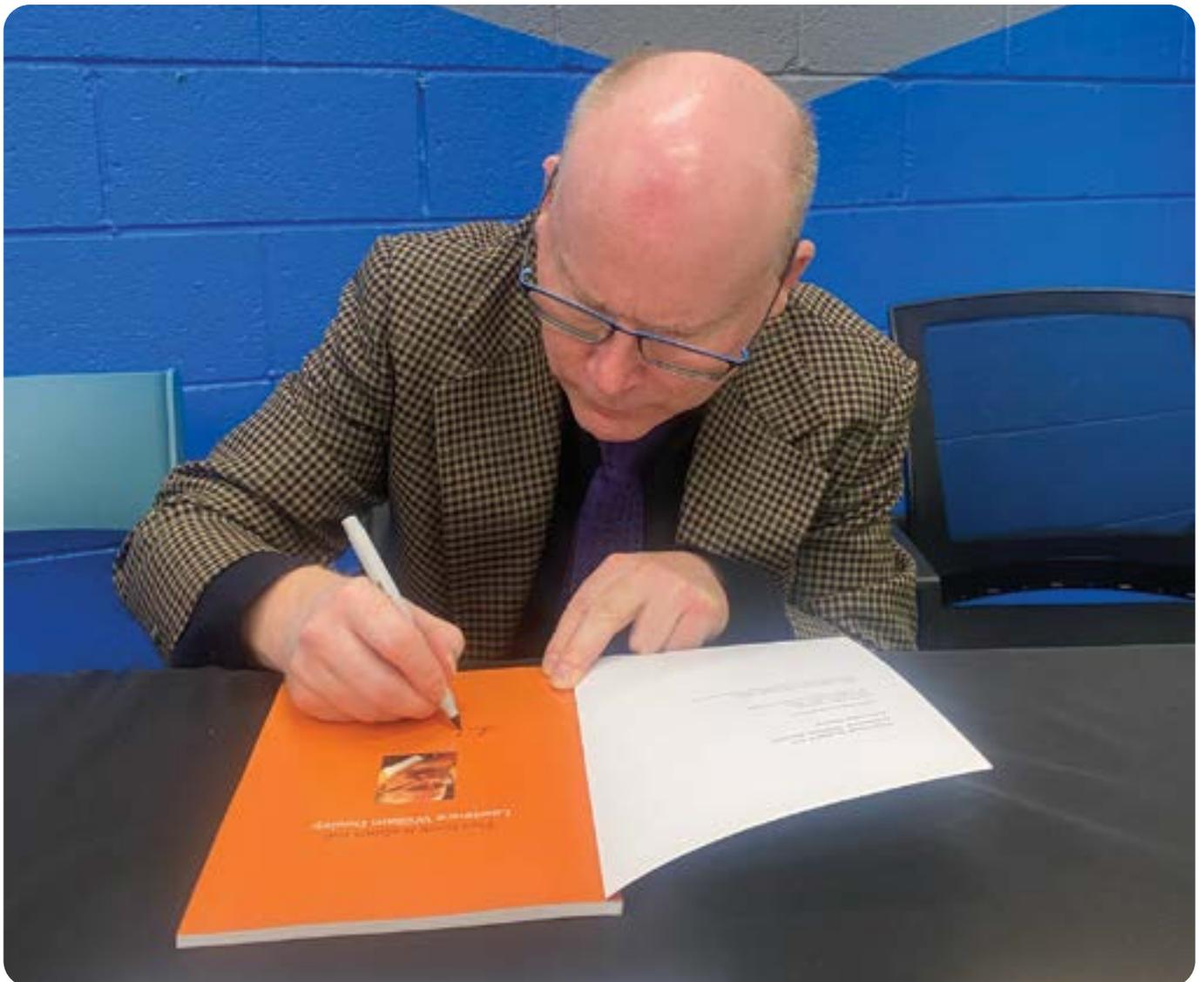
Celebrating published author, Lawrence Dooley

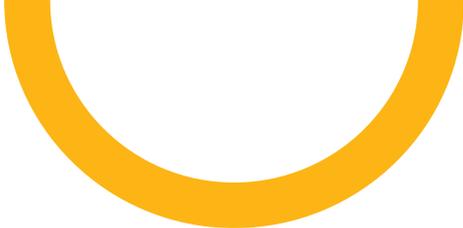
This year, we were proud to celebrate a massive milestone achieved by Lawrence Dooley, an artist, actor, radio presenter, musician and horticulturist. Lawrence successfully published his first book, *This Book is About Me*.

The book launch brought together supporters from across Australia to honour Lawrence's accomplishment. Introduced by Teena Tranter, NDIS Support Coordinator, and his proud mother Lorraine, Lawrence expressed heartfelt gratitude to everyone who has supported him on his journey.

His achievement exemplifies the valuable contributions people with disability make to our communities. Through perseverance, creativity and passion, Lawrence continues to inspire those around him. His book is not only a personal triumph, but also a testament to what can be accomplished when talent is nurtured, recognised and celebrated.

We congratulate Lawrence on his outstanding achievement and look forward to seeing his continued impact in the years ahead.





Friendship with conversation and smiles

In February 2025, we were delighted to host our second annual Friendship Day, a celebration of community, creativity and, most importantly, meaningful relationships. The event brought together people with disability and their friends for a day filled with connection and joy.

Throughout the day, participants had the opportunity to express appreciation by writing heartfelt cards to someone special in their lives. The cards were written for friends, family members and support workers. This simple yet powerful activity encouraged self-expression, gratitude and communication skills.

Another highlight was a plant-gifting activity, with plants generously donated by Bunnings Hawthorn. Participants chose and presented a plant to someone they cared about, experiencing the joy of giving while building confidence, empathy and social engagement. The day finished with a good old-fashioned Aussie BBQ, giving everyone a chance to relax, chat, laugh and connect.

Friendship Day continues to demonstrate the profound impact of supportive, inclusive environments. By fostering opportunities for connection and recognition, the people we support experience increased wellbeing, build lasting friendships and develop interpersonal skills that enrich their daily lives.



Home sweet home

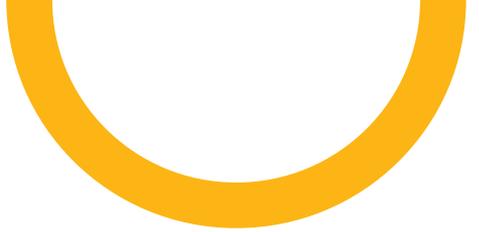
This year, one of the people we support faced the challenge of living alone for several months. While their house was quiet, having grown up in a large family, we knew they would thrive in a more social and connected environment.

After many conversations with families and employees, the person we support moved into another home with others. Within

the first week, the positive change was so clear. They quickly settled in, rediscovered the happiness of daily connection, with a sense of belonging and companionship, and began taking part in more social activities.

Residents and families have welcomed the new housemate warmly and their family has shared how thrilled they are to see they are happy and no longer living in a home alone. Today, they are not just living in a new house, but they are part of a home.





Capturing the merge in film, thanks to Mosaic Studios

From the moment the merger between Able Australia and Mosaic Support Services was announced, the team at Mosaic Studios wanted to understand what the change would mean and they knew others would be asking the same questions.

Over the following months they put their filmmaking skills to work, planning, filming and producing a documentary to explore the upcoming change. Already seasoned creators, with past premieres at Tasmania's State Cinema, the team took a journalistic approach this time, channelling their inner Leigh Sales. They developed interview questions, created a wish list of speakers and dove into every aspect of production; from scripting and camera work to lighting, sound and editing.

Interviewees included fellow people with disability, disability support workers and leaders from across the organisation,

including CEO Lynette McKeown, COO Brydie Quinn, GM Kellie Silver and Tasmanian State Manager Rob Fraser. Questions ranged from “do you think our name will change?” to “how do you feel about the merge?” sparked open discussion and real excitement about the future.

The final documentary, introduced by content creator Grant P, launched on 9 December 2024, the official merger date. Behind the scenes, it came together through the dedication and creativity of Shaun, Grant, Alex, Mary-Rose, Sam, Kaylee, Will, Christian, Meg and Tillie.

Thoughtful, insightful and creative, the film helped inform, reassure and connect people at a pivotal moment in our history.

Watch video here:

<https://youtu.be/9xXkrsg4Zk?si=N1CQcMo2qQ6hEpOR>



Your support opens new doors for our community

This year, thanks to the extraordinary generosity of our donors, grantors and corporate partners, we have been able to deliver a wide range of opportunities to people living with disability. These programs have fostered independence, inclusion and joy, creating experiences that enrich lives and strengthen community connections.

Creating healthy habits for greater self-care

The Health and Wellbeing Program, made possible by the Brian M. Davis Charitable Foundation, enabled the people we support to build vital skills through activities such as cooking, swimming, fitness sessions and self-advocacy workshops. These experiences not only encouraged independence and healthy habits but also offered new opportunities; from travelling to the snow to mastering new recipes for the first time. Through this program, participants have grown in resilience and confidence, supporting their journey toward greater self-reliance.



Fostering Belonging Through Family Sports

With the support of the Smartgroup Foundation, and inspired by Paralympian Leanne Del Toso, Able's Day Service hosted an inclusive Family Sports Day. The people we support and their families enjoyed friendly competitions, motivational talks, a basketball shoot-out and a barbecue.

Leanne's presence, including the sharing of her Paralympic silver medal, inspired participants and reinforced her powerful message that *"different is great"*. The event boosted self-esteem and fostered a strong sense of belonging for everyone involved. The grant also funded new accessible sports equipment for ongoing benefit.





A Sensory Challenge

A Sensory Challenge: Communication, teamwork and problem-solving Funding from the State Trustees Australia Foundation supported the Deafblind Recreation Group to take part in an immersive outing to Sensas Australia. The people we support engaged in a variety of fun sensory challenges with the support of

communication guides and interpreters, strengthening skills in teamwork, problem-solving and communication.

Through Able's corporate partnership, Sensas customers complete sensory challenges, raise funds for Able and receive Able Auslan materials to learn sign language at home.



Having fun exploring Melbourne

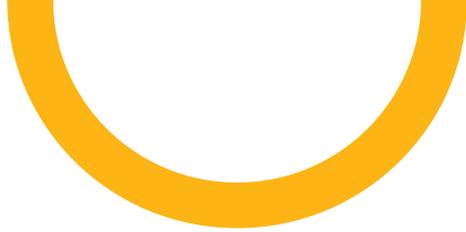
A grant from the City of Melbourne enabled the people we support to explore some of the city's most loved attractions. Visits included Melbourne Zoo, a surprise Bluey performance, and excursions to leading arts, cultural and tourist destinations. These outings promoted inclusion, brought joy and created treasured memories, while also deepening bonds among peers.



Celebrating Christmas with art

Support from individual donors and community members made the Christmas Appeal and cards initiative a heartfelt success. Funds raised contributed to tailored programs and support services, while the people we support received Christmas cards featuring artwork created by Renee, a deafblind artist. Reading these personal messages, often with a therapy dog by their side, brought moments of happiness and pride. For artists like Renee, the initiative offered recognition and celebration of their creativity, while spreading friendship and joy throughout the community.





Research Projects and Publications

Able Australia is committed to advancing knowledge in the disability sector through active participation in research and the publication of peer-reviewed articles. Our contributions reflect our dedication to evidence-based practice and informed advocacy, with the goal of improving the lives of people with deafblindness and other disabilities.

Deafblind Children’s Working Group

Exploring methodologies for establishing prevalence of deafblindness in children: A scoping review. British Journal of Visual Impairment, 43(1), 120-142.

Paediatric Usher syndrome: Navigating a Challenging Landscape. British Journal of Visual Impairment, 02646196251331807.

ICF Core Set – Deafblind

Perspectives from individuals living with deafblindness on priorities for the development of WHO ICF Core Sets. Investigative Ophthalmology & Visual Science, 65(7), 6185-6185.

Development of core sets for deafblindness using the International Classification of Functioning, Disability, and Health: the perspectives of individuals with lived experience. European Journal of Physical and Rehabilitation Medicine, 60(6), 1060.



My Assistive Technology Outcomes Framework

My assistive technology outcomes framework: rights-based outcome tools for consumers to ‘measure what matters’. Assistive Technology, 37(sup1), S27-S35.

Inherited Retinal Diseases – Priority Setting Partnership

Dismantling barriers to research and clinical care for individuals with a vision impairment. Medical Journal of Australia, 222(7). <https://doi.org/10.5694/mja2.52627>

Communicating about infectious diseases in group homes, Deakin University

Sharing information about infectious diseases with disability group home communities. Journal of Policy and Practice in Intellectual Disabilities, 22(2), e70009.

Disability group home residents and support worker perceptions of health communication during an infection outbreak: “Junk mail”. Journal of Intellectual and Developmental Disability. <https://doi.org/10.3109/13668250.2025.2504277>





Grow for Our Future



Supporting people with disability for the long-term

The merger between Able Australia and Mosaic Support Services marked a strategic step forward, guided by a shared commitment to high-quality, person-centred support and a sustainable future in the disability sector. For Mosaic, the increasingly complex sector environment highlighted the value of a partner who could expand service offerings, particularly in specialist areas such as behaviour support. In turn, Mosaic brought important strengths to the partnership, including established children's services and deep ties to the Tasmanian community.

For Able Australia, the merger supported our long-term strategy to grow, strengthening our national presence while remaining

locally responsive. The increased scale provides the resilience needed to navigate a changing funding and regulatory landscape, while also creating opportunities to invest in quality, expand service offerings and respond quickly to emerging needs.

Most importantly, the people we support and their families are already experiencing the benefits: broader program choice, integrated service and continued support from the people and teams they know and trust. Behind the scenes, we are aligning systems, processes and governance to build a more agile and efficient organisation. All of which is without ever compromising on safety, quality or the voice of the client. Together, we are laying the foundations for a stronger, more sustainable organisation, better equipped to serve the Australian community now and into the future.



Supporting our Aged Care Clients in their transition to more focused services

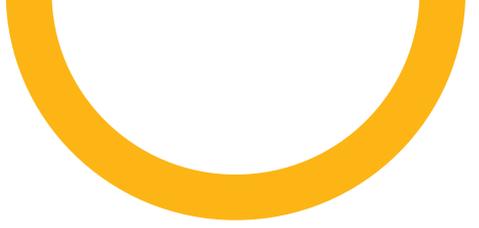
In 2024, Able Australia made the strategic decision to exit Aged Care and Community Services in South-East Queensland, allowing us to focus fully on our core strength: disability services. Working closely with the Department of Health and Aged Care and the Department of Child Safety, Seniors and Disability Services, new not-for-profit Aged Care providers were appointed to deliver services in Jimboomba, Raceview, Lowood, and Southport.

Between June and October 2024, the transition was carefully managed to ensure

every person we support experienced a smooth and safe handover. They and their families received clear communication, personalised introductions and continuity planning. We are proud to share that no person lost access to services during the process and many familiar employees continued their work; either moving to the new providers or remaining within Able's disability programs.

By making this change, Able is better positioned to strengthen our disability services nationally, while ensuring Aged Care clients continue to receive high-quality, specialist support from dedicated providers.





Our People are building a stronger future together

In the spirit of "grow for our future", the merger between Able Australia and Mosaic Support Services reflects an investment in people, in nurturing employees' potential to create sustainable growth and deliver lasting impact. From the beginning, our teams have shown remarkable unity, combining their expertise, passion and dedication to focus on what matters most: delivering exceptional service to people with disability.

One of the greatest strengths of this transition has been the depth and diversity of skills within our workforce. From disability support workers with years of hands-on experience, to behaviour support professionals, skilled leaders and employees from both organisations have brought unique perspectives and strengths. By sharing best

practices and embracing cross-training, they are building a broader, more adaptable skillset to benefit the people we support.

Employees have leaned into this opportunity to collaborate, build trust, and learn from one another, guided by a shared vision and values-driven communication. The result is a stronger, more agile organisation, equipped to respond to local needs and sector changes while maintaining high-quality, person-centred support.

For the people we support in Tasmania, this means continuity of support from familiar faces, backed by the strength of a growing, united team. Together, we are creating a workforce that empowers the people we support and their families to feel safe, supported and optimistic about the future.



Building brighter futures: Adventures, independence, and community

For many years, the team at Mosaic Support Services has provided dedicated support, protection and opportunities for development to children and young people with disabilities. With Mosaic now part of Able Australia, this expertise strengthens our commitment to helping children and families build strong foundations for long-term success. Early intervention remains central to this approach, ensuring every young person has the best chance to thrive at each stage of their journey.

In line with the *Tasmanian Child and Youth Safe Organisations Act 2023*, we have introduced a Child Safety and Wellbeing Policy within our Children's Services. Work is underway to embed this policy across the organisation, aligning with the *National Principles for Child Safe Organisations* and equivalent legislation in other states, to ensure consistency and the highest standard of support.

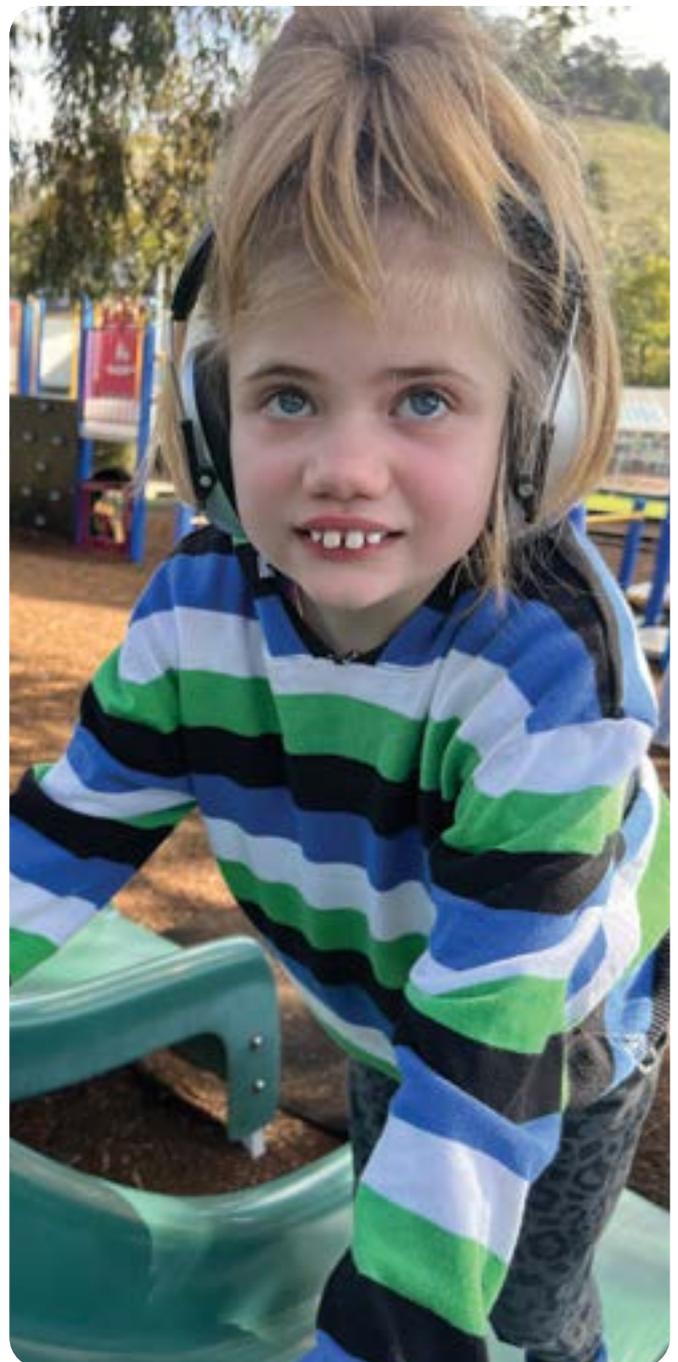
Strong, trusting relationships are at the heart of our work, from early childhood through to adulthood. Our respite services, delivered through Short Term Accommodation (STA), reflect this philosophy. These programs offer safe, engaging, activity-based experiences that build independence while giving families valuable support.

Centre-based respite provides opportunities for children and adults to develop independent living skills in a secure, supportive environment. Weekend getaways allow adults to explore new places across Tasmania, strengthen social connections, and grow in confidence.

For many of the people we support, respite is also a stepping stone to

Supported Independent Living (SIL). By beginning their SIL journey through respite, individuals build skills and trust in a way that sets them up for success.

This model demonstrates how Able's STA services foster belonging, independence, and lifelong connections. Looking ahead, we see strong potential to expand these services, creating even more opportunities for the people and families we support.





Co-Designing a new home, building community and family bonds

In 2025, a group of people supported by Able Australia moved into a Department of Families, Fairness and Housing, purpose-built Specialist Disability Accommodation (SDA) home in Heidelberg, Victoria. Thanks to a collaborative design process, the home is as unique as the people who now call it theirs.

From the very beginning, the people we support and their families played a central role in shaping their new living environment. Together, they selected accessibility features such as adjustable benches and high-contrast finishes, alongside personal touches like flooring materials and colourful feature walls. This co-design approach ensured that every resident's needs and preferences were respected and reflected.

The outcome is more than just accessible housing. It's a warm, welcoming space that encourages connection. Since moving in, residents have been sharing more meals, enjoying spontaneous gatherings and supporting one another in daily life. The communal areas have become places of laughter, companionship, and belonging, helping housemates grow into a tight-knit community.

The Heidelberg project is a powerful example of what's possible when the people we support are given a voice in shaping their own lives. By embedding co-design into our approach, Able Australia is not only creating homes but fostering independence, empowerment and true community. Looking ahead, we are excited to bring this model to more people and more places, building homes that reflect both individual choice and shared connection.



Celebrating Leanne's hard work toward paid employment

Leanne has always wanted to work and over the past four years, she has been volunteering part-time in an office to develop her skills. This experience helped her gain confidence and build a strong foundation for pursuing paid employment.

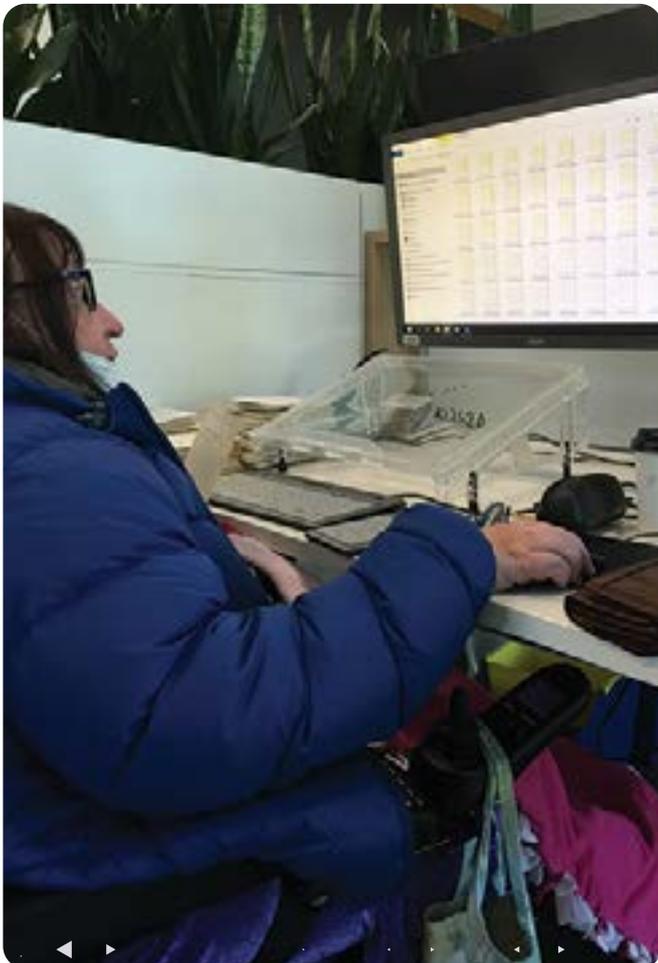
With support from Able's employees, Leanne has been able to transfer these skills into other areas of her life. She has grown more confident making and receiving phone calls, using technology such as her iPad for video calls and appointments, writing and sending emails, and identifying scam messages.

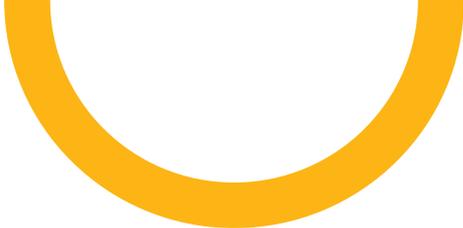
This year, Leanne reached an exciting milestone: she was invited to her very first job interview. With her support team by her

side, she prepared thoroughly, choosing her best outfit, practicing interview questions, and researching the company's products and policies. She ensured she was ready to shine.

On the day of the interview, Leanne travelled across town and approached the experience with determination and positivity. Afterwards, she shared her excitement with her support team, her smile reflecting the pride and achievement of this important step.

Leanne's journey is an inspiring example of how persistence, support and skill-building can open doors to new opportunities. Her determination motivates us all, and we look forward to seeing her continue to pursue her employment goals.





Journey from Support Worker to Behaviour Support Practitioner

The NDIS Alternative Assessment Pathway offers Disability Support Workers, Psychologists and alike, the opportunity to become Behaviour Support Practitioners, also known as Core Practitioners. It supports workforce growth and ensures high-quality, well-supervised services for the people we support. Over a 12-month period, the Pre-Core practitioners work under supervision, developing their portfolio of evidence.

Yiyi, a Disability Support Worker with Able for more than seven years, recently started her Behaviour Support Practitioner pathway as a Pre-Core practitioner. She has embraced the opportunity to expand her skills. Yiyi uses her observational strengths to understand the unique

experiences of the people we support, what influences their behaviour, and what they are trying to communicate. With an extensive background in user experience design, Yiyi brings a creative and problem-solving mindset to her work. Her experience of motherhood first drew her to this field and she especially appreciates the innovative spirit of the Behaviour Support Practitioner role, which closely aligns with her design-thinking approach.

Working under supervision, Yiyi provides behaviour support, whilst at the same time engages in professional development and Communities of Practice. By working closely with every member of our team, she is learning different approaches and building her confidence and capability as a future Core Practitioner, all to ensure better service delivery to the people we support.





Make the Complex Simple



Behind the scenes: Projects with Big Impact

Even the most visible successes at Able Australia are built on a foundation of careful, thoughtful work behind the scenes. This year, several key back-office projects, while modest in appearance, have delivered meaningful improvements to day-to-day operations and brought tangible benefits to both the people we support and our employees.

Recognising the need for agility in responding to the needs of the people we support and optimising resources, we developed robust processes for roster and funding reviews. These initiatives enable swift action whenever changes arise, such as new vacancies, updates to client funding, or sites not operating within client funding. By establishing clear procedures and prioritising proactive responses, we are better able to manage environmental changes, strengthen financial performance and maintain continuity of high-quality services.

We also transitioned from paper-based to electronic forms within carelink, our client record IT system and other IT systems. This move reduces administrative burden while improving accuracy, accessibility and timeliness of vital information. The group successfully developed and implemented electronic Client Risk Assessment and Medication forms, streamlining workflows and supporting safer, more efficient support.

While these projects may appear to be minor back-office adjustments, their combined impact is significant. By simplifying processes, responding efficiently to change and embracing digital solutions, Able is building a stronger, more efficient organisation. This approach supports higher

standards of support and better outcomes for the people we serve.

Empowering lives through Positive Behaviour Support

At the heart of Able Australia's Positive Behaviour Support (PBS) team is a commitment to improving the quality of life for the people we support. Through person-centred and rights-based approaches, the team helps individuals have their needs met while reducing the use of 'restrictive practices.' Over the past year, more than 50 people we support across metropolitan and regional Victoria and Queensland have experienced these benefits firsthand.

The team has also played a critical role in guiding the people we support through the Administrative Review Tribunal process, ensuring they receive the funding needed to enhance independence and wellbeing. Throughout this process, Able's practitioners ensure that every individual feels supported, heard and empowered.

Able's PBS team comprises six full-time practitioners, bringing expertise in Social Work, Psychology and Disability Support Work. Each team member is registered with the NDIS Quality and Safeguards Commission and is actively progressing through the PBS Capability Framework competency levels. By sharing their diverse knowledge and experience, the team continues to make a meaningful difference every day for the people they support.

Weathering the storm: Our Queensland team in action

During the cyclone season in Queensland, Able's team demonstrated exceptional dedication and resilience, prioritising the safety and wellbeing of the people we support above all else. As warnings intensified, employees and families worked swiftly to develop contingency plans, ensuring every person we support had a safe place to stay.

Several residents we support made considered decisions in response to the storm. Some chose to share accommodation to support one another, others returned to family homes, and in one remarkable case, a family provided five days of direct support when employees were cut off by floodwaters. These actions, taken under pressure, reflected a unified commitment to safety and continuity of support.

Despite floodwaters and isolation, the collaborative spirit of the community shone through. One person, unable to return due to flooding, relied on family support until safe passage was restored. Elsewhere, employees and families worked together to maintain daily routines and emotional reassurance, despite the challenging conditions and intermittent communications.

Able's employees went above and beyond, demonstrating preparedness, adaptability, and compassion. The experience highlighted the strength of our community; people we support, families, and employees, coming together when it matters most. The lessons learned and relationships forged during this period have reinforced our commitment to the people we support, no matter the circumstances.



Thanks to Supporters and Partners



Our Supporters: Making a lasting impact

We are deeply grateful for the kind and ongoing commitment of our donors. Your generosity plays a vital role in helping people with complex disabilities, including those with deafblindness, live their best lives.

Thanks to your support, we raised over \$991,500 this year, funding essential programs and services that fall outside the scope of the National Disability Insurance Scheme (NDIS). These contributions directly enhance the lives of the people we support, creating opportunities for growth, connection and wellbeing.

Able's Donor Care Team takes pride in keeping our supporters informed, regularly sharing heartwarming stories and updates about the real-world impact of your donations. We are especially honoured to acknowledge those who have supported Able Australia for more than thirty years, and we warmly welcome those who have recently joined our community of supporters.

Through targeted appeals, both online and by post, we raised \$303,000 for vital programs and enriching experiences for the people we support. In addition, 235 generous individuals are now part of the

growing Able:Community regular giving program, whose monthly donations provide stable, long-term support for our services.

Our grants program has also continued to thrive. In the past year, grant funding enabled initiatives including community inclusion activities and excursions, new sports equipment, a health and wellbeing program for young adults, and funding for the 2026 Deafblind Camp currently in planning. In total, we secured over \$246,000 in grants from government sources, trusts and foundations.

We were especially touched by over \$355,000 in gifts from the estates of generous supporters. These extraordinary contributions allow us to honour the legacy of our donors while making a lasting impact on future generations of people with disability.

To all our donors, supporters and partners: thank you. Your generosity, especially during challenging economic times, enables us to deliver innovative, meaningful programs that change lives.

We would also like to acknowledge our major donors who wish to remain anonymous.



Supporters and Partners

- Brian M. Davis Charitable Foundation
- City of Melbourne
- Deafblind Australia
- Deafblind Victoria
- Deafblind International
- HMA Foundation Pty Ltd
- Harcourts Foundation
- Joan and Ronald Filmer Foundation
- Lord Mayor's Charitable Fund
- Meg & Frank Sims Fund, a Charitable Fund Account of Lord Mayor's Charitable Foundation
- Monash University
- National Accreditation Authority for Translators and Interpreters (NAATI)
- National Disability Research Partnership
- NextSense
- Olver-Carlyle Charitable Foundation
- Sensas
- SensesWA
- Smartgroup Foundation
- State Trustees Australia Foundation
- State Trustees Fund – Loftus-Hills Fund
- State Trustees Fund – Phyllis Nerelle Turner
- State Trustees Fund – Lorace Olive Kitson
- State Trustees Fund – William Arthur Shiperlee
- The Lionel and Yvonne Spencer Trust
- The Russell Foundation
- UsherKids Australia
- University of Montreal

Gifts in Wills

We extend our deepest gratitude and sympathies to the loved ones and friends of our supporters who kindly remember Able Australia in their Will.

- Donald Vaun Morrison
- Geoffrey Hulme Blakemore
- Joe White
- Leslie George Powell
- Lindsay James Baldy
- Marjorie Elizabeth Wilks



How we are Governed



Our Governance Framework

Able Australia is guided by a strong governance framework, with the Able Australia Board responsible for ensuring the organisation has the right structure, culture and oversight in place. The Board's role includes:

- **Compliance:** Ensuring statutory and regulatory obligations are met.
- **Performance:** Keeping the organisation current, effective and responsive to the needs of the people we support.
- **Leadership:** Supporting the Chief Executive Officer and Executive team to lead Able Australia in the most effective way.

The Board ensures that Able Australia's mission and values are upheld. It keeps the organisation focused on delivering positive outcomes for the people we support and the community, while also operating in a financially sustainable way.

Able Australia is a charity registered and regulated by the Australian Charities and Not-for-Profit Commission (ACNC). The ACNC assists registered charities in dealing with the Australian Securities and Investments Commission (ASIC) under the Corporations Act 2001 (Cth) (Corporations Act) and the Australian Tax Office (ATO).

The Board Overview

This year saw some important changes to the Able Australia Board. We acknowledge the retirement of our long-serving Treasurer, John Rowan, whose invaluable contribution over many years has been greatly appreciated. We also welcomed David Benbow, from Mosaic Support

Services Board, as a new Director, providing additional continuity during the integration.

In 2025, an additional Board Subcommittee was established to support the integration of Able Australia and Mosaic Support Services Board. This Subcommittee will remain in place for the duration of the integration period.

1. Client Advisory Committee

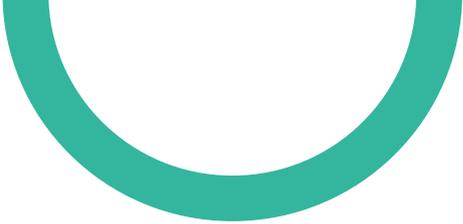
The Client Advisory Committee increases client, carer and community participation in strategy, operations, planning and policy development. Its role includes providing input on service development, identifying improvement opportunities, ensuring client voices are heard in decision-making, promoting collaboration and advocating for the needs and rights of people with disability.

2. Client Quality and Safeguarding Committee

The Client Quality and Safeguarding Committee oversees and guides the organisation in meeting its quality and safeguarding obligations under relevant compliance and regulatory frameworks. This includes setting strategy for quality, safeguarding and client experience across all services.

3. Finance, Audit, Investment and Risk Committee

The FAIR Committee assists the Board in strategically overseeing Able Australia's financial, audit and investment performance, as well as key organisational risks. The Committee also monitors legal and regulatory compliance, business development and fundraising initiatives.



4. People and Engagement Committee

The People and Engagement Committee guides workforce strategy, people and culture initiatives, workforce management, employee engagement, health and wellbeing and employees experience metrics. It monitors organisational culture to strengthen brand, enhance engagement and minimise reputational risk.

5. Integration Committee

The Integration Committee's short-term role is to assist the Board in fulfilling its corporate governance and oversight responsibilities related to the merger and integration of Able Australia and Mosaic Support Services.

Our Accreditation Frameworks

Able Australia operates within these four frameworks:

<p>1</p>  <p>NDIS Quality and Safeguards Commission</p>	<p>2</p>  <p>OIR Office of the Independent Regulator</p>
<p>3</p>  <p>Social Services Regulator</p>	<p>4</p>  <p>Australian Government Aged Care Quality and Safety Commission</p>





Deafblindness
is a unique
disability.
#DbI #Deafblind

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