



Wallara
Grow. Work. Explore. Live.



Annual Report 2024-25

Building Pathways to Independence

Our purpose

Driving social change in our community to empower people with different abilities.

Our mission

To provide meaningful and stimulating life and work experiences for people with different abilities.

The Wallara Way

Our strong culture is driven by 5 key values we live daily

- Think client first
- Be creative and push the boundaries
- Do the right thing
- Together we make a difference
- Have fun and celebrate awesomeness.

We achieve this by supporting clients to

Grow. Work. Explore. Live.

Cover: Camilo's story, see page 5.



At Wallara, people with disability are supported to discover their strengths, build confidence and create their own pathway to independence.

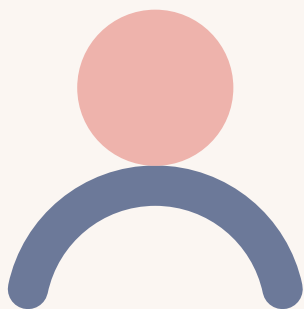
We know what matters most is different for everyone, whether it's securing a job, developing skills, creating friendships or embracing greater independence. That's why our programs are tailored to each person's individual NDIS goals, with a focus on choice, capability and participation.

From inclusive employment to accommodation, learning and community connection, our services are designed as personalised journeys. With tailored support from our passionate team of 200+ Support Coaches, people with disability build new skills, take their next step and move closer to the life they want.

Wallara goes beyond service delivery. We raise awareness, challenge community perceptions and create structured pathways — from skills development through to Supported Independent Living and Open Employment. Choice, dignity and opportunity are at the heart of everything we do.



Our people



544 people supported

236

Supported Employees

94

Short-Term
Accommodation stays

284

Learning &
Lifestyle clients

**1,908
hours
of skill
building**



Social impact



**43,517
coffees
served**

9.6M

linen pieces processed

300K+

litres of liquid decanted

5

social enterprise café venues



25,000

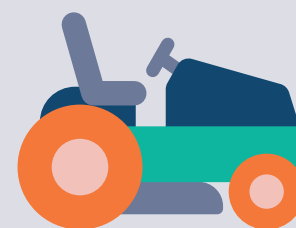
plants grown

15,000

merchandise orders

40+

schools and partners



9M

m² mown (300 MCGs!)

Our social enterprises and divisions

Social enterprises

Our 5 social enterprises provide paid employment and deliver services with social and commercial impact. All are certified by Social Traders, Australia's certifying body for social enterprises. Social Traders recognises organisations that trade for social, cultural or environmental good and reinvest profits so public benefit outweighs private gain.

Wallara Logistics

Keysborough and Reservoir

Precision co-packing, kitting and 3PL solutions

Sages Cottage Farm

Horticulture, retail and community tourism

Café W

Hospitality, catering and customer service training

Land Management Services

Professional grounds and environmental care

Wallara Media

Accessible content creation and storytelling



Business for good

Divisions

Learning & Lifestyle

Life skills, personal growth and stronger community connection

Supported Employment

Purpose-built roles with coaching and workplace support

Open Employment

Employer partnerships, individual coaching and on-the-job support

Live

Short-Term Accommodation (STA) experiences and Supported Independent Living (SIL) homes that build confidence and independence at home and in the community

Our locations

● Wallara Head Office

● Logistics

Keysborough
Reservoir

● Sages Cottage Farm

Sages Café
Sages Farmgate
Sages Learning & Lifestyle
The Hub@Sages

● Land Management Services (LMS)

LMS Keysborough
LMS Reservoir
LMS Sages

● Hospitality

Sages Café
Café W@160
Café W@Monash
Café W@Potter
Café W@Reservoir
Café W@Seaford

● Learning & Lifestyle

Dandenong Street site
Ebdale Community Hub
Keysborough Learning Campus
Mulgrave site
Pakenham site
Potter Street High Support
Potter Street Learning Campus
Sages Learning & Lifestyle
Seaford Healthy Futures Hub
Wallara Shop

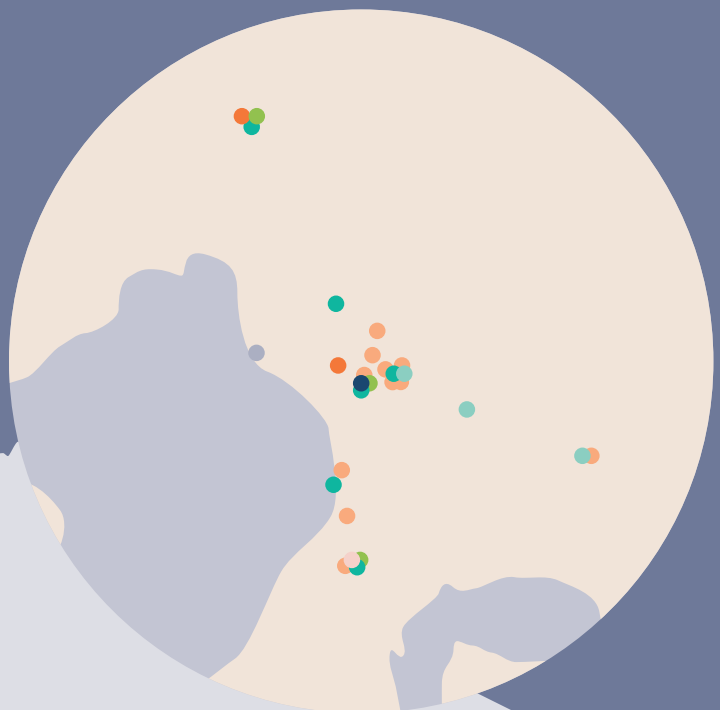
Live

● Short-Term Accommodation

Bayside

● Supported Independent Living

Cherry Blossom Chase, Pakenham
Close Ave, Dandenong
Eric Wilson Way, Dandenong
Heatherton Rd, Dandenong
Hennessy St, Pakenham
Nance St, Noble Park
Rosling Lane, Dandenong
Roy Close, Narre Warren



Camilo's story

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“

“I like doing different jobs — it makes the week fun. And I’ve learned I’m good at more things than I thought!”

- Camilo

His parents see the difference too.

“Camilo has only good things to say about Wintringham. He loves what he does there, the staff are very friendly and if he is happy, we are happy too. It’s the perfect fit for him,” said his father, Sergio.



Thriving in Supported and Open Employment

Camilo's working week is anything but ordinary — and he wouldn't want it any other way. He works in Supported Employment across 3 Wallara divisions — Hospitality, Land Management and Logistics — and spends one day a week in Open Employment at Wintringham Residential Aged Care in Dandenong.

Rather than choosing just one job, Camilo enjoys being able to do a bit of everything. With the right support behind him, he's finding success in 4 different work environments, has learnt new skills and developed the confidence to step into Open Employment — all on his own terms.

At Wallara, he gets on-the-job coaching, external training and coaches who listen to what matters most to him.

Whether he's making coffees, maintaining gardens, packaging products or supporting older residents, Camilo brings energy, care, and his signature smile to every role.

At Wallara, pathways to independence look different for everyone. They're made with choice, support and a chance to have fun along the way.

CEO and Chair Report

Hi Everyone

Here are some of the many highlights from the 2024-25 year:

1. After 12 years, which is the maximum service allowed under our constitution, we farewelled former Board Chair, David Willersdorf in November 2024. It was wonderful to celebrate David's service to Wallara with some VIPs and announce him being awarded Life Membership for his impact on the organisation. We also welcomed in new Chair, David Knowles, who joined the Board in 2023 but knows Wallara extremely well from his time as Wallara's auditor. In addition to his Wallara role, David serves as Deputy Chair of both the Australasian Institute of Clinical Governance and the Victorian Homeless Fund.

2. Six years ago, we had a vision for a Hub building at Sages Cottage Farm to provide additional room for client programs and a professional space for staff. We began a search for partners to help bring this to life and we're thrilled to report that this dream has been realised with the Hub being completed in September. An official opening will be held in November. Read more about Sages Cottage Farm on pages 18 and 19.

3. Our Logistics team, under the leadership of GM Simon O'Brien, has had a record year. The Keysborough site achieved its best ever result and the Reservoir site is ahead of expectations.

4. In December 2024, Wallara was awarded a \$1 million grant from the Australian Government through the Structural Adjustment Fund. Our joint bid was with Monash University, and together, we're developing some exciting virtual reality tools to help job seekers explore the world of work and make the discovery phase easier and more

fun. Read more about our Open Employment outcomes on pages 24 and 25.

5. Also in December, Wallara's CEO was elected to the board of National Disability Services — the Australian peak body representing 1,000 providers. We're very pleased for Wallara to have a strong advocacy voice through platforms like this, and it's all part of expanding our reach and impact.

6. A key step on the pathway to moving out of the family home is building confidence through short stays, which is why we opened up our own beautiful Wallara Short-Term Accommodation home in Bonbeach. It was fantastic seeing so many clients and families enjoy this new service. Read more on pages 20 and 21.

A big thanks to all the management team and Board of Directors for their leadership and service, plus of course the incredible staff and volunteers who make Wallara unique.

Finally, a huge thank you to the clients and families who choose Wallara as their service provider. It's an honour to support you, and we hope to keep improving the outcomes we can provide for many years to come.



Phil Hayes Brown
Chief Executive Officer



David Knowles
Chair



The Hub@Sages

A new chapter

Located at Sages Cottage Farm on the Mornington Peninsula, the Hub@Sages is a landmark development that will expand the farm's capacity to provide jobs, training and creative opportunities for adults with disability.

While the original vision for the Hub started in 2018, it took 6 years to find the generous philanthropic partners that would finally enable construction of this purpose-built, single-storey hub. Located next to the café overlooking the lake, construction commenced in February 2025. The 380 m² of space will include multi-purpose activity rooms, a media production studio, administration offices and fully-accessible amenities. It will also

create capacity for an additional 30 clients to participate in on-site programs. The build was completed in September, with a grand opening planned for November 2025.

The Hub@Sages will be the new home of Wallara Media — our client-led media and storytelling team that produces video content, conducts digital training and delivers creative communications.

An official 'breaking ground' celebration was held in February, attended by long-time supporters and friends of Wallara. Special guests included:

- David Knowles, Chair of the Wallara Board
- David Willersdorf and John Shields, Life Members and former Board Directors
- Simon McKeon, 2011 Australian of the Year and advocate for inclusive communities
- Members of the Sage family, including Gayle Rogers, great-great-granddaughter of John Sage, after whom the property is named.

The Hub@Sages represents more than bricks and mortar. It's a bold investment in inclusive opportunity, creative learning and deeper community connection — all set within the historic grounds of one of Wallara's most treasured sites.



Business for good



“Having my truck licence and being able to do important deliveries to the Geelong Convention Centre makes me feel valued and part of something special.”

– Matt

Pathway to independence: Matt’s story

For Matt, joining Wallara Logistics was the beginning of a journey toward independence. With a keen interest in transport, Matt embraced the opportunity to grow his skills and step into new responsibilities. Guided by tailored training and the support of experienced job coaches, he built confidence behind the wheel.

Through a partnership with A.G. Coombs, Matt now drives the Wallara truck several times a week, delivering essential tooling supplies to the Geelong Convention Centre. It’s a role he takes pride in — and a positive step forward in his employment pathway.

Matt’s story is a powerful example of how inclusive employment can open new possibilities.

Commercial precision with purpose

Wallara Logistics delivers professional-grade logistics services — including packing and assembly, liquid filling and third-party logistics — with social purpose at its core. Operating across 2 large sites in Keysborough and Reservoir, the division drives Supported and Open Employment opportunities for over 200 people with disability.

Each Supported Employee's role is backed by a personalised training plan, an experienced job coach and a strong connection with schools, businesses and the wider community. This combination of commercial operations and individual support gives our people the stepping stones they need to build skills, grow confidence and open the door to greater independence in the workplace.

This was a record-breaking year for Logistics, 9.6+ million pieces of linen sorted, 45,000 pieces of merchandise packed and over 300,000 litres of product decanted. Our team also met industry-leading standards, achieving a 99.8% picking accuracy rate. Trusted by high-profile partners, including St Kilda FC, A.G. Coombs, Kao Australia, Princes Linen, Checkpoint and KE Optical, Wallara Logistics continues to prove that inclusion and excellence go hand-in-hand.

A growing number of Supported Employees stepped into leadership roles this year, with 12 team members now in leading hand or similar positions. We support these positions with structured training, mentoring and confidence-building peers and job coaches.

We aim to strengthen employment pathways by expanding labour hire opportunities, boosting Open Employment placements and partnering with businesses seeking to deliver real outcomes through social procurement. Our goal is: more people gaining confidence, skills and independence through meaningful work.

**203**

Supported Employees

300K +

litres of liquid decanted

9.6M

pieces of linen processed

**15,000**(45,000+ items)
merchandise orders
dispatched



Business for good

“

**“When I’m
with the
chickens,
they make
me feel loved
and safe.”**

- Lucy

Pathway to independence: Lucy’s story

Lucy has found her happy place at Sages Cottage Farm. Known as Lucy the Chicken Whisperer, she brings calm focus and care to her role. Her connection with the animals – especially her own chickens Peggy Sue and Taylor (named after Taylor Swift), now part of the Sages flock – has become a key part of her journey.

But it wasn’t always like this. When Lucy first joined Sages, she found change difficult and often felt anxious. It was the animals, especially the chickens, that comforted her. “If I’m having a hard moment, I just go be with them,” she says. “They help me feel better.”

With her coaches’ support, Lucy has learned to recognise when she’s feeling overwhelmed. She’ll take time to reflect, reset and return when she’s ready. Her confidence has grown and her self-awareness continues to strengthen.

Where people, purpose and community come together

Sages Cottage Farm is a welcoming, purposeful community where people with disability build skills, friendships and confidence. Every day, 90 clients take part in real-world learning programs: caring for animals, planting vegetables, building furniture, serving in the café and greeting visitors. It's a place where ability takes centre stage and independence is nurtured step by step.

New opportunities took shape over the past 12 months. The Farmgate shop launched in 2024, selling seasonal produce and items handcrafted by clients. By late 2025, it will transition into a Supported Employment initiative, creating meaningful paid work. The Sages Café (see page 11) continues to thrive as a lively venue where clients and coaches work together serving meals and practising their hospitality skills.

Across the grounds, upgrades have reshaped the farm experience. Accessible pathways now link the animal paddocks, while a basketball court and a landscaped social space — co-designed by clients and staff — encourage activity and connection. The sensory garden and flower farm are favourite spaces for creativity and learning, and the pizza oven is a focal point for shared meals.

The new Sages Hub building opened in September 2025, expanding capacity for programs and partnerships. Each initiative — from the Farmgate Shop to the sensory garden — reflects a bigger vision: a farm that grows opportunity as much as it grows produce.

51

staff members

90

clients engaged

92%of program capacity – average
site utilisation rate



Pathway to Open Employment: Olivia's career journey

When Olivia first joined Sages Cottage Farm's Monday crew, she wasn't sure where she'd fit. After trying both front-of-house and back-of-house roles, she discovered the kitchen was her happy place, where everything just clicked.

Working alongside head chef Zac, Olivia discovered a genuine passion for cooking. She thrived in the rhythm of prep, the camaraderie of service and the pride of helping prepare fresh, seasonal dishes.

With every shift, her skills sharpened and her confidence grew. Armed with industry-standard experience and a sense of belonging, Olivia was ready for her next challenge.

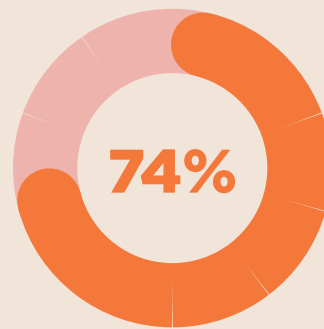
In May, Olivia moved into Open Employment at Frankston RSL, where she's now thriving in front-of-house — bringing her energy, warmth and growing confidence to every shift, and continuing to grow as a valued member of the team.

Where hospitality meets heart

Sages Café isn't just a place to eat. It's where supported staff learn, grow and connect. Its 15 team members build skills in customer service, kitchen preparation and event support. The café buzzes with purpose and fun, as staff laugh and learn together, welcoming the community with genuine warmth.

Highlights of the year included a sold-out Easter Egg Hunt that filled the farm with families, and a record-breaking Mother's Day that brought in more than \$8,500 in a single day. New weekend offerings like Bottomless Brunches and Slow Roasted Sundays have turned the café into a community hub, with live music sparking smiles and dancing behind the counter. The recent kitchen upgrade and a new partnership with Melbourne Events Group are opening doors to bigger catering opportunities for the team.

Looking ahead, Sages Café is working towards 100% Supported Employment capacity by 2026 with 30 supported roles. The goal is to deliver career pathways, produce seasonal menus that showcase skills, celebrate success and expand the mentorship program to further support transitions into Open Employment across the Peninsula.



employment capacity – well on track toward our 100% target by 2026

15

team members learning and growing in hospitality roles

\$8,535

in sales on Mother's Day – biggest trading day to date

Kitchen upgrade complete and ready for the next stage of growth



“

“I love helping people feel comfortable. That’s what I’m proud of.”

- Courtney

Pathway to Open Employment: Courtney’s journey

When Courtney first started at Café W@160, she was quiet and shy. Now she’s the life of the party, known for her loud laugh and warm welcome. She quickly became the go-to mentor for new Supported Employees, nurturing and supportive as teammates learned barista and customer service skills.

Courtney has transitioned to Open Employment and has worked for more than 12 months at Café Vita et Flores at Bunurong Memorial Park, thriving across both the café and florist operations.

Courtney’s journey shows what’s possible with the right support and a workplace full of fun, purpose and belonging.

Supported hospitality with purpose

At Cafe W, we create hospitality opportunities for people with disability, offering hands-on experience in barista skills, customer service, food preparation and event catering. Each café serves quality coffee with genuine warmth, and every shift supports our team members to build confidence, grow skills and strengthen their community connection.

In 2024-25, Café W expanded to 4 sites, including the successful launch of Café W@Monash at Monash University's Clayton campus. The December opening was a community celebration, warmly embraced by students and faculty — and 8 months later, it recorded the biggest trading day in our history. Café W@Reservoir also reached a major milestone with a full fit-out at Wallara's North Melbourne Logistics warehouse, adding another vibrant café space to the network.

Across all sites, our 21 supported team members continued to gain experience and build skills as part of the Cafe W family. In 2024-25, 12 successfully completed their Responsible Service of Alcohol (RSA) training and many progressed through Clark St Coffee's barista program — learning how to operate machines independently and mentor their peers.

Our catering services grew, supported by strong relationships with Frankston City Council, Monash University, Suburban Connect, St Kilda FC and Chisholm TAFE.

These partnerships not only reflect the high quality of our food, but also the professionalism and pride of our team.

Looking ahead, we're focused on increasing customer traffic at Cafe W@Monash and Cafe W@Seaford, embedding training pathways at Reservoir and working with Wallara's Open Employment team to secure hospitality roles for more graduates.

**Fit-out complete, trials underway at
Cafe W@Reservoir**

21

supported team members

13

**supported team members at
Café W@160 (65% capacity)**

2

**supported team
members at Cafe
W@Monash (30%
capacity)**

6

**supported team
members at Café
W@Seaford (86%
capacity)**



Business for good



“I love the work. I enjoy working in the community and I’m proud of myself.”

- Luke

Pathway to independence: Luke’s journey

Luke has thrived being a member of the SRL East Community Crew. Working in a large-scale project in a community setting, he’s learned advanced safety practices, applying PPE correctly and consistently — a habit he now takes pride in. His professional approach ensures he meets quality and safety expectations, a clear sign of his readiness for future employment.

Luke’s journey captures what LMS represents: with support, he’s built skills, responsibility and confidence that are shaping his future.

Open space management with purpose

Land Management Services (LMS) provides Supported Employees with employment in commercial grounds and open space maintenance. Crews deliver professional, compliance-ready services for councils, contractors and universities, while building valuable skills through regular interaction with the public, government authorities and commercial partners. This fosters confidence and workplace pride, opening pathways into Open Employment.

LMS delivered strong results, completing 95% of scheduled works on time and securing 3 major contracts: Suburban Connect and Terra Verde (SRL East Community Crew) and an extended agreement with Monash University for programmed maintenance. LMS also delivered 6 horticulture-specific training sessions, further building crew members' skills and knowledge.

A highlight was the SRL East Community Team in Clayton and Heatherton. Their work — from garden care and litter removal to graffiti cleaning and car washing — showed how inclusive employment can bring real community benefit to infrastructure projects.

LMS was proud to see 2 Supported Employees transition into Open Employment in commercial grounds maintenance, reflecting the strength of its training, mentoring and community partnerships.



95%

of works completed
on schedule

20+

commercial customers

19

Supported Employees

3

new major contracts signed

7

Crew Leaders



“Joining the media team has changed everything, but the bonus is finding friends who really get me.”

- Ben

Pathway to independence: Ben's story

Ben first discovered his love of storytelling in Wallara's Learning & Lifestyle media programs — getting involved with video blogs and podcasting, doing green screen editing and making short films. These fun, hands-on projects helped him grow in confidence and creativity.

In 2024, Ben joined the Advanced Media Program at Wallara's Health Futures Hub in Seaford. There, he refined his editing skills, learned professional workflows and took on real-world filming opportunities.

Where creativity meets purpose

Wallara Media is a Supported Employment division where people with disability can develop digital media skills. Working on real projects for Wallara and external clients, they learn about all things media-related, from design briefs to video production. Every task blends professional learning with creative expression — for inclusion and imagination that go hand in hand.

The opportunity begins with our popular Learning & Lifestyle media programs, where participants explore video, podcasting, green screen and photography in a fun, supported environment. From there, those who are passionate about continuing their media journey can step into the Advanced Media Program at Seaford's Health Futures Hub. There they'll gain more experience with professional tools, mentors and live briefs — a clear pathway into employment.

In 2024–25, Wallara Media delivered 56 graphic design and 24 video projects. With 3 participants preparing to transition into supported roles, the team is laying the groundwork for long-term growth.

As this social enterprise expands, so does its vision: to become a full-service creative studio where Supported Employees co-lead content for organisations that value both impact and innovation.

The focus is on increasing client projects, expanding video production services and supporting 5 new team members into creative Supported Employees roles by 2026.

56

Graphic design projects

24

Video projects completed

**2**Supported Employees in
media (3 transitioning)**6**Advanced Media
participants

Live

Growing independence with support

Wallara's Live division helps adults with disability build everyday skills, social connection and confidence — for both clients and families. With options including Short-Term Accommodation (STA) and Supported Independent Living (SIL), the focus is on growing independence in a supported, caring environment.

In 2024–25, Bonbeach STA became a launchpad for independence — and demand soared. More families than ever booked a stay, with days stayed more than doubling on the previous year. Bonbeach isn't just a house — it's a welcoming, fully-supported place to try life away from home, build skills and connect with others.

Each stay offers structure, social connection and a glimpse of what's possible — from cooking meals to catching public transport or winding down with new friends. STA is helping families look ahead, and many are using it to prepare for Supported Independent Living.

"Our son had the time of his life... the support staff really helped to make his stay wonderful. It was a very enriching experience for Mitch." -Parent

In our SIL homes across Greater Dandenong and Casey/Cardinia, 39 residents live alongside their peers, supported by trained and specialised staff available 24/7. Each home offers a stable and connected environment where residents can build routines, develop independent living skills and gain a sense of belonging — all in a purpose-built setting.

We're now working to expand SIL options across Melbourne's southeast, with new housing options planned for 2026. Our goal is simple: more people, supported in the right place at the right time.

+14%

growth in STA usage

5

new SIL clients
(past 2 years)

94

STA days
delivered

39

SIL clients supported
(across 8 homes)



new housing
options planned for 2026



“Brigid didn’t want to come home — she felt independent, happy and safe.”

– Brigid’s family



Pathway to independence: Brigid’s story

Brigid’s first stay at Wallara’s Bonbeach Short-Term Accommodation opened the door to something new. What began as a short trial soon became a regular part of her routine — a place where she felt supported, relaxed and connected.

She embraced each day with enthusiasm, helping with cooking and household tasks, from making apple turnovers to packing her morning tea. A standout moment was her visit to ‘Dreamscape’ at Docklands, which she described as “like flying through different countries... and then dinosaurs!”

With every return stay, Brigid’s confidence has grown — and she’s now exploring Supported Independent Living as her next step.

Learning with purpose

Wallara's Learning & Lifestyle programs are designed to expand community engagement, improve skills and extend learning while enhancing the lifestyle and quality of life for people with disability.

In 2024-25, more than 85% of participants reported improved independence or social connection, and 67% joined new activities for the first time.

Delivered across 8 community-based campuses in Melbourne's southeast and the Mornington Peninsula, Learning & Lifestyle supported 202 people to build confidence, skills and connection. With a team of 90 passionate staff and 65 tailored Programs of Support, L&L continues to grow as a leading provider of learning, inclusion and fun.

Each session runs with a maximum 1:4 specialised support coach ratio, providing personalised guidance and stronger relationships than traditional group models.

During the year, the STEAM program (science, technology, engineering, arts and maths) was expanded to reach all campuses — nurturing creativity, tech confidence and collaboration.

Media hubs at Seaford's Healthy Futures Hub and Potter Learning Campus (PLC) were established, fully equipped with iMacs, iPhones, lighting and backdrops — giving participants the tools to tell their stories and build digital skills.

With 83% of program places filled, our goal is to build that capacity and make learning visible, joyful and accessible wherever people live, work and connect.

Programs of support – educational streams

- Art & Design
- Communication, Media & Screen
- Horticulture & Environment
- Hospitality & Events
- Independent Living
- Sport, Recreation & Community
- Volunteering
- Work Education

Where we work

- Baxter
- Dandenong
- Frankston
- Keysborough
- Mulgrave
- Pakenham
- Seaford



8

community-based sites

202

clients engaged

83%

program utilisation

58

programs of Support

90

coaches delivering support

Pathway from Learning & Lifestyle to Supported Employment: Albert's story

Albert joined Wallara in 2023 as a quiet school leaver, hoping to learn new skills and make friends. With support from Learning & Lifestyle coaches, he explored programs like music and iFilms while building his confidence in communication and daily tasks.

In 2024, Albert did work experience in Logistics and found his groove. With combined support from L&L coaching and Logistics mentoring, he made a smooth transition into Supported Employment.

“

**“I found my place
at Wallara. I've
made mates, I love
coming to work and
I feel proud of what
I can do now.”**

- Albert

Creating pathways to Open Employment

The Open Employment Program (OEP) works with Supported Employees, helping them explore and thrive in Open Employment through person-centred transitions, on-the-job coaching and strong employer partnerships. By building skills and confidence, the program assists participants to move into community-based roles that reflect their personal goals, strengths and independence.

Since the program's launch in July 2022, 152 Supported Employees have explored Open Employment options, taking the first step toward identifying their interests, building confidence and developing pathways into Open Employment.

In 2024-25, 30 Supported Employees actively participated in the Open Employment Program. Of these, 7 transitioned into Open Employment, including one participant who now holds 2 roles. Another 22 participants continue their journey toward placement, supported by tailored coaching and employer engagement.

The program significantly broadened its reach, with 90 employers engaged in discussions about inclusive hiring. This engagement resulted in 43 practical work experiences – a combination of workplace tours and hands-on work trials –

giving participants valuable exposure to real-world environments and potential employers.

Capacity has been strengthened with the recruitment of additional Open Employment Advisors, ensuring participants receive personalised guidance at every step. This will enable greater outreach across Wallara sites and more Supported Employees to trial and transition into open roles.

Reflecting its growing impact, the Open Employment Program was proud to be named a finalist in the 2024 Australian Disability Service Awards for Best Employment Program.

90

employers engaged

43

work experiences (tours + trials)

30

participated in the program

152

Supported Employees explored
Open Employment options

Finalist

2024 Australian Disability Service Awards



“Before the Open Employment Program I didn’t think that I would be able to work in Open Employment. Now that I am, it’s helping me to meet new people, which I really enjoy doing.”

- Paula

Pathway to Open Employment: Paula’s journey

Paula didn’t believe Open Employment was an option for her. As a Supported Employee in Wallara’s Land Management Services, she had built strong workplace skills — but the idea of working in a mainstream business felt out of reach.

That changed when she joined Wallara’s Open Employment Program.

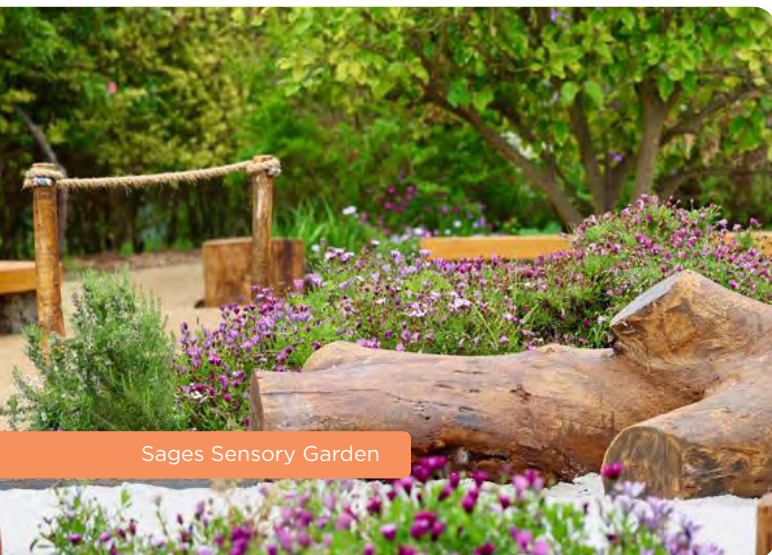
With guidance from Carolyn Bloch, her Open Employment Advisor, Paula explored her goals and was matched with an inclusive employer, Evercare Home Services. She now works 4 days a week in Supported Employment and one day in Open Employment — a routine that brings purpose, confidence and connection.

Unlocking possibility through partnership

In 2024-25, Wallara made a bold and strategic investment in the future of its mission by establishing a dedicated role focused on development and donor experience. This move reflects our commitment to growing a strong and diverse base of support through philanthropic, corporate, community and individual engagement.

In the past year, over \$2.1 million in contributions have helped us achieve major milestones, from starting the Hub@Sages build and expanding our Open Employment Program to creating a flower farm and sensory garden, media studio and opening Café W@Reservoir.

These donations represent more than just financial support. They acknowledge that others believe in our purpose, our clients and the power of inclusive communities.



Sages Sensory Garden



“Through our partnership with Wallara we’ve witnessed the positive impact philanthropic investment has in creating meaningful employment opportunities for people with disability. Wallara’s Open Employment Program, enabled through our support, has already created opportunities for 15 individuals to explore Open Employment and encouraged more than 20 employers to adopt inclusive hiring practices.”

–Bowness Foundation

“Partnering with Wallara through Sages Cottage Farm has shown us that inclusion creates stronger teams and stronger communities. It is a relationship we are proud to continue.”

–Brett Rowlands, General Manager, Frankston RSL

\$2.6M

Contributions from philanthropic partners.

Expanded infrastructure and capacity at Sages Cottage Farm, enabled Open Employment opportunities, therapeutic programs and skill-building beyond NDIS funding

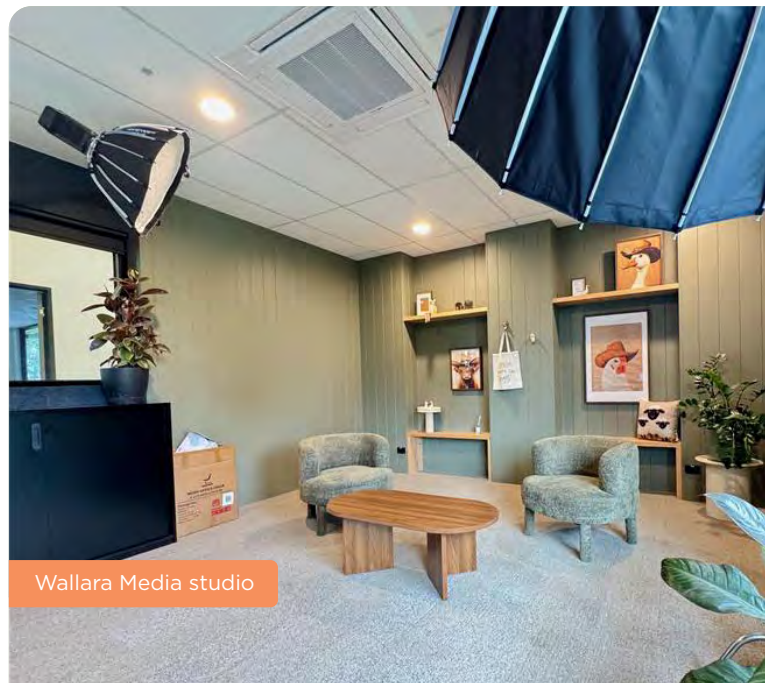
Thank you to our supporters

Wallara is proud to be part of a community whose generosity strengthens our mission – from foundations and organisations that enable major projects to donors, individuals and families whose contributions, time and skills create opportunities for people with different abilities to thrive and belong.

- Shirley Allen
- Amazon MEL1 Team
- Ruth Baum
- Bowness Foundation
- CommBank Staff Foundation
- Forster Foundation
- Frankston RSL
- Betty Fraser
- Haddrell Family
- John T Reid Charitable Trusts
- Lendlease – Frankston Hospital Redevelopment Team
- Robert McGregor
- Lisa McInnes
- Kate Milner
- Opalgate Foundation
- QBE Foundation
- Marie Pink
- Sue Prestney
- RMBL Foundation
- Gayle Rogers
- Maria Schoormans
- Neil Shaw
- Aimie Whiting
- David Willersdorf
- William Angliss Community Foundation
- Williamson Foundation
- Wong Family
- Vicki Wrangles.



Café W@Reservoir



Wallara Media studio

Board



David Knowles
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(Resigned Aug 2025)



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Wallara Media*

Champions of voice, safety and choice

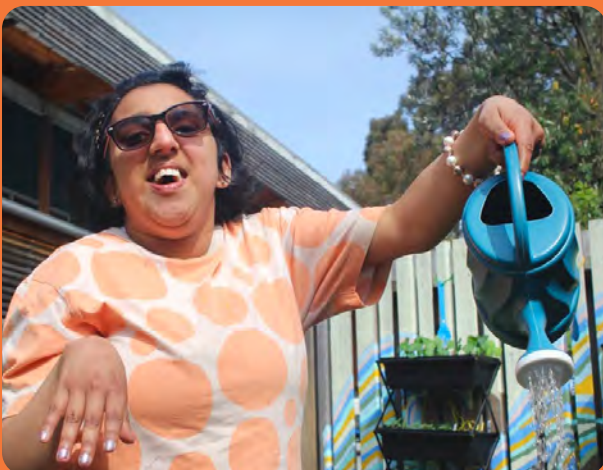
At Wallara, the Quality & Safeguarding team works to ensure every person is safe, respected and empowered to make choices about their own supports. The team is committed to upholding client rights by embedding person-centred practices and elevating client voice across the organisation.

In 2024-25, we focused on turning feedback into real improvements. The annual client survey revealed outstanding satisfaction levels, with more than 96% of participants reporting positive experiences across areas like communication, complaints handling and on-the-job training.

Based on survey insights, the division actioned several priorities. Communication was enhanced for SAAM and Learning and Development Plans, ensuring regular updates and clear progress tracking. Innovative new programs were introduced, including the STEAM Van and advanced media sessions to enrich daily experiences. A secure spend management tool was also rolled out to support safer, more independent money handling.

Client voice continues to drive quality improvements across the organisation and peer-led advocacy remains a vital part of our safeguarding model. The division operates two Client Representative Committees — one for Learning & Lifestyle (9 representatives) and one for Live (6 representatives) — as well as two Employee Representative Committees: one for Logistics at Keysborough (9 representatives) and one for Reservoir (4 representatives). These 17 committee members play an active role in shaping service delivery. In the past year, their contributions included giving feedback on student placements, reviewing and co-designing programs, raising safety and OHS concerns and sharing helpful information and resources.

Plans are underway to expand client co-design, deliver more safeguarding training and introduce the CRC model into additional service areas by mid-2026.



100%

Happy with home supports in Accommodation

97%

Enjoy coming to Wallara

96%

Satisfied with communication

93%

Satisfied with job training

Partnering with purpose: Monash University

Wallara's long-standing relationship with Monash University continues to grow through projects that put inclusion into action. From hospitality to mobile STEAM learning, this partnership reflects what's possible when education and community come together with shared purpose. During FY2024-25, 2 key initiatives stood out.

Creating opportunities through Café W

In December 2024, Wallara opened its fourth Café W at Monash University's Clayton campus, located in the vibrant Learning & Teaching Building. This café offers Supported Employees the chance to build confidence and work skills, while also

raising visibility of inclusive employment among Monash students, staff and visitors. Café W@Monash not only serves great coffee, it sparks daily conversations around inclusion, accessibility and opportunity.



Award-winning design with impact

In September 2024, Wallara and Monash University's groundbreaking Accessible Makervan was awarded the Good Design Australia Award for Social Impact.

Developed by inclusive technology researchers from Monash University's Faculty of Information Technology in collaboration with Wallara, the Makervan brings science, technology, engineering, arts and mathematics (STEAM) learning to life for people with intellectual disabilities through fun, flexible and inclusive experiences.

Fitted with accessible makerspace equipment – including a 3D printer, laser cutter and portable electronics – the mobile van travels between Wallara Learning & Lifestyle sites, enabling more people to engage in creative, hands-on learning.

See picture opposite.

Major partners: Together, we make a difference

At Wallara, strong partnerships are the foundation of our social impact and commercial success. Our major partners help us deliver high-quality services across logistics, land management, hospitality and employment – all while creating meaningful opportunities for people with disability to grow, work and thrive.

These relationships aren't just about business – they reflect a shared commitment to inclusion, purpose and community. Through social procurement, workplace inclusion, training programs and community initiatives, we're proud to recognise the organisations that help bring Wallara's mission to life every day.

We also extend our sincere thanks to the many suppliers, professionals and organisations who generously provide pro-bono or low-bono services. Your contribution amplifies our impact, strengthens our operations and helps us do more for the people and communities we serve.

- Adaptive Property Services
- Ahrens
- AquaMetro
- Centenary Park Golf Course
- Checkpoint Systems
- Citywide Service Solutions
- Clark St Coffee
- Frankston RSL
- HWL Ebsworth
- Kao Australia
- KE Optical
- Le Mans Entertainment
- Melbourne Event Group (MEG)
- Monash University
- Norden Conversions
- Pitcher Partners
- Princes Linen
- Programmed Property Services
- Southern Metropolitan Cemeteries Trust
- St Kilda Football Club
- Suburban Connect
- Tutt Bryant Group
- Urban Maintenance Systems
- Ventura Bus Lines
- Wintringham.



2024-25 Financial Statements

Statement of profit or loss and other comprehensive income

For the year ended 30 June	2025 \$	2024 \$
Revenue from contracts with customers	29,907,417	28,215,602
Other revenue	3,927,416	3,339,805
Other income	204,144	51,095
Total revenue	34,038,977	31,606,502
Administrative expenses	(218,514)	(152,525)
Bad & doubtful debts expenses	(98,556)	(11,214)
Contractor expenses	(376,556)	(374,698)
Depreciation & amortisation expenses	(1,819,038)	(1,703,545)
Employee benefits expenses	(26,015,393)	(25,597,634)
Finance costs	(294,866)	(303,503)
Fuel, light & power expenses	(168,370)	(152,350)
Information technology expenses	(657,896)	(565,968)
Property expenses	(1,019,137)	(1,037,970)
Transport expenses	(448,658)	(440,471)
Other expenses	(2,199,206)	(1,744,987)
Total expenses	(33,316,190)	(32,084,865)
Surplus/(deficit) for the year	722,787	(478,363)
Items that will not be reclassified to profit & loss		
Revaluation of land & buildings	912,617	-
Other comprehensive income for the year	912,617	-
Total comprehensive income	1,635,404	(478,363)

Statement of cash flows

For the year ended 30 June	2025 \$	2024 \$
Receipts from government departments	27,756,707	25,393,830
Receipts from customers, donations & non-government grants	9,399,204	8,645,733
Payments to suppliers & employees	(32,665,547)	(32,477,323)
Interest received	111,062	112,873
Finance costs	(294,866)	(303,503)
Net cash provided by operating activities	4,306,560	1,371,610
Proceeds from sale of property, plant & equipment	7,937	-
Payment for property, plant & equipment	(2,389,412)	(541,088)
Payment for financial assets	(440,563)	(2,273,755)
Net cash used in investing activities	(2,822,038)	(2,814,843)

Principal portion of lease payments	(1,222,379)	(1,093,209)
Net cash used in financing activities	(1,222,379)	(1,093,209)
Cash at beginning of the financial year	2,417,526	4,953,968
Net increase/(decrease)	262,143	(2,536,442)
Cash at end of financial year	2,679,669	2,417,526

Statement of financial position

As at 30 June	2025 \$	2024 \$
Current assets		
Cash & cash equivalents	2,679,669	2,417,526
Trade & other receivables	1,611,235	1,774,956
Inventories	40,067	52,520
Other assets	924,412	845,976
Total current assets	5,255,383	5,090,978
Non-current assets		
Other assets	555,441	512,033
Other financial assets	4,331,691	3,686,984
Property, plant & equipment	13,155,169	10,372,346
Lease assets	5,227,452	5,953,364
Total non-current assets	23,269,753	20,524,727
Total assets	28,525,136	25,615,705
Current liabilities		
Lease liabilities	1,287,962	1,162,993
Payables	1,774,702	656,016
Provisions	3,173,150	2,918,299
Other liabilities	604,563	81,623
Total current liabilities	6,840,377	4,818,931
Non-current liabilities		
Lease liabilities	4,682,860	5,448,351
Provisions	612,521	594,449
Total non-current liabilities	5,295,381	6,042,800
Total liabilities	12,135,758	10,861,731
Net assets	16,389,378	14,753,974
Equity		
Reserves	3,232,621	2,320,004
Accumulated surplus	13,156,757	12,433,970
Total equity	16,389,378	14,753,974



Wallara
Grow. Work. Explore. Live.

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