



Annual Report

2024 – 2025



Archbishop's Message

The last 12 months have seen meaningful progress for Identitywa and as I reflect on the achievements and challenges, I do so with deep gratitude for the dedication of the Identitywa workforce, the trust of the people and families you support and the strength of your shared purpose.

It was a privilege to attend the opening of three brand-new, purpose-built Identitywa homes and to bless the homes and the remarkable people living in them. These impressive homes set a new benchmark for accessible living. Your unwavering commitment to creating dignified, welcoming spaces for people with disability speaks volumes about your mission and the lives you're transforming.

Through your dedication to delivering person centred support, expanding access to housing and employment and fostering environments that uphold dignity and belonging, you are shaping a more inclusive future for our community.

This year marks a pivotal moment in Identitywa's journey. Behind the scenes, the organisation has been actively preparing for a significant transition to become a company limited by guarantee. This change represents more than a legal restructure, it signals the beginning of a new chapter,

one that represents a deepening of Identitywa's foundations, strengthening governance, ensuring long-term sustainability and reaffirms a commitment to delivering high-quality, person-centred support.

The foundation for this evolution has been laid and looking ahead, Identitywa does so with optimism and confidence and I wish to formally reaffirm my unwavering commitment to the organisation and its mission. As the Catholic Archbishop of Perth and sole member of the new company, I recognise the significance of this moment and I remain dedicated to supporting Identitywa's vision of a more inclusive and empowered future for people with disability and to upholding the values that have guided its work for decades.

I look forward to deepening our partnership as you continue to build communities that welcome, embrace and empower people of all abilities.

Thank you for your compassion and tireless service. I'm excited to see how your vision continues to shape the future of disability support. May the year ahead bring continued growth, renewed purpose and lasting change.

Yours sincerely in Christ,

Most Rev Timothy Costelloe SDB
Catholic Archbishop of Perth

We acknowledge the Traditional Owners of Country throughout Western Australia and recognise their continuing connection to land, waters and community. We pay our respects to them and their cultures and to Elders past, present and emerging.

Cover photo caption: Anthony attended the International Day of People with Disability with family, friends and Identitywa Support Workers

Chairperson's Report

At a planning day in April 2023, the Identitywa Board endorsed further investigations into transitioning Identitywa from an agency of the Catholic Archdiocese of Perth to an incorporated entity, a company limited by guarantee. In September of the same year, the Archbishop granted approval to proceed, emphasising the importance of ensuring that any future organisational structure continues to uphold our mission, legacy and Catholic identity.

Identitywa began in 1977 as a self-help group called Catholic Care, formed by families seeking a closer relationship between their children with disabilities and the Catholic Church. Catholic Care later became part of the Catholic Archdiocese of Perth and in 2001, the organisation was renamed Identitywa. From 31 August 2025, the organisation will operate as a company limited by guarantee under the name Identitywa Disability Services Limited.

This past year has marked an extraordinary chapter in Identitywa's journey as we implemented this transition. A Governance Transition Committee, supported by a working party, developed and executed a detailed plan. This included examining all facets of the organisation, drafting a Constitution and a Deed of Transfer and registering the new company with ASIC and the NDIS as a provider. Throughout the process, we were well supported by expert legal counsel, consultants and specialists who guided us through the many areas requiring careful consideration and resolution.

Importantly, the incorporation of a distinct Catholic identity and cultural obligations into the new Constitution and their operationalisation throughout the organisation, has given the Board great confidence that these vital aspects of our heritage will be preserved into the future.

This journey was intensive, often frustrating and at times exhausting but ultimately immensely satisfying. On behalf of the Board,

I express my heartfelt gratitude to all involved. This transition moves us toward a governance structure that is more agile and better suited to the size and complexity of Identitywa, both now and in the future.

Amidst the transition, the organisation continued its remarkable work with unwavering dedication. Recently, a paper on the Person-Centred Active Support (PCAS) Framework was tabled at a Board meeting. This program exemplifies the positive and transformative influence on our culture. PCAS practice is embedded across the organisation and further strengthened by the appointment of a Practice Lead Mentor. The Board acknowledges the outstanding achievements in this area and supports the continued planned improvements.

It would be remiss not to mention the increasing financial pressures Identitywa faces as a provider funded through the NDIS. This challenge is shared by many organisations across Australia. Nevertheless, our Board remains proactive in addressing the issue. I am confident that our Treasurer, working closely with the executive management team, will successfully navigate these challenging times and arrive at a robust, sustainable outcome.

Finally, I extend my sincere gratitude to everyone involved with Identitywa, from participants, families and carers to staff, executive management and our dedicated CEO, Marina Re. In closing, I thank our Board and share our collective excitement and energy as we look forward to the future growth and development of Identitywa Disability Services Limited.

Graeme Mander
Board Chairperson





CEO's Report

This year has been one of transformation and progress driven by our ongoing commitment to supporting participants and their families. With their needs at the heart of our services, we've continued to deliver high-quality supports, while laying the groundwork for an exciting new company structure. This development will enhance our governance and ensure long-term sustainability, positioning us to grow in the years ahead. It has only been possible with guidance from Archbishop Costelloe, the Identitywa Board and the significant contribution of the Transition Committee and Working Party who steered this complex process.

There have been many highlights this year and we are especially pleased to have welcomed a number of people into their new homes.

This together with our focus on ensuring a skilled and committed workforce are critical for supporting great outcomes for the people we support.

Throughout the year we have remained focussed on effectiveness and efficiency with regular audits and reviews helping us to identify and implement key operational improvements. Our drive for excellence is matched by the trust placed in us by participants and their families for which we are grateful.

Finally, I extend my heartfelt thanks to Graeme Mander and the Board for their steady guidance and support as we position ourselves for a strong and sustainable future.

Marina Re
Chief Executive Officer

Our Services

Our team supported over 340 people and their families to achieve what mattered most to them. During the 2024-2025 financial year, we made significant progress to further embed the Service Enhancement Strategy to improve participant and worker experience and outcomes.

We expanded our emerging leaders initiative to strengthen quality and consistency of support, build workforce capacity and provide career progression pathways for our workforce. Additionally, we completed a comprehensive workforce review across SIL to inform our operating model and enhance service consistency and quality of supports.

We continued to support new and existing participants and facilitated smooth transitions into their new homes. In line with our commitment to continuous improvement and safety, we introduced our electronic medication system to reduce medication errors and implemented our incident management system Iplannit, to streamline how participant information is stored and handled.



Person-Centred Active Support (PCAS)

We reinvigorated our commitment to active support this year with the introduction of the Practice Lead Mentor, whose role has been dedicated to the delivery of the person-centered active support Framework 2024 – 2026, a strategic plan that this year included key deliverables:

- introduction of competency-based Identitywa facilitated active support and practice leadership training and active support training refreshers for support workers
- development of tools and resources to guide best practice
- mentorship with Identitywa workers on best practice approaches
- incorporation of supported decision making into our housing strategy
- launching new initiatives to strengthen connection and communication by featuring Community of Practice, PCAS Pulse column and Practice Champion profiles in newsletters, to celebrate our workforce leading best practice for participants and families.

We welcomed back La Trobe University in 2024 as part of a research partnership with their Living with Disability Research Centre. Now in our eighth year participating in La Trobe's national longitudinal research study, we have made measurable improvements in the quality of our services, notably:

- we increased participant engagement to 43 minutes per hour, 16% higher than the national average
- we had a significant improvement in the quality of our practice leadership with an increase of 12.5% – 37.5% across the five tasks, scoring above the national average
- achieved a 79% worker satisfaction rate demonstrating we have a workforce passionate about providing excellent active support.

Workforce and culture insights

During the last financial year, 58% of the workforce (334 workers) participated in the annual staff workforce and culture survey, offering valuable insights into worker engagement, wellbeing and organisational culture. These results reflect a strong sense of connection and alignment with our values with 85% of respondents reporting high levels of engagement and 75% of workers affirming they are 'Living our Values'.

Key strengths identified included teamwork, role clarity, emotional wellbeing support, respectful supervision and a culture of inclusion and safety. Areas for improvement were highlighted as Communication, Career Progression and Recognition. These findings will inform our strategic focus as we continue to foster a thriving, inclusive workplace. Staff turnover for the year stood at 27%.

Housing strategy

Aligned with our 2020-2025 Strategic Plan, a key priority was the development of new purpose-built accessible housing for the people we support. This collaboration with third party investors and the WA state government, has enhanced our housing footprint.

Identitywa continued to work closely with participants and families ensuring their needs, experiences and ideas were central to the design process. Their valuable insights were crucial for developing housing that is not only functional but tailored to the unique requirements of the people living in them, promoting choice, independence and dignity. Every home integrates smart technology and energy efficient systems with accessible features, for inclusive living.

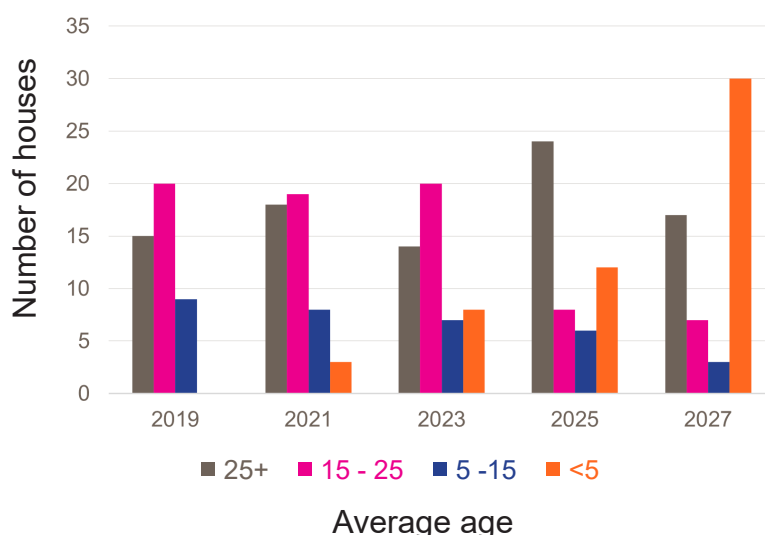
Identitywa has made significant progress in this area and during the last financial year, saw the completion of seven new homes for 22 people, representing an important milestone in creating housing opportunities that reflect dignity and belonging. The homes are located in East Cannington, Ferndale and Balcatta.



One of the new houses was the first high physical support home built by Identitywa and is now home to four men, all of whom have had a long-term connection with the organisation. The homes were built by the family of one of the men who now lives there and incorporate many passive solar features in addition to being comfortable and secure.

Since 2019, Identitywa has successfully delivered 16 new homes for over forty people, with an additional 17 homes due for completion by the end of 2026.

Housing age by year



Allied Health and Therapy Services

Our Allied Health and Therapy Services team continued to deliver quality, person-centred therapeutic supports that made a real difference to the lives of participants. Comprising experienced nurses, occupational therapists, speech pathologists and physiotherapists, our multidisciplinary team worked collaboratively with participants, families, support staff and other providers, to deliver tailored, evidence-based care that supported people to achieve their individual goals and enhance wellbeing.

The team has supported participants across abilities to build independence, improve communication, enjoy safe mealtimes, increase mobility and manage complex health needs. Through in-home and community-based support, our focus centred on empowering participants to enhance their participation and quality of life.

Our multidisciplinary team remained dedicated to delivering flexible, responsive care that met the unique needs of each person we support. We are proud of the progress our participants have made and of the professional care our team continues to provide. The team looks forward to their continued role in supporting best outcomes for participants through collaboration, expertise and compassion.

Work Health and Safety

The past twelve months have seen the successful implementation of a range of innovative technology-driven initiatives to enhance safety for participants and workers. In November 2024 we expanded the scope of our incident management system to include hazard management and in February 2025

we completed our workplace inspections using the digital platform Survey Monkey. Workers reported that both initiatives were user friendly and time efficient, with a significant rise in monthly hazard reports and improved completion rates for workplace inspections.

Participant Reference Group (PRG)

The PRG continued to provide valuable insights from lived experience to inform and improve services. The group included six participants who meet five times during the year to engage in discussions spanning a range of topics.

The meetings provided a consistent, supportive forum that empowered members to share experiences, offer feedback, learn new information and engage in discussions that promoted personal development, community participation and person-centred support.

Some areas covered over the past twelve months included cyber safety, effective meeting participation guidance, enhancing community engagement, medication administration, self-advocacy training, person-centred active support and rostering. Members also provided valuable reviews of easy read documents. In addition, members gave their opinions on our housing plan, sharing personal preferences and goals in relation to housing and living arrangements, as well as valuable reflections on what's working well and identifying areas for improvement.

The meetings have been highly engaging with participants actively contributing and benefiting from shared learning and collaboration.

Quality and Compliance highlights

Internal Audits

We successfully completed all scheduled internal audits, as well as several ad hoc audits, on time and to a high standard. The insights and recommendations from these audits have been instrumental in driving continuous improvements across our documentation and processes.

National Catholic Safeguarding Standards Audit

Our participation in the Catholic Archdiocese of Perth's inaugural audit of its implementation of the National Catholic Safeguarding Standards (NCSS) resulted in very positive feedback and enabled the Quality and Compliance Team to review our policies and procedures to ensure compliance with the NCSS, including updating the Safeguarding Children and Young People Policy and related procedure.

Feedback

In line with our commitment to continuous improvement, we provided feedback opportunities to participants, families and workers through the annual Family and Carer Survey and in 2024, introduced a survey designed specifically for participants. Survey results indicated that families were satisfied with Identitywa and would recommend our services. Many of the areas surveyed demonstrated an improvement compared to the previous year.

"My son has been with this service for over 10 years and I'm extremely happy with them more importantly my son loves!!! Going to visit [Riverton] respite."

"Excellent support on all aspects with empathy and technical knowledge."

"I would most certainly recommend Identitywa to family and friends. Identitywa is a very professional organisation."

"Peace of mind that Identitywa will always do the right thing. Understanding of NDIS. Is very forward thinking."



Participants and families share their experience

2024 saw the launch of a survey to gather feedback from participants and families transitioning into Identitywa homes. First-year results showed overwhelmingly positive responses with no reports of dissatisfaction.

"Very smooth moving in process. Efficiently organised."

"We were assisted in every way."

"The transition to Identitywa was made as easy as possible with loads of support offered to me in organising my sister's affairs."

"Both of our children were included in all the decisions about the home and their views and wishes considered."

"The professional standard of staff has been fantastic and they keep us up to date on what is happening in the house. Their willingness to help us with transport arrangements etc. is really appreciated."

"I am extremely grateful for the care and service you provide for my son."

Celebrating our outstanding colleagues

Our Employee Excellence Awards provided the platform to recognise and celebrate outstanding workers who consistently go above and beyond in their role. Nominations were submitted by participants, families, colleagues and the Identitywa community and in November 2024 we gathered to honour the recipients. We also recognised our long serving employees for their dedicated years of service.

Employee Excellence Award Recipients

Above and Beyond Award

- Noelle Cox
- Jake Gugliotta
- Luis Lozano
- Nina MacDonald
- Sharon Mok
- Janine Moore
- Doreen Nkonge
- Mittal Patel
- Natasha Reeves
- Brooke Smith
- Joanne Smith
- Janine Tynan
- Jakim Visitacion
- Thomas Voigtlander
- Troy Wilkinson
- Callison B Team
- Ivanhoe A Team
- Keymer Team
- Shakespeare Team
- Transition Team of Alex

Quiet Achiever Award

- Angela Bamford
- Ben Cottam
- Deborah Delcasale
- Rinzin Dorji
- Judith Ellis
- Rachel Li Liong
- Hellen Ligor
- Nidhi Patel
- Shelly Sapkota
- Gavin Slater
- Denise Slattery
- Gail Wilkinson
- Housing Team
- Quality & Compliance Team

Aspiring Leader Award

- Pramila Bhusal
- Dante Torres
- Jakim Visitacion

CEO Award

- Wendy Cox

10 years of service

- Angela Bamford
- Naomi Peace
- Aubrey Pfumojena
- Shizuka Reece
- Mary Sarota
- James Shelton
- Wati Widyawati

20 years of service

- Kristina Kotua

30 years of service

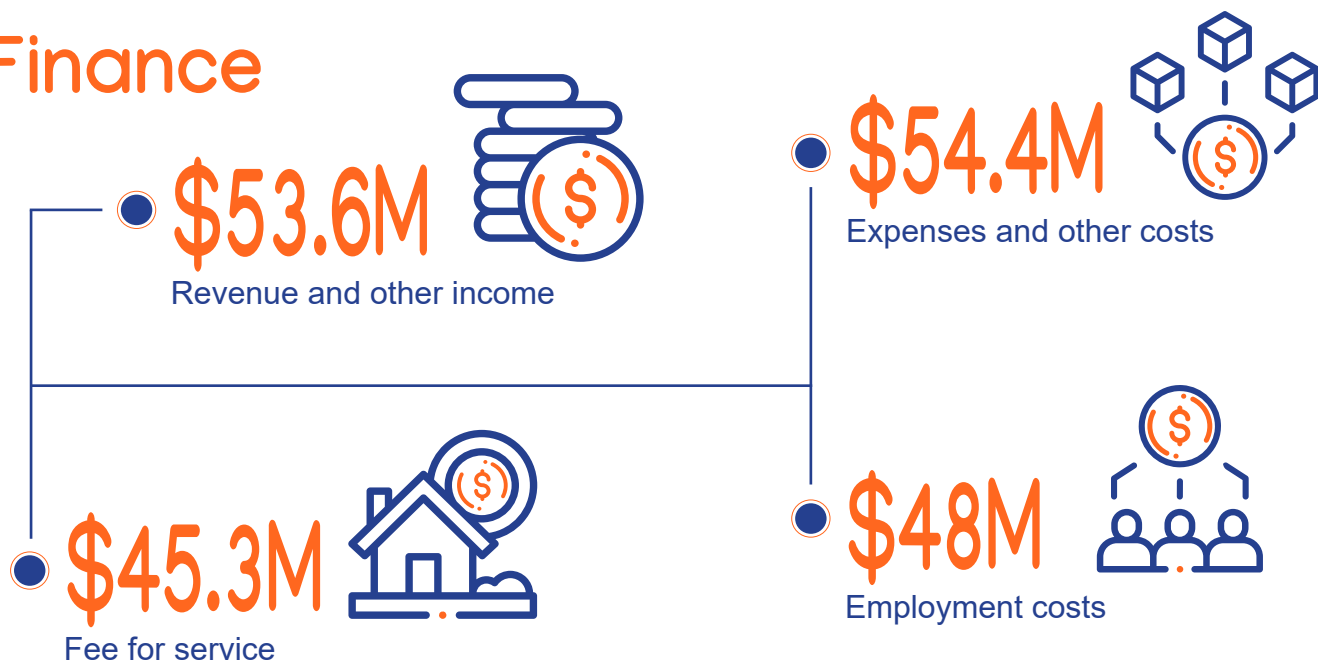
- Susan White



Our People



Finance



Revenue

Fee for service	\$45,259,566
Grants received	\$2,133,851
Direct care services income	\$4,486,951
Interest income	\$1,500,932
Other income	\$238,274
Total revenue	\$53,619,574

Fee for service

WA Department of Health	\$11,735
Department of Communities	\$61,781
National Disability Insurance Scheme	\$45,186,050
Total fee for service	\$45,259,566

Expenses

Depreciation	\$899,028
Operating expenses	\$1,636,071
Property rental and maintenance expenses	\$903,380
Employment costs	\$47,979,003
Interest expenses	\$312,312
Other expenses	\$2,670,975
Total expenses	\$54,400,769

Employment costs

Salaries	\$37,700,997
Leave	\$3,788,343
Superannuation	\$4,370,781
Workers Compensation	\$1,358,403
Training and other	\$760,479
Total employment costs	\$47,979,003





Our partners



Contact us

-  (08) 9474 3303
-  admin@identitywa.com.au
-  www.identitywa.com.au
-  PO Box 278 Leederville WA 6902



Identitywa Northbridge Office
61 Fitzgerald Street Northbridge WA 6003

Identitywa North
Unit 5/14 Halley Road Balcatta WA 6021

Identitywa South
Unit 2/35 Tamara Drive Cockburn WA 6164