

A photograph of a family hiking on a dirt path through a forest. In the foreground, a child in a green and white striped shirt and a blue hat with a Union Jack is walking away from the camera. Next to them is a child in a purple dress and a pink hat. In front of them is an adult in an orange shirt and a black backpack. Further ahead on the path, another person is visible. The path is surrounded by green foliage and trees.

Extended Families

20 ANNUAL
26 REPORT

CONTENTS

OUR PEOPLE	3
PRESIDENT’S REPORT	4
CEO’S REPORT	5
TREASURER’S REPORT	6
FINANCES	7
SERVICES	10



OUR PEOPLE

Committee of Management

President	Katherine Shamai
Vice-President	Steve Hambleton (joined 10/25)
Treasurer	Michael Louis
Secretary	Graeme West (CEO) acting as Secretary
Members	Peter Ernst-Russell
	Mei Wu
	Anthony Privitelli
	Maureen Matute (joined 10/25)
	Stefanie Sowman (joined 2/26)
	Dianne Pham (resigned 3/26)

Management Team

Chief Executive Officer	Graeme West
Chief Operations Officer	Nicole Leathem (resigned 2/26)
Chief Financial Officer	Jay Kodithuwakku
Support Coordination Manager	Rosemary Nicholls
Development Manager	Julia Klieber (resigned 11/25)
Plan Management Leader	Roz Talib
LinC Manager	Cheryl Chen
Quality and Compliance Officer	Jess Jones
HR and Data Officer	Cindy Cheng

Financial Auditor

Mitchell Wilson and Partners, Chartered Accountants Malvern

PRESIDENT'S REPORT

I'm pleased to present the President's Report for Extended Families Australia for FY26.



FY26 has been a year of consolidation, stability and steady progress for Extended Families Australia. Against a backdrop of continued uncertainty across the disability sector, we have strengthened our foundations and improved our organisational performance. While financial pressures remain a reality for many providers, it was encouraging to finish the year with only a small deficit. This outcome reflects disciplined financial management, and it also demonstrates the commitment of our staff and leadership team to ensuring the long-term sustainability of our organisation.

The broader disability sector continues to navigate significant reforms and ongoing policy change. While many of the outcomes and impacts of these reforms are still emerging, Extended Families Australia has remained proactive in responding to challenges and positioning itself to take advantage of opportunities. Our ability to adapt, evolve and maintain a clear focus on the needs of people with disability and their families will continue to be one of our greatest strengths.

I have been continually impressed by the resilience, adaptability and commitment shown by our management team throughout the year. The year also saw some important changes within our senior leadership group. On behalf of the Committee of Management, I would like to thank both Julia and Nicole for their valuable contributions to Extended Families Australia and wish them every success in the future.

I extend my sincere thanks to our staff, volunteers, leadership team and Committee of Management for their dedication and contribution throughout FY26. Their passion, expertise and commitment to our purpose remain at the heart of Extended Families Australia. While challenges remain across the disability sector, I am confident that the progress made during FY26 has positioned us well for the future. Together, we are building a stronger, more sustainable organisation that will continue to make a positive difference in the lives of people with disability and their families.

Katherine Shamaï
Chairperson

CEO'S REPORT

FY26 has been a year of stabilisation, improved performance, and renewed confidence for Extended Families. While the disability sector continues to experience significant reform and ongoing uncertainty, it was pleasing to see the organisation finish the year with only a small deficit which is a big turnaround from last year. This result reflects the dedication and hard work of our team, prudent cost management, and a strong focus on improving and diversifying income. As sector reforms continue to unfold, we know that effectively adapting to change, addressing challenges, and taking advantage of new opportunities will remain critical to our future success.



On the people side of the organisation, we maintained strong staff engagement and continued to provide quality supervision, support, and professional development to our team. Investing in our people has delivered important benefits, helping us retain a committed workforce that remains focused on delivering the best possible outcomes for people with disability and their families.

During the year, we successfully completed a mid-term NDIS audit and achieved a fully conforming result against the NDIS Practice Standards. This outcome reflects the high-quality work undertaken across the organisation and our ongoing commitment to quality, compliance, and continuous improvement.

The year also brought some significant staffing changes. We said goodbye to two valued senior staff members who moved on to pursue new opportunities. I would like to sincerely thank Julia Klieber and Nicole Leatham for their valuable contributions to Extended Families and the positive impact they made during their time with us. Their departures also created opportunities for others within the organisation to step into more senior roles, utilise their skills and experience, and contribute in new ways. It has been pleasing to see people embrace these opportunities and continue to strengthen our leadership capability.

Looking externally, disability sector reforms have continued to create both challenges and uncertainty. NDIS pricing arrangements again provided no relief for our Plan Management and Support Coordination services, with no price increase in these areas for six years. As a result, we have remained focused on improving efficiency while continuing to deliver the quality services that participants depend on. We await the substantial transformation that will impact Support Co-ordination and Plan Management that is being progressed through disability sector reforms.

I would like to thank our staff, volunteers, and Committee of Management for their continued commitment and support throughout the year. Despite the ongoing sustainability challenges facing our sector, the dedication shown across the organisation has enabled us to achieve improved outcomes and position Extended Families sustainably for the future. I thank the Committee of Management for their guidance and support during the year. We have made important progress and established a solid foundation for continued growth, stability, and high-quality service delivery for the people and communities we support.

Graeme West.
CEO



TREASURER'S REPORT

I am pleased to present the financial results for the year ended 30 June 2026 (FY2026).

FY2026 was a year of significant financial improvement for Extended Families Australia and represents an important step towards restoring the organisation's long-term sustainability. While the operating environment remained challenging, particularly given ongoing NDIS reforms, static pricing arrangements and increasing costs across the sector, the organisation achieved a substantial turnaround in its financial performance. The accounting result improved from a loss of \$855,942 in FY2025 to a much smaller loss of \$87,253 in FY2026, an improvement of almost \$768,000 year-on-year. This FY2026 result was achieved after recognising \$52,181.37 in project-related expenses (Business Central implementation), highlighting an even stronger underlying operating performance.

This result was achieved through a combination of prudent financial management, disciplined cost control and a strong organisational focus on growing revenue. Management and staff worked collaboratively throughout the year to identify efficiencies, strengthen financial oversight and improve business performance, while continuing to maintain high-quality services for participants and families. Pleasingly, this improvement was achieved without compromising our commitment to quality outcomes and person-centred support.

The financial turnaround reflects the considerable effort undertaken across the organisation to improve sustainability and position Extended Families for future success. While challenges remain, particularly in relation to the ongoing lack of NDIS price increases for Support Coordination and Plan Management services, the FY2026 result demonstrates that the organisation is moving in a positive direction and is better placed to respond to future sector changes and opportunities.

Our 2026 financial year performance points to note include:

- Accounting loss of \$87,253 (with IT project cost)
- Operating loss of \$35,072
- Total Income increased by 6.61% compared to last year
- Total expenses decreased by 6.85% compared to last year
- The net asset position was \$869,836 as at 30 June 2026, which translated to a decrease of 9.12% from last year's net asset position.

While the organisation recorded a small deficit in FY2026, the significant improvement in the result is encouraging and provides confidence that the strategies implemented during the year are delivering positive outcomes. Continued attention to financial sustainability, service growth and operational efficiency will remain key priorities as we work to further strengthen our financial position in an uncertain operating environment.

On behalf of the Committee of Management, I would like to acknowledge the efforts of the CEO, CFO and management team and staff in achieving this improved financial outcome. I also thank my fellow Committee members for their oversight and governance throughout the year, and our Finance team for their ongoing diligence and commitment.

We extend our sincere thanks to our financial auditors, Mitchell Wilson, for their professionalism, advice and continued support throughout the year. For more details on the financial position of Extended Families Australia, please refer to the Audited Financial Report.

Michael Louis
Treasurer

FINANCES

Extended Families Australia Inc

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2026

	Note	2026 \$	2025 \$
Revenue	4		
Receipts from grants and services		5,776,436	5,411,959
Revenue from other sources			
Donations		-	3,830
Other revenue from other sources		72,777	70,766
Total Revenue from other sources		72,777	74,596
Total Revenue		5,849,213	5,486,555
Gross profit		5,849,213	5,486,555
Finance income	5	47,121	66,212
Other income	4	1,572	16,484
Expenses			
Administration expenses		(360,044)	(308,684)
Auditor remuneration		(6,631)	(6,250)
Depreciations		(6,449)	(14,347)
Rental expenses		(39,809)	(33,244)
Occupancy expenses		(3,875)	(3,230)
Group activities expenses		(60,574)	(25,839)
Staff expenses		(5,507,777)	(6,031,212)
Volunteer expenses		-	(2,387)
Total Expenses		(5,985,159)	(6,425,193)
Income tax		-	-
Profit (loss) for the year		(87,253)	(855,942)
Total comprehensive income for the year		(87,253)	(855,942)

Statement of financial position

As at 30 June 2026

	Note	2026 \$	2025 \$
Assets			
Current assets			
Cash and cash equivalents	6	1,388,881	1,508,155
Trade and other receivables	7	244,654	232,520
Other assets	9	38,130	30,207
Total current assets		1,671,665	1,770,882
Non-current assets			
Trade and other receivables	7	1,887	1,887
Property, plant and equipment	8	2,165	5,616
Total non-current assets		4,052	7,503
Total assets		1,675,717	1,778,385
Liabilities			
Current liabilities			
Trade and other payables	10	420,967	298,300
Contract liabilities	11	52,898	108,115
Provisions	12	267,274	284,904
Employee benefits	13	17,172	96,873
Total current liabilities		758,311	788,192
Non-current liabilities			
Provisions	12	47,570	33,104
Total liabilities		805,881	821,296
Net assets		869,836	957,089
Equity			
Retained earnings		869,836	957,089

Extended Families Australia Inc

Statement of changes in equity

For the year ended 30 June 2026

2025	Note	Revaluation surplus \$	Retained earnings \$	Total \$	Total equity \$
Opening balance		8,145	1,813,031	1,821,176	1,821,176
Profit/(Loss) for the year		(8,145)	(855,942)	(864,087)	(864,087)
Closing balance		-	957,089	957,089	957,089

2026	Note	Revaluation surplus \$	Retained earnings \$	Total \$	Total equity \$
Opening balance		-	957,089	957,089	957,089
Profit/(Loss) for the year		-	(87,253)	(87,253)	(87,253)
Closing balance		-	869,836	869,836	869,836

*For a complete copy of our Audited Financial Statement including the accompanying notes that form part of these financial statements please send a request to Extended Families by emailing info@extendedfamilies.org.au

SERVICES



SUPPORT COORDINATION

Helping people get the most from their NDIS plan.

We support participants to understand the NDIS, find the right services, and build a plan that works for them.

Our experienced team:

- Connects participants with local providers
- Builds personalised support plans based on goals
- Helps manage NDIS budgets and funding
- Supports progress checks and plan reviews
- Provides extra help in times of crisis
- Builds skills for independence and self-advocacy

We work alongside participants and their families, making the NDIS simpler and more manageable.

Funding: NDIS



PLAN MANAGEMENT

Taking the stress out of NDIS finances.

We look after the financial side of NDIS plans, so participants can focus on their goals.

Our friendly and experienced team:

- Pays invoices quickly and reliably
- Tracks budgets and keeps participants informed
- Provides easy, real-time access to funding information
- Supports participants to understand and use their plan well
- Is accessible to people from diverse backgrounds, with multilingual staff available

We make NDIS Plan Management simple, supportive, and personal - giving participants choice, control, and peace of mind.

Funding: NDIS



LINC- LINKING, INCLUDING, CONNECTING

Personalised support for skills, confidence, and connection.

LinC helps participants build independence and feel more connected to their community.

Our workers provide one-on-one support to:

- Build everyday life skills
- Work towards therapy or personal goals
- Increase confidence in the community
- Support social connection and belonging

Every person's support is aligned with their needs, interests, and goals to facilitate learning, growth and independence.

Funding: NDIS and DFFH



SOCIAL, INCLUSION AND CAPACITY BUILDING GROUPS

● My Time Parent Support & Play Groups

Connection and support for Vietnamese and Chinese families.

MyTime brings together parents and carers raising children with disabilities or chronic health conditions to connect, share, and recharge.

In a relaxed and welcoming space, parents can:

- Meet others who understand their journey
- Share experiences and ideas
- Take part in workshops and activities for their well-being
- Build friendships and a support network

Groups are run in Vietnamese and Chinese in: Springvale · Forest Hill · Deer Park · Point Cook

Take time for yourself, connect with others, and feel supported.

● Volunteer Mentoring

Friendship, connection, and confidence for young people.

Supporting children and young people with disabilities to build skills, try new things, and connect with their community.

Through regular outings and activities, mentors help participants:

- Build confidence and independence
- Explore hobbies and interests
- Develop social skills and routines
- Form genuine friendships outside of family
- Have fun in a safe and supportive environment

Volunteer Mentoring also gives parents and carers valuable time to recharge, knowing their loved one is safe, engaged, and supported.

● Join In (Tham Gia South / TGS)

Fun, friendship, and connection for young people and families.

Join In brings together culturally diverse young people with disabilities and their families to share new experiences, build skills, and connect with others in the community.

Led by Extended Families staff and supported by trained volunteer mentors, activities are designed to:

- Encourage friendships and social connection
- Create fun and inclusive experiences
- Build confidence and new skills
- Support the whole family to feel connected and included

It's about community, inclusion, and creating meaningful moments — together.

● Explorer (Young Adults)

Exploring new places, building new skills.

A social program for culturally diverse young adults with disabilities to get out, try new things, and connect with others.

Led by Extended Families staff and supported by trained volunteer mentors, Explorer helps participants:

- Visit local attractions and explore new experiences
- Build confidence and independence
- Spend time with peers in a supportive group
- Develop social skills away from family

It's about fun, friendship, and learning through shared adventures.

Funding: DFFH and Government Grants

ExtendABLE

ExtendABLE is an online social inclusion program helping participants stay connected, build friendships, and reduce isolation through fun and supportive online groups. It's a flexible way to stay social, build skills, and be part of a welcoming community — from anywhere.

Online Connection. Real Community.



PROJECTS

We work with community partners to design and deliver innovative programs to support people with disabilities - guided by real-world insights and action-based research.

Many of our projects begin with grant funding and grow into long-term programs that promote inclusion and meet unmet needs in the community.

Creating Inclusive Solutions, Together.



BRIDGE TO RIGHTS**Building knowledge, confidence and self-advocacy.**

Bridge to Rights supports culturally and linguistically diverse youth with disabilities and Vietnamese Carers to better understand their rights, speak up for themselves, and take greater control over their lives.

Through workshops, resources, and one-on-one support, participants learn about:

- Their rights under the NDIS and other services
- Building independence and decision-making skills
- Speaking up and self-advocacy skills
- Staying safe and knowing where to get help
- Setting goals and making choices

Bridge to Rights is about building skills, confidence, and knowledge — so participants and families feel empowered, informed, and heard.

Funding: NDIS Quality & Safeguards Commission

SUPPORT FOR CARERS

● **Rebalance**

Your needs matter. Let us support you.

If you care for a young person with a disability, our Carer Wellbeing & Respite Program, Rebalance, is here to support your wellbeing. Apply for flexible funding to access services that help you recharge - whether it's for health, respite, work, education, or overall wellbeing.

● **VƯỜN CAO (VC)**

Connection and support for young carers.

VƯỜN CAO is a program for young people who help care for a family member with a disability.

Funded by the Support for Carers Program, VC gives young carers a chance to:

- Take a break from their caring role
- Meet others in similar situations

- Have fun and try new things
- Build confidence and find their voice
- Feel connected and supported

Small groups meet monthly for community outings and activities, supported by both male and female facilitators.

Most activities take place in Melbourne's west or CBD, with meeting points in Brimbank.

Funding: DFFH

2026 ANNUAL REPORT



Suite 1, 95 Bell Street Coburg Victoria 3058

Phone: 03 9355 8848

Fax: 03 9354 9404

Web: extendedfamilies.org.au

Facebook: @Extended.Families

Instagram: @extendedfamilies