

INTELIFE IMPACT.

23/24



Intelife
Enabling independence

OUR VISION

An inclusive society where all people are valued and respected and treated as equal citizens.

OUR MISSION

To give people with disabilities access to purpose-driven work, social belonging and independence.

Intelife is a social enterprise dedicated to empowering individuals with disabilities; enabling them to lead fulfilling lives. We are committed to offering innovative solutions for job opportunities and supporting pathways to open employment, fostering a sense of belonging and enabling independence.

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DISCOVER INTELIFE

With a focus on creating employment opportunities for their children with disabilities upon leaving school, a group of parents formed Intelife (formerly Intework) in 1991. This initially started with a team of seven individuals, providing activities and work opportunities to 24 school leavers. Since then, the organisation has continued to evolve.

Today Intelife offers an extensive range of programs and services, tailored to provide real choice and flexibility, supporting people to achieve their goals and dreams, enabling independence.

As the sector evolves so too does Intelife and the opportunities we offer to people with disabilities. With a committed focus on increasing pathways to open employment and expanding the foundational skills of our participants, the future is bright.

The Intelife Group is a social enterprise operating under a hybrid structure, where our for-profit commercial businesses support our purposeful work empowering people with disabilities.

Our unique model allows innovation and flexibility, and a true sense of purpose across all areas of the business. Engaging with us makes a real and impactful difference.



CHAIRMAN'S REPORT

I am delighted and honoured to present Intelife's 2023-2024 Annual Report.

The past financial year has been a busy period for the Board, the Executive and the CEO Paul Fleay in his first year with Intelife. I am very proud of the commitment and hard work put in by all of Intelife's commercial services and disability support workforce, supporting our participants and supported employees and not losing sight of our mission and purpose to deliver high quality focused services and support to people living with a disability.

It has been a pleasure to work with Paul in his first year as CEO. Paul's enthusiasm is palpable and his commitment to improving the lives of people living with a disability is pervasive and a credit to him. Paul has embraced the role and immersed himself in the organisation, showing strong and effective leadership and taking an outward facing approach to raising Intelife's profile, promoting Intelife as a leading disability provider of Support Services including lifeskills and a range of supported employment services. On behalf of the Board, thank you.

Our strategic plan continues to progress and focus on enabling independence for people living with a disability. The Executive Team's drive to lead and support continuous service improvement, retaining and building a highly engaged workforce and culture across the organisation, is made all the more possible due to a dedicated workforce willing to embrace change and support participants to live their best lives enabling choice and independence. On behalf of the Board of Directors, a huge vote of thanks and appreciation to all.

Intelife's ongoing financial sustainability has been supported by the improved financial performance and contributions from Intelife's commercial services - Intelife Cleaning, Twinkarri and Westland Works collectively providing valuable alternative revenue to NDIS funding.

The end of financial result realised a consolidated deficit of \$566k, a significant improvement from the previous year's loss of \$1.6m, and this is despite loss of workdays due to prolonged fire bans and the extreme summer heat impacting operations. Improvements in operating and financial performance across all commercial and support services is set to continue in the coming year with the ultimate beneficiaries being the participants and supported employees to whom we are privileged to support.

The year saw Director Chris Howe resign from the Board. On behalf of the Board of Directors and Executive team, I extend our heartfelt thanks for his guidance, contribution and commitment to Intelife during his time on the Board.

We are pleased to announce that three new Directors will soon join the Board. Katie Williams, Ian Rathborne and Peter Schneider will be welcomed onto the Board at this year's AGM. They bring a wide range of skills and extensive experience and are welcomed additions to the Board.

I also want to thank the Board of Directors for their ongoing and selfless commitment of time, leadership, guidance and expertise in driving a positive culture and staying focused to achieving our purpose supporting people with a disability to live their best life.

And finally, I would like to announce that I will be stepping down as the Chair of Intelife after nine years on the Board and seven years in the role at this year's AGM. It has been a privilege and honour to lead a high functioning, highly skilled and professional Board of Directors and to work with a like minded highly skilled, professional and committed Executive team, ably lead by Paul Fleay. I am pleased to also advise that fellow Board Director Kristen Turnbull will assume the role of Chair in 2025.

I remain humbled at what Intelife has achieved over the years and remain a committed patron into the future.

Zenith Zeeman, Board Chair

BOARD GOVERNANCE



Zenith Zeeman
Board Chair, BSc, MBA, GAICD

Zenith is a non-executive director with over 20 years of senior management experience in mental health and aged care. A registered nurse with a Bachelor of Science, an MBA, and a Graduate of the Australian Institute of Company Directors, Zenith is a dedicated leader committed to quality, person-centred care.



Simon Rear
Deputy board chair, LLB BA, GradDipAppFin (Sec Inst)

Simon is a Corporate/M&A Partner at Gilbert + Tobin in Perth, specializing in corporate advisory, M&A, and equity capital markets in Australia and the UK. He provides expert advice on takeovers, mergers, IPOs, and corporate governance. Simon also advises on fundraising, rights issues, and placements for issuers and underwriters.



Kristen Turnbull
GAICD, Executive MBA, BA Journalism

Kristen is an executive and non-executive director with 10+ years in commercial management. She founded CoreData WA, serving as deputy managing director of CoreData Group. A 2022 Business News 40 under 40 Award recipient, she focuses on business performance through data insights.



Stuart Jenner
BSc, MBA, GradDipMgt, PCC, FAIM

Stuart, General Manager of Capability & Culture at Gold Road Resources, is an executive coach with 20+ years in leadership across Defence, Government, and Mining. He earned the Governor's Award for Excellence as an RAAF Officer and has five children with his wife, Amber, including a daughter with special needs.



George Nichols
FAC chair

George has over 20 years of finance experience across telecommunications, resources, and agriculture sectors. He has expertise in financial control, strategic planning, M&A, debt and capital markets, taxation, risk management, and company secretary roles. George is a qualified member of the Chartered Accountants and the Governance Institute of Australia.



David Baughen
Chartered Engineer BSc, MSc, MICE MIMStructE

David has over 40 years of experience in engineering and project management within the energy and resources sectors. With 20 years as a Company Director and 11 as Managing Director, he now focuses on coaching and mentoring in leadership development, project delivery, strategy, and organisational change during his semi-retirement.



Chris How

Chris has over 20 years of senior management experience across various sectors, including his recent role as Chief Operating Officer at Bethanie. An active leader in health and community services, he has served on multiple industry boards, including as National Director of LASA. Chris holds degrees in Science, Health Management, and a Master's in Health Care Administration.

A MESSAGE FROM THE CEO

This past financial year, 2023-2024, was my first with Intelife. It has been a great honour and privilege to get to know so many wonderful people.

People we support who have dreams, goals and ambitions to live a rich life; staff who care so deeply about the work we are doing and external organisations who support Intelife and our mission by engaging with us.

At an operational level our Lifeskills and Supported Employment teams care deeply about success for people we support. They are constantly striving for new and innovative methods, and I commend them for their dedication.

While our people are fantastic, it will come as no great surprise to anyone to hear me say that, despite the good work we already do, Intelife needs to keep evolving how we work. Our focus group feedback and surveys indicate incredibly high levels of satisfaction from all people we support – both in our Lifeskills program and Supported Employment – however we know

that we can offer more. We need to develop more employment opportunities; we need to develop pathways to open employment, and we need to find more ways to develop the skills and experiences of all people who choose to get support from our organisation.

It's an exciting journey and everyone I have spoken to throughout the year has been energised to get underway!

Another area that has impressed me in my first year, is our social enterprise commercial services. I knew little of our commercial operations when I began but, much like the direct support areas of our business, our commercial team are incredibly passionate, dedicated and driven to add value to Intelife. There is much potential within the team and wider model of operation.

I would like to thank the Executive Team - Jennifer, Anne, Andrea

and Brendan – for their support, guidance and wisdom throughout the year. Finally, I would like to thank the Board, so wonderfully lead by Zenith. The Board have exhibited the perfect balance of support and challenge. Always holding us to account but ensuring all in the organisation know they are on the journey with us.

Throughout the last 12 months, like any year, there has been the occasional challenge – but it's been exciting and energising. I for one can't wait to keep going on the path we have begun together.

Paul Fleay, Chief Executive Officer



SNAPSHOT OF SUCCESS

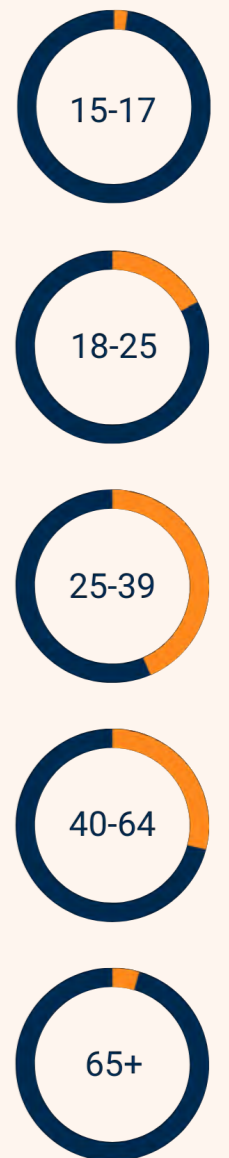
The 2023/2024 financial year was one of change and growth for Intelife.



PARTICIPANT GENDER BREAKDOWN



PARTICIPANT AGE PROFILE



+ Had more meaningful conversations
And planned for a bright future.





OUR WORK

Employment is one of the keys to living a rich fulfilling life. It's an opportunity to develop skills, build connections, and contribute to something larger than oneself. Through work, we gain personal growth, financial independence, a sense of purpose and the pride of achieving goals.

This year, we achieved an 85% client retention rate, reflecting strong service quality and customer satisfaction; with key milestones including the hiring of our first female Protection Officer in July 2023, relocating to the Belmont hub, and securing an extension of our WAPOL cleaning contract through 2025.

In the coming years we will continue to develop and add to our employment offering, ensuring our Supported Employment model is contemporary and reflective of the work and careers people with a disability want to do.

101 CLIENTS		383 EMPLOYEES		177,630 HOURS WORKED	
73,649 HOURS WORKED	INTELIFE WORK		31,968 HOURS WORKED	WESTLAND WORKS	
	CONTRACTS	31		CLIENTS	18
	EMPLOYEES	149	EMPLOYEES	33	
8,798 HOURS WORKED	TWINKARRI		63,247 HOURS WORKED	CLEANING	
	LGA CLIENTS	33		CONTRACTS	33
	OPERATORS	3	EMPLOYEES	125	

SUPPORTED EMPLOYMENT

Intelife employs over 140 people with a disability in purposeful roles – cleaning, gardening, packaging, general maintenance and office administration. Recent satisfaction surveys attest to the benefit our employees get from the work they do – with client satisfaction surveys affirming the high quality of that work.

Intelife's Supported Employment Program empowers people with disabilities to build skills, gain valuable experience, and receive continuous training to succeed in the workforce.

We offer hands-on work experience, specialised training, community-based employment and small work crews, helping supported employees engage in real work and social settings while fostering inclusive communities.

The advantage to businesses engaging with Supported Employment providers and employing people with disabilities are wide reaching with disability-inclusive businesses seeing profits grow more than four times faster than their peers. Employees with disabilities tend to stay on the job longer, illustrated in our own employment figures with a 57% higher retention rate amongst supported employees.

Beyond compliance and social responsibility, inclusive hiring drives growth, fosters a diverse workplace, and creates meaningful community impact, adding long-term value to any organisation.

Our employees take great pride in the work they do and embrace the connection and interactions with their colleagues, supporting them to achieve a true sense of purpose.

Workers with disabilities have higher rates of retention, better attendance and fewer occupational health and safety incidents than those without a disability.

–Australian Human Rights Commission



CASE STUDY:

THE POWER IN WESTERN POWER

Intelife's partnership with Western Power, initiated in February 2020 during the onset of COVID-19, has provided significant employment and skill-building opportunities for our supported employees. This annual contract has not only created job roles in essential services but has also introduced valuable, customer-facing experience for many participants, positioning them well for future employment.

Scope of Work and Skill Development

The contract currently engages a team of 12 trained employees in mailroom services and event setup, along with 9 crew members providing amenities and valet services. Thirteen dedicated skills trainers support these teams, ensuring that all employees are well-prepared and able to perform at a high standard in Western Power's high-traffic CBD buildings on Wellington Street, which span 11 stories across two main locations, and at additional depots in Jandakot, Kewdale, Forrestfield, and Pinjarra.

Uniquely, this site serves as Intelife's primary training hub for administrative and valet service skills, providing a popular and accessible training environment for new employees interested in building competencies in customer-facing roles, administration and logistics across multiple locations.

Innovation in Service Delivery

To streamline efficiency, Intelife introduced an innovative QR code system, powered by JotForms, for ordering and managing consumables such as office supplies and milk. This system enables Western Power to make swift orders with trusted suppliers and minimises



waste through the tracking of usage data, allowing for adjustments based on actual consumption.

Partnership Value

For Intelife, this partnership with Western Power is integral to our mission of empowering supported employees through meaningful work. This contract creates essential indoor roles that provide an alternative for those who prefer not to work outdoors and enables employees to develop core skills and confidence in a structured, supportive environment. Many of these individuals are gaining valuable, transferable skills that can enhance their long-term employability and open up pathways to further employment opportunities.

Looking Ahead

The continued renewal of this contract reflects the strong mutual benefit of the Western Power and Intelife partnership. As Intelife looks to the future, this partnership serves as a model for how skill-building and innovative solutions can support inclusive employment and empower employees in various work settings.

CASE STUDY:

VEGETATION MANAGEMENT WITH TWINKARRI

Twinkarri completed essential roadside vegetation management work across two project phases within the Wheatbelt Shire: October-November 2023 and June-July 2024. This project, funded by the Federal Government as part of the Wheatbelt Secondary Freight Network initiative, underscores Twinkarri's commitment to providing high-quality, value-for-money services in support of sustainable regional infrastructure.

The Twinkarri team focused on roadside vegetation mulching and pruning within the shire's designated maintenance zone. With the team utilising traffic control measures to ensure safety during operations.

Recognising the environmental sensitivity of the work involved, Twinkarri utilised its arborist team to ensure that vegetation work was performed with minimal impact which garnered community support and demonstrated Twinkarri's understanding of sustainable practices. Community feedback was positive, with local residents acknowledging the team's respectful and careful handling of roadside vegetation. Twinkarri not only met, but exceeded project expectations, building on their already strong reputation in the region.

The attention to detail and commitment to excellence from your team consistently demonstrates professionalism and reliability. Recent works undertaken as part of the Wheatbelt Secondary Freight Network have been delivered with exceptional results. – Ben Forbes, Asset and Works Coordinator



COMMERCIAL SERVICES

For FY 23-24, Commercial Services achieved \$14.4 million in revenue, EBITDA grew by 2.8%, reaching \$2.5 million, a result of targeted cost management, including a restructuring of cleaning and administrative functions to enhance efficiency and maintain high service quality.

Key Achievements

Maintaining an 85% client retention rate was a significant achievement, reflecting customer satisfaction and service quality. Commercial Services also implemented a strategic review focused on labour spend, resulting in tighter cost controls and accurate invoicing. A restructure in both the cleaning

and Westland Works operations enhanced operational efficiency, while compliance and quality in supported employment services saw continued improvements.

Challenges

The division faced challenges with aging assets and ad hoc contracts, particularly in the Westland Works and Twinkarri services. Labour turnover also presented challenges; however, intensified recruitment efforts and competitive wages have begun addressing these issues to stabilise the workforce

Future Outlook

Our growth strategy aims to increase presence in existing markets and leverage off of our

strong reputation with ancillary sales and existing clients. By maintaining a lean structure and focusing on operational efficiencies, the division is positioned to uphold service standards while pursuing sustainable profit growth.

This leaner structure has bolstered profitability, despite reduced revenues, underscoring Commercial Services' commitment to quality, cost efficiency, and customer satisfaction. Continued growth will focus on market expansion and enhanced client offerings to drive future revenue stability and success.



OUR SUPPORT

Intelife continues to empower participants by supporting community access and lifeskills development, as well as providing meaningful employment opportunities. We've developed an innovative employment pathways model and secured grants to expand job readiness and work contributions for people with disabilities.

PARTICIPANTS ACCESSING SERVICES			
LIFESKILLS		SUPPORTED EMPLOYMENT	
252	BALCATT	87	136
	MIDLAND	52	
	GOSNELLS	62	
	MANDURAH	28	167
	BUSSELTON	23	
			SUPPORT COORDINATION

FOCUS GROUPS

We engaged an external facilitator to run participant focus groups across the FY24 year with our Lifeskills participants. The three groups across the Perth Metro were facilitated by DDWA, with regional hubs and Supported Employees participating throughout 2024/2025. The feedback from participants was positive and the information captured will assist us in shaping programs into the future.

GRANTS

Intelife were the recipients of two grants in FY24, allowing for the implementation of a pilot program in the South West and to build on foundational change for a more contemporary practice into the future.

Southwest Open Employment Pathways. Department of Communities (\$250k April 2024 – October 2025)

Development of an ongoing pathway into open employment for people with a disability through State Government agencies in the South West.

This will include support and training for people with a disability, government agencies and Intelife support staff.

Structural Adjustment Fund. Department of Social Services (\$511k June 2024 – June 2026)

Based on the principles of customised employment, we plan to develop an employment transition model that will provides increased opportunities for current Lifeskills participants and Supported Employees to enter open employment and create genuine pathways for school leavers and young people to enter the workforce.

- Significant focus and investment in developing customised employment pathways including staff training and resource development
- Ongoing commitment to safeguarding participants, particularly those with Behaviour Support Plans and authorised restrictive practices
- Continue to navigate changes to the NDIS including the introduction of PACE (NDIS new CRM) and transition to apportioned funding for group supports in Lifeskills



“The staff know us well - they know what we like and what we don't like”
- LSK Gosnells

“They helped me to get my licence- without Intelife I would not have done this by myself” - LSK Balcatta

“They've matched SWs well to me and my interests and personality”
- LSK Midland

CASE STUDY:

SUPPORTING BEST FRIENDS FOR LIFE

Lifelong friends David Heaney and Sam Bertilone, with the help and guidance of Intelife, have reached a significant milestone in their lives. This year, they accomplished one of their long-term goals: moving out of their family homes to live together in a shared, safe, and secure accommodation.

For many years, their parents - who are also long-time friends - had been searching for the perfect residence for David and Sam. After several disappointing attempts, the families finally found a place that fit their needs. This journey was especially meaningful for David, who had previously faced some traumatic experiences in shared housing. As a result, his family chose to approach the transition with extra care, ensuring David felt comfortable every step of the way.

Intelife supported this process through a series of gradual steps. First, we assisted David to feel comfortable in this new environment, taking David to get to know the staff at the house and getting him and out and about in the community.

Once he started feeling more at ease, we arranged for David to spend time at the house independently. Intelife would drop him off, and his mother would later pick him up, gradually extending his visits. Over time, these efforts paid off, and David eventually moved in full-time.

With David comfortably settled, the focus then shifted to supporting Sam.

Previously it had previously been challenging for Sam to receive the appropriate level of funding to access accommodation services. Intelife were able to support Sam and his family by providing details of his



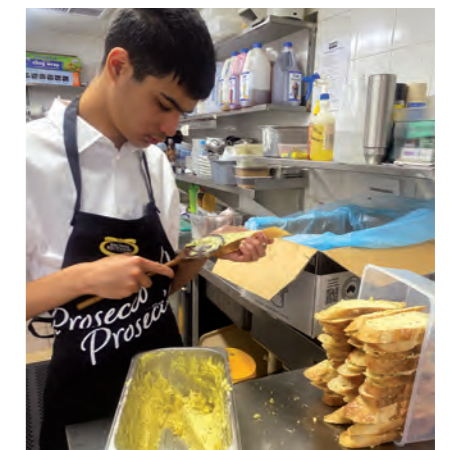
progress and a recommendation report to the plan review, leading to Sam receiving a new plan with an accurate level of funding.

Like David, Sam was introduced to his new home through a series of visits, Sam's regular skills strainers were integral in supporting him on these visits, ensuring he felt comfortable and always had a familiar support with him. They were also able to observe Sam in this environment and share support tips with the staff at his new home.

The transition for Sam did have some bumps and challenges along the way, however through our understanding and knowledge of Sam, Intelife recommended the correct strategies from his Behaviour Support Plan which the house staff were then able to implement, managing the situation well.

Sam has now successfully moved into his new shared accommodation, and his mother, Jan frequently reaches out to express her appreciation for the support Intelife provided in achieving this long-term goal.

We are so thrilled for David and Samuel and wish them all the best for this next stage of their life.



OUR PEOPLE

The People Services team's focus for FY24 was centred on our people – by investing in our people, we strengthen the support we offer our clients, creating a positive, engaged environment where employees feel valued and empowered to make a lasting impact.

128

New employees onboarded

46

Milestones celebrated

21

Middle and Senior Managers began the Leadership Development Program, designed in conjunction with Curtin University Faculty of Business and Law Executive Education

43%

REDUCTION IN VOLUNTARY TURNOVER



Attracting our People

The addition of a Marketing and Communications Specialist to the Balcatta team has assisted in improving our employment brand and recognition in the employment market. While there is still a journey ahead, we are finding an increase in applications for advertised roles.

Keeping our People

For the second consecutive year our voluntary turnover rate decreased significantly, indicating an increased desire for our employees to stay with Intelife. Our current voluntary turnover rate is below industry average.

Training our People

Our Leadership Development Program was rolled out during FY24 and will continue into FY25. This program, presented in conjunction with the Curtin University Faculty of Business and Law Executive Education brings together a cohort of 21 of our middle and senior managers and provides them with insights into contemporary thinking on a range of management and leadership topics.

A suite of in-house and externally presented programs were provided to our front-line staff throughout the year to ensure continuous development in their roles enabling them to provide meaningful and professional services to our clients.

Keeping our People Safe

Safety has always been a focus for Intelife and we continue to review our processes to ensure that we can provide our services in a safe manner. During FY 24 we conducted

a survey across the business to identify any potential psychosocial risks. The results, which provide a good baseline for future comparisons, showed that we had no major areas of concern.

Our injury management processes ensure that employees, whether injured at work or outside of work, are supported in their return to full duties and are not put at further risk of injury in that process. As a result, we experienced a significant reduction in our workers compensation premiums across the next two years.

Recognising our People

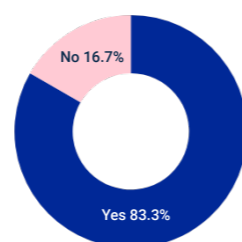
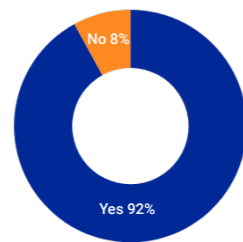
After a 4 year period, we reinstated our Service Awards in FY23 with recognition of all supported and non supported employees who had achieved a major milestone since the previous celebration. In July, we recognised 46 supported and non supported employees who achieved a major milestone during the 2024 Financial year.



CELEBRATING OUR PEOPLE

Over the past 12 months, we've celebrated numerous milestones—both big and small—that reflect the growth and achievements of our team, along with the outstanding work and dedication our people bring to Intelife.

The Leadership Development Program, saw 22 senior team members participate in modules including teamwork, strategic thinking, finance, communication and collaboration. With 92% of attendees saying they will recommend this opportunity to other Intelife employees and 83% believing the course has exceeded their initial expectations.



46
employees across all areas of the group celebrated significant work milestones

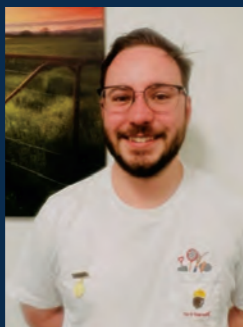
INTELIFE MILESTONES

5 YEARS	23
10 YEARS	12
15 YEARS	9
20 YEARS	2



ACHIEVEMENTS TO CELEBRATE

We celebrated some fantastic achievements throughout the year with our people being recognised by the industry for their compassion hard work and commitment.



Skills Trainer Jeremy Skinner, was Highly Commended in the 2023 National Disability Support Awards for Excellence in Disability Support Work.



Team Leader Jack McLoughlin was nominated in the Excellence in Rights Promotion and the Emerging Leaders categories of the 2024 WA NDS Disability Support Awards.

OUR VALUES ARE STELHA

During the year we consulted with our employees to refine the Intelife company values, resulting in the simplification and relaunch of our values: STELHA - Service Excellence, Teamwork, Empowerment, Leadership, Honesty and Accountability.



SERVICE EXCELLENCE

We are client centred and strive to exceed expectations, while bringing enthusiasm and respect to every interaction.



TEAMWORK

We are inclusive, collaborative and build healthy relationships.



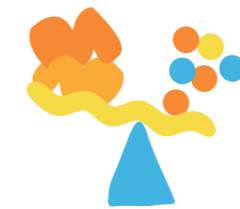
EMPOWERMENT

We promote the development of skills and capabilities that foster success, ownership and support the right to choose.



LEADERSHIP

We demonstrate leadership by acting with integrity and inspiring others to be their best.



ACCOUNTABILITY

We ensure we understand what is required and do what we say we will do.



HONESTY

We are genuine, non judgemental and ethical in all that we do.

OUR FINANCIALS

The fiscal year showcased strong performance in several divisions, with notable successes in Supported Employment and Lifeskills, along with effective cost management efforts. However, challenges in Commercial Operations, due to contract variability and weather-related disruptions, impacted overall financial outcomes.

This year's results underscore the organisation's strengths in cost management and high-performance divisions like Supported Employment and Lifeskills. These divisions capitalised on strong operational practices, such as improved contract management and higher utilisation rates. However, the underperformance in Commercial Operations highlights the need for a more consistent pipeline of contracts and better mitigation strategies for weather-related risks.

\$23m
Annual Revenue

\$14m
Revenue from commercial operations

\$102k

Supported Employment: Exceeded expectations with an additional \$102k above budgeted EBITDA. This strong performance was attributed to improved contract management and disciplined cost control, highlighting the division's operational efficiency.

\$117k

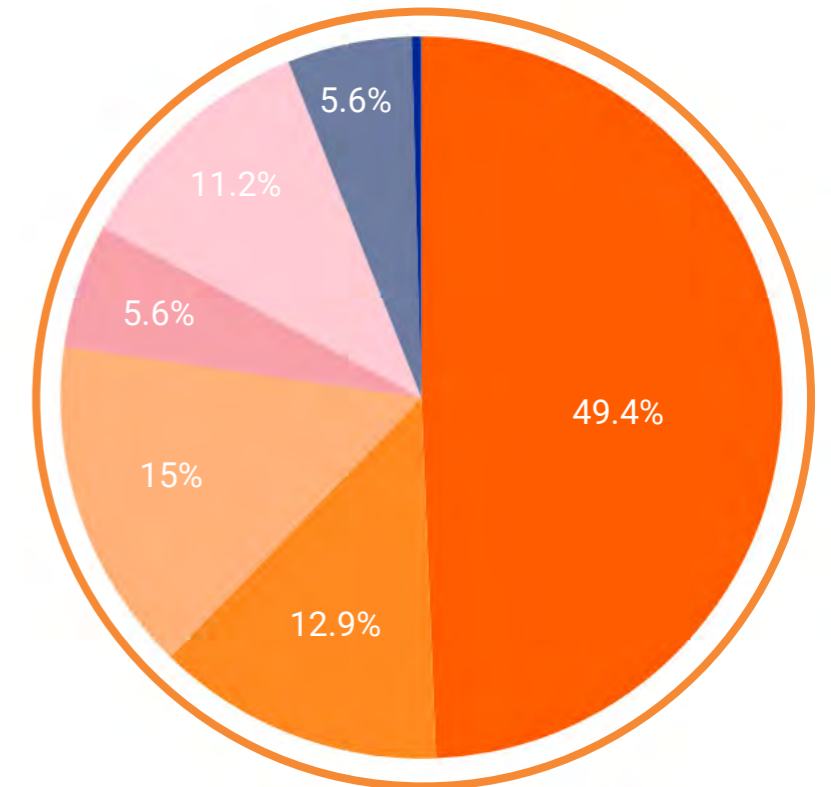
Lifeskills: Outperformed the budget by \$117k, driven by higher utilisation rates. Increased demand and efficient resource management contributed to this success.

\$497k

Corporate Overheads: Reduced by \$497k through cost-cutting initiatives, helping to offset underperformance in other areas.

Commercial Operations: Faced significant challenges, under-performing by \$711k due to the variable nature of contracts and weather-related shutdowns. These factors affected consistency and reliability in revenue generation.

FUNDING REVENUE



EXCEEDING EXPECTATIONS

