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Message from the Chair

Welcome to Anowah Community Living Ltd (Anowah) members, clients, families, staff and supporters. It is my pleasure to present the Annual Report of Anowah Community Living Ltd for the year ended 30 June 2025.

I am honoured to have been elected as Chair of the Anowah Board in December taking over the role from Steven Lowrie. I want to thank Steven for his leadership during his time as Board Chair.

A small self-introduction for those that are new to Anowah. I am a parent of an Anowah client and as such I have been connected with the Anowah family including our cherished clients for 38 years. In those 38 years I have been a director for 24 years and held the position of CFO and CEO for 9 years guiding Anowah through the change period to being an accredited NDIS service provider. During that period Anowah has been recognised as a provider of quality services and I am committed to ensure that with strong governance as our foundation, the quality of service and long-term future of the organisation will continue for many years to come. The members should expect no less than this.

What has been happening?

The year ended 30 June 2025 was a busy one. During the year we successfully completed both NDIS and Community housing audits. We welcomed new clients to the service both in supported living, support coordination and the Hub day service. The Board has reviewed the constitution and made a few amendments which will give more guidance in the governance of Anowah. Mother Nature also challenged us with flooding in both the office area and the Park/

Sunset residences. We are however looking on the bright side of this and taking the opportunity not only to repair the floor that was damaged, but to upgrade the rest of Park/Sunset to ensure continuity of floor levels throughout.

Financial results

The financial result for the year ended 30 June 2025 was a deficit of \$374,720. Included in this deficit were a few one-off expenses being:

- A recalculation of employee leave provisions. This had two aspects being our software program not calculating employee entitlements correctly and LSL being accrued from commencement of employment rather than from 5 years as per previous years. This adjustment was made in preparation of government legislated portable LSL coming onto effect on 1 July 2025.
- Policy updates to gain NDIS accreditation. Due to limited resources within Anowah we engaged consultants to assist with the policy update and loading our policies into our computer-based systems.
- Computer software write-off. In the above point I mentioned that our computer program was not calculating our entitlement correctly, so we changed software systems. We have written off the system that was not working for us.

Other factors affecting the deficit include current client vacancies, increased costs of living and client support requirements increasing but the NDIS change of circumstances funding requests not being actioned promptly by NDIS.

What the future may hold

I'm sure you will agree we all want Anowah to continue for many years to come. To make this happen will take commitment and the support of everyone associated with Anowah. This year Anowah has reviewed the company's strategic direction. Our focus areas for the next five years will be financial viability, quality, accountability, safety and wellbeing, governance, community connections and property suitability. Working on these areas will ensure that Anowah continues to be a trusted provider of disability services that promotes independence and puts clients first.

The Board and management are constantly monitoring NDIS changes to ensure that Anowah stays compliant with evolving regulations. One possible future change is a recommendation from the Disability Royal Commission to separate living support (SIL) services from housing support. We are aware of this possibility and will take measures to ensure this will not be a challenge if the recommendation is actioned by NDIA.

I extend my heartfelt thanks to everyone who has contributed to Anowah this year. Special mention should go to our dedicated Board members, CEO, staff, clients, families, donors and partners. Your support – whether through time, donations, or advocacy – enables us to make a positive difference in the lives of our clients. Together, with your ongoing support we can ensure Anowah continues to empower people with disability to live with dignity, choice and belonging – every day, for life.



Carole Turnbull
Chair – Anowah Board

Directors Attendance 2024/2025

Directors attendance	Steven Lowrie	Carole Turnbull	Chris Martin	Salesh Nandan	Helen Yabsley	Bruce Tosello	Caron Rooks
BM 21/08/2024	Y	Y	Y	Y	Y	Y	Y
BM 16/10/2024	Y	Y	Y	Y	Y	N	N
BM 18/12/2024	Y	Y	Y	N	Y	Y	Y
BM 19/02/2025	AWN	Y	Y	Y	Y	Y	Y
BM 30/04/2025	N	Y	Y	Y	Y	Y	Y
BM 25/06/2025	N	Y	Y	Y	Y	Y	Y
AFR 24/07/2024	Y	NA	Y	Y	NA	Y	NA
AFR 18/09/2024	NA	NA	Y	Y	NA	Y	NA
AFR 20/11/2024	NA	NA	Y	Y	NA	Y	NA
AFR 15/01/2025	NA	Y	Y	N	NA	Y	NA
AFR 19/03/2025	NA	Y	Y	Y	NA	N	NA
AFR 21/05/2025	NA	Y	Y	Y	NA	Y	NA
Q&S 24/07/2024	Y	Y	NA	NA	Y	NA	NA
Q&S 18/09/2024	N	Y			Y		
Q&S 20/11/2024	Y	Y			Y		
Q&S 16/01/2025	N	Y			Y		
Q&S 26/03/2025	AWN	Y			Y		
Q&S 21/05/2025	Y	Y			Y		
Q&S July - No Quorum	AWN	Y			N		

Steven Lowrie - Director, Member Q&S Committee
Carole Turnbull - Chair- Member of AFR and Q&S Committee
Chris Martin - Director, Member of AFR Committee
Salesh Nandan - Director, Chair of AFR Committee
Helen Yabsley - Director, Chair of Q&S Committee
Bruce Tosello - Director, Member AFR Committee
Caron Rooks - Director

BM - Board Meeting
EGM - Extraordinary General Meeting
AFR - Audit Risk and Finance Committee
Q&S - Quality and Safeguards Committee

Message from the CEO

This year has been one of remarkable transformation and resilience for Anowah Community Living. As we close the 2024–2025 financial year, I am proud to reflect on the progress we have made in strengthening the foundations of our organisation while continuing to deliver quality, person-centred supports to our participants.

We achieved significant milestones, including successful completion of our NDIS audit and re-registration, and a positive outcome in our Community Housing audit and registration. These outcomes reaffirm our compliance and the high standards we maintain in supporting people with disability.

Our internal systems and processes have undergone a complete digital and structural overhaul, including upgrades to our IT environment, the introduction of a new payroll system, and a full review and retraining on all policies and procedures. These improvements have set a strong operational platform for the future.

The year also brought exciting growth. We welcomed new Supported Independent Living (SIL) and Hub clients, expanded our Support Coordination business, and continued to invest in our workforce through increased staff training and development opportunities. Our new leadership team and many new staff members have brought renewed energy, fresh ideas, and shared purpose to our work.

While there is much to celebrate, it has also been a challenging year. The historical impact of workers compensation claims continues to weigh heavily, with premiums now consuming almost 20% of our revenue—a level that is unsustainable for any disability provider. Despite modest NDIS price increases, they have not kept pace with the real cost of delivering quality services. The rising cost of living and reduced participant funding in plans have placed further strain on both providers and families.

In response, Anowah has taken an active role in advocating for reform, meeting with the NSW Premier, Treasurer, and key Ministers to highlight the inequity of the current workers compensation framework and the urgent need for change. I am proud that our voice—grounded in almost six decades of service—has contributed to a broader conversation about fairness, sustainability, and the future of disability supports in New South Wales.

None of our achievements this year would have been possible without the incredible people who make up the Anowah community. My heartfelt thanks go to our participants and their families for their ongoing trust and partnership; to our dedicated staff team, whose professionalism and compassion underpin everything we do; to our volunteer Board of Directors, for their governance, wisdom, and unwavering commitment; and to our supporters and partners who continue to stand beside us in ensuring people with disability live their lives their way.

As we look ahead, we do so with a clear and confident vision. This year, we undertook a comprehensive strategic planning process, drawing on input from our clients, families, staff, and Board. The result is a five-year strategy that reflects our shared aspirations and defines a strong, sustainable future for Anowah. It focuses on service excellence, organisational strength, workforce capability, and innovation—ensuring we continue to deliver meaningful impact and uphold the values that have guided us for nearly six decades.



Joanne Kernot
Chief Executive Officer

The year that was

PROPERTY

It was not an amazing start to the year when in February we experienced catastrophic weather conditions, culminating in a heavy downpour of rain in a short time, 100mls in an hour was recorded in the Horsley Park area. Needless to say our gutters and drains could not cope with the onslaught and some of our buildings suffered inundated water damage. While our insurer was quick to send out trades to “make safe” any electrical, roofing and water evacuation/drying processes, commencement of repairs has been slow. Aside from damages to the Admin and Hub, some client accommodation was impacted by the event and sudden changes had to be made for client safety. The clients displayed amazing resilience and flexibility, and we thank them for their ongoing patience whilst the issue is being resolved.

We also installed much needed and long overdue, ducted air conditioning at Bossley House, a new lighting upgrade and re-painting to brighten the inside areas. In partnership with Housing NSW we have also completely renovated Telford House, with new bathrooms, roof, guttering, fixing of some structural concerns, repainted, new blinds and flooring, this will once again be a beautiful home to welcome new clients to Anowah in the new year.



Farewell to Jenny Spain

In June 2025 we bid a fond farewell to long term client Jenny who left Anowah to move closer to her family on the Central Coast. Jenny is keeping in regular contact with her friends and staff from Anowah and by all accounts has settled happily into her new accommodation. Jenny is very much missed by us all and we wish her nothing but happiness for the future.



Welcome to New Clients

This year we have welcomed 3 new clients. Aaron has joined us as a day participant at The Hub. Deborah and Luke are both new Home and Living clients, moving into Horsley and Park House. We hope you are enjoying your time with us and wish you all many happy years as members of the Anowah family.



Visits

Over the year, we were delighted to host catch up visits with Tanya Davies MP (State Member for Badgerys Creek), Mark Coure MP (Shadow Minister for South West Sydney) and David Saliba MP (Member for Fairfield). Tanya viewed the Hub renovations and Sensory Garden (both supported by previous CBP applications) and was very pleased with the progress Anowah has made.



Pride of Workmanship Award

As a token of appreciation for the years of voluntary commitment and dedication to Anowah, Director, Mrs Helen Yabsley was nominated and received the Pride of Workmanship Award at a presentation dinner held in October 2024. Helen has been a wonderful part of the Anowah family for over 30 years. She has donated hundreds of hours of her time and resources to ensure the success of the organisation. Helen headed the fundraising committee for many years and ran weekly stalls, market stalls and other activities to raise much needed funds.

Helen has also served on our board of directors for many, many years and brings valuable insight and lived experience to ensure the organisation stays true to

its purpose. Helen is always available, she comes to every event and occasion and is a wonderful advocate for not only her daughter Michelle who is an Anowah client, but also a wonderful advocate of all of Anowah's clients, staff and the organisation. Helen is on many other community committee's and her tireless work should be recognised as much deserved. This Award has been sponsored annually for the past 31 years by the Rotary Club of Fairfield City (formerly Wetherill Park) and recognizes employees and volunteers for outstanding performance, dedication and commitment to their job or service. Congratulations Helen on this well deserved Award.

Successful audit results, NDIS and Community Housing

In November 2025, Anowah undertook its routine NDIS Quality and Safeguards Commission recertification audit, marking a significant milestone for the organisation.

The successful outcome affirmed our ongoing compliance with the NDIS Practice Standards and reinforced our strong commitment to delivering safe, person-centred, and high-quality services.

The audit team commended Anowah's governance, leadership engagement, and visible culture of care that prioritises client wellbeing and dignity. Our efforts to strengthen systems, improve documentation, and ensure that everyday practice reflects policy intent were validated. We also received recognition for best practice in Supporting the Assessment and Development of Behaviour Support Plans and Quality Management, something our Quality Consultant has told us is very difficult to achieve.

The road to success, however, was not without its challenges. The audit process required extensive coordination across multiple service areas during a period of significant operational change and resource pressure. Teams were required to quickly adapt to new systems and demonstrate evidence of continuous improvement in real time. In some areas, documentation and practice alignment demanded deeper reflection and recalibration, particularly around

how quality outcomes are measured and reported. These challenges became valuable catalysts for growth, driving improvements in accountability, collaboration, and communication across the organisation.

The audit also required Anowah to advocate for a fair and contextually appropriate assessment as a small provider. We demonstrated that it was not reasonable to expect the same resourcing as larger organisations, specifically the employment of a Registered Nurse. We were able to present evidence showing how our modular and risk-based approach to high-intensity supports not only meets the Practice Standards but enables greater responsiveness to individual client needs.

Emerging from the audit, Anowah is more confident, cohesive, and future-focused. The lessons learned have been just as valuable as the certification itself, reinforcing our belief that quality is not a destination but a living commitment. We have refined our continuous improvement priorities for the next phase of our journey, including automating documentation processes, building staff capability, and embedding a culture of proactive learning. The audit result stands as both recognition and motivation. Proof that even in the face of challenge, Anowah's values and vision remain our strongest foundations.

In October 2024 we also underwent our biannual Community Housing audit. Anowah also passed this audit with positive feedback from the auditor and a continuing registration for another 2 years. These two audits occurring at the same time as our financial audit was a considerable drain on our resources and required significant updating of our policies, processes, systems and training to ensure we passed and were able to have a best practice focus for the future.

Sponsor of All In Gala – Inaugural

Anowah was a proud sponsor of the inaugural All In Gala. An event supporting people with disability. Often, due to social isolation it can be challenging for people with disability to be included in a formal event.

This event provides an opportunity to be included in a formal night out, have fun with friends and be a part of the community. The All In Gala was first held in October 2024 and was attended by 320 people with their support workers for a night of dancing, food and creating long lasting memories. Many of the attendees were gifted formal wear by The Formal Wear Project and it has become a night that attendees continue to talk about months after the event.

The All In Gala committee is a collaborative partnership of representative members from the non-government sector who work together to support people with disability to access the community and live as independently as possible.



Carer Information Sessions

To celebrate our Carers, Anowah were fortunate to receive funding through Carers NSW to run information sessions for ageing carers. Carer information is vital to equip carers with crucial knowledge, skills, and emotional support to manage their demanding roles, find resources, and connect with a peer network.

Information sessions focussed on resources and support available through Carers NSW / Wellways, coping strategies delivered by a psychologist and planning for the future – Estate Planning (Trusts & Wills).



Music Therapy

Anowah and Noro Music Therapy collaborated to bring music therapy sessions at the Hub.

We recognise the importance of inclusion, collaboration, resilience and individuality. In line with Anowah's values, we believe in supporting social and emotional learning through connection with others, growth through friendships, building confidence and developing participant's creative pursuits.



Expos and Community Engagement

Throughout the year Anowah attended 75+ expos and community engagement activities. This helps us to tell more people about Anowah and the work we do. Attending expos and participating in community engagement events is essential for building professional relationships, expanding professional networks, and gaining access to valuable resources and information. These events provide opportunities for Anowah to grow, meet other professionals, share ideas, and learn about the latest trends and business practices.



Annual Stakeholder Survey Summary 2024–2025

Anowah Community Living conducted its annual stakeholder survey in 2024–2025 to assess service quality, staff and client satisfaction, and areas for improvement. The survey engaged clients, families, and staff, with feedback directly informing Anowah's strategic direction for the next five years — including the introduction of role-specific induction, an emerging leaders mentorship program, improved communication systems, and a formal rewards and recognition initiative.

Overall Satisfaction

90% 😊

of respondents reported being happy or very happy with Anowah's services and support.



Feedback reaffirmed strong relationships, quality care, and leadership stability.



Confidential responses were used solely to drive continuous improvement.

Client Feedback

- **81%** of clients reported being happy or very satisfied with staff support.
- Most clients feel **safe** and well-supported in their homes, with 13 of 18 saying their homes are always well-maintained.
- While the majority reported good opportunities for activities, some identified a need for **more engagement and choice**.
- Over **60%** felt consistently supported to make their own decisions, though experiences varied by location.

Family Feedback

- Although only a small number of families responded, satisfaction was high. All emphasised the importance of **better communication** and **increased activity opportunities** for their loved ones.

Staff Feedback

Strengths:

- Staff feel **safe reporting concerns** and supported in cases of discrimination or harassment.
- High levels of **mutual respect** and positive perceptions of leadership, with many acknowledging improvements under the current CEO.

Areas for Improvement:

- **Workload pressures** and feelings of burnout in some teams.
- **Communication gaps** between frontline staff, team leaders, and operations.
- **Inconsistency** in staff readiness, documentation, and medical appointment follow-up.

Key Actions:

- Implementing **role-specific induction** and a **peer mentorship program**.
- Strengthening **systems for medical and specialist appointment tracking**.
- Reintroducing **online meetings** and consistent team communication.
- Reinforcing **engagement expectations** and phone-use boundaries.
- Launching a **recognition and retention program** to celebrate excellence.

In summary, the 2024–2025 survey reflects strong confidence in Anowah's leadership, culture, and care quality, alongside a shared commitment to continuous improvement. The insights gathered have guided strategic initiatives that reinforce Anowah's people-first values and ensure the organisation continues to deliver safe, person-centred, and high-quality support.

SUPPORTERS WE THANK YOU

Anowah acknowledges the assistance of all those who support us throughout the year and we give our sincere thanks to the fantastic staff, families and community members for their continued belief in the organisation.



Carols at Horsley Park was held on Saturday 14th December 2024 and once again a great night was had by all in attendance. Anowah was selected as a major beneficiary of part proceeds of this event. Since the Rotary Club took over the running of this annual event in 1997, over half a million dollars has been distributed to worthy charities and not-for-profits. In February 2025 Anowah representatives attended a celebratory dinner where a cheque for \$4,000 was presented. Anowah is honored and proud to be associated with the Rotary Club of Fairfield City (formerly Wetherill Park) and we thank you for your consistent and ongoing support.

- In October 2024, the St Johns Park Social Bowls Club members, via their own fund raising efforts, purchased some beautiful outdoor furniture settings for the Anowah Hub. These settings are a very welcome addition on the back patio area and have been used regularly since they arrived. As always we extend our sincere appreciation to the members of St Johns Park Social Bowls Club for their ongoing support of Anowah.
- Many thanks to Lina Davern and family for a \$200 donation received in June 2025. Lina's sister Vincy was a long term day placement client at Anowah before her passing. We thank you Lina for your continued support of the Anowah organisation.
- Our sincere thanks to Mrs Joyce Lawler for her ongoing monthly donation towards Anowah. Mrs Lawler and her family have been generous supporters of Anowah over many decades.
- A shout out to Peter Zanella from P & S Plumbing who kindly gave his time and manned the BBQ at a Bunnings fund Raising BBQ that was held earlier this year. We very much appreciated your assistance Peter, thank you so much for your support.
- We would like to acknowledge Dave Palfreyman for his voluntary efforts throughout the year, assisting Charlie with some grounds maintenance and handyman work. We were very grateful for his support.
- Mayoral Donation to rebuild safe supportive homes and hub. Anowah is proud to be one of the recipients of Fairfield City Council's community funding, presented by Mayor Frank Carbone. These funds will support us to replace soft furnishings that were damaged in a severe weather event that impacted Anowah in February. With this support, we can continue providing safe, high-quality environments where our clients feel comfortable, secure, and supported.

A heartfelt thank you to Fairfield City Council and Frank Carbone for making this possible — your support helps us continue creating inclusive spaces and delivering essential services for people with disability.

Celebrating Long-Term Service

In March 2025 we celebrated Chris's 25-year anniversary with Anowah. From starting as a Payroll Officer to HR, and beyond, Chris has been an essential part of our journey. She has supported hundreds of employees and countless clients, ensuring that everything behind the scenes runs smoothly, even in the most challenging times. Chris has witnessed and helped navigate Anowah through significant changes. Through it all, she has remained dedicated, professional, and always ready to lend a helping hand. Chris has been a true heart of our community, always bringing her warmth and commitment to everything she does. Chris, your dedication and loyalty have made an immeasurable impact. Anowah has not just endured but thrived because of people like you. On behalf of everyone—past and present—thank you for all that you have given. Congratulations on 25 incredible years! Your journey is an inspiration, and we are so grateful to



Thank You to Our Volunteers and Board of Directors

Volunteers

To our volunteers, thank you so much for your continued support and commitment to Anowah. Your efforts have assisted us to deliver on our vision. Our volunteers make everything we do possible. Thank you!

Board of Directors

To our Board of Directors, our sincere thanks and gratitude for your collective guidance and invaluable support throughout the year. Your support serves as a testament to the organisation's achievements and strategic direction, placing Anowah on the path to future success. This is a direct reflection of your commitment, wisdom, and thoughtful input. We are deeply grateful for your continued service. Thank you for your time, talent and expertise. We are fortunate to have such a committed and passionate board.

A word from the Anowah Team

Meet Beatriz, a valued member of the Anowah team for over 4 years. Beatriz journey into the sector began with a simple suggestion from a friend who saw her natural compassion and empathy and believed she would thrive in a role that makes a real difference in people's lives. While studying her Certificate III in Individual Support, she discovered just how meaningful it is to be part of someone's life. That passion led her to Anowah. After completing studies with Open College and during practical work placement hours, Beatriz was offered a casual position across Anowah's four houses, a moment Beatriz describes as "incredibly lucky and life changing."

For Beatriz, person-centred active support means giving the best care possible, listening deeply, and making life more enjoyable for everyone.

Beatriz is known for her ability to build strong rapport with clients, especially those who may struggle to connect with others. Through patience, trust and encouragement, she has enabled clients to re-engage with the community and to feel connected to their families and friends. Beatriz's personal and professional goals are for continuous learning and ensuring every client's needs are met and embrace the challenges. Working at Anowah has helped her grow not just as a support worker, but as a person. It's taught her to see life differently and appreciate each day. She believes what sets Anowah apart is the deep connection with clients.



**Support Worker
Spotlight: Beatriz Valle**



Despite a challenging start to the year, when Liz sustained a foot injury that required surgery and a three-month hospital stay, she remained determined to stay engaged and contribute meaningfully to her home and the wider Anowah community. Rather than letting the setback define her year, Liz used this time to explore new ways of connecting and communicating.

During her recovery, Liz embraced technology as a tool for independence. She learned to use a phone to FaceTime, send messages, make calls, browse photos, and use the calendar to plan important events.

These new skills opened exciting possibilities for Liz, allowing her to stay in touch with family and take an active role in planning and organising Anowah activities.

As Liz's confidence with technology continues to grow, she is unlocking new ways to express herself and stay connected. Her journey is a testament to the power of person-centred support and the importance of providing the right help at the right time. Liz placed her trust in the people around and that trust has been met with encouragement, patience, and belief in her to explore new opportunities.

Affectionately known as Anowah's "event coordinator," Liz's passion for bringing people together shines through. Looking ahead, she's already planning to run the 2026 Anowah Football Tipping Competition, combining her love of the NRL with her commitment to fostering community spirit.

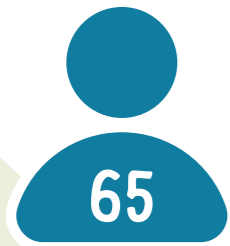
Liz's story this year is one of resilience, growth, and empowerment. We're excited to see what Liz will achieve next.

Client Stories - Liz

Some Important Numbers

2024/2025	Revenue	\$5,676,534
	Expenses	\$6,051,254
	Deficit	\$374,720

Number of Staff



We supported over 350 hours of staff training.

Number of Clients



Home and Living

Number of Clients



Anowah Hub (New)

Number of Clients



Support Coordination

Looking Forward

Introducing Our New Strategic Vision

This year, Anowah Community Living launched our new Strategic Plan 2025–2030, reaffirming our purpose of empowering adults with disability to live with dignity, choice, and belonging – every day, for life. Our vision builds on Anowah’s proud family-founded legacy and focuses on creating sustainable, person-centred supports that evolve with the needs and aspirations of the people we serve.

Grounded in our values – Ethical, Passionate, People First, Individualised, and Collaborative & Creative – the plan sets a clear direction for the next five years: strengthening quality, investing in our people, deepening community connections, and ensuring Anowah continues to be a place where people with disability truly feel at home.

About Us

Who We Are

- Family-founded in 1967
- Not for profit based in South-West Sydney with rural-style property
- Providing
 - Supported Independent Living
 - Community Participation
 - Support Coordination
- Supporting adults and people with complex needs, ensuring personalised care and support

What Makes Us Different

- We create “forever homes” with family connection and security for clients
- A commitment to continuity, dignity, and choice for people with disability
- Holistic and respectful support embedded in UNCRPD principles, NDIS standards, and trauma-informed approaches
- Rural-style settings with low-stimulus environments that promote wellbeing and comfort

Our Guiding Principles

Purpose

Empowering adults with disability to live with dignity, choice and belonging – every day, for life

Values

- Ethical. We do what’s right – always. Our decisions are grounded in integrity, fairness, and respect. We honour our legacy by holding ourselves to the highest standards, even when no one is watching.
- Passionate. We believe in what we do. Supporting people with disability and their families isn’t just our job – it’s our purpose. We bring heart, commitment and energy to everything we do, every day.
- People First. We put people at the centre. We treat everyone with dignity, compassion, and respect. Our relationships are built on trust, and we recognise the value and contribution of every individual – staff, families, and the people we support.
- Individualised. We walk alongside, not ahead. We support people to live life their way. Our work is grounded in person-centred practice – listening, learning, and adapting so each person has real choice and control.
- Collaborative & Creative. We make it work, together. We find new ways to overcome barriers and deliver outcomes. With collaboration and a practical mindset, we turn challenges into opportunities and ideas into action.

Strategic Objectives

Empowering adults with disability to live with dignity, choice and belonging every day, for life

People led, purpose driven support (Service provision)

- Deliver personalised high-quality support grounded in dignity and choice
- Foster a connected, inclusive community where everyone feels they belong
- Expand our client base and protect continuity of care for long-term clients

Operate with purpose and accountability (Governance and Operations)

- Deliver on performance goals while meeting all regulatory expectations
- Strengthen governance and embed quality at every level
- Prioritise safety and wellbeing in everything we do
- Strengthen our long-term impact by investing in sustainable service options and partnerships

Build Impact that lasts (Resource Management)

- Ensure properties and systems meet contemporary accessibility and compliance standards
- Promote a greener environment by ensuring asset upgrades reduce carbon footprint
- Ensure financial viability to sustain a healthy organisation

Strategic Enablers

Empowering adults with disability to live with dignity, choice and belonging every day, for life

People led, purpose driven support (Service provision)

- Skilled and passionate teams with strong local knowledge, diverse backgrounds and a shared commitment to inclusion
- Listening deeply to the voices and experiences of the people we support
- Engagement with leading edge researchers and practitioners using values, data and evidence-informed practice to drive quality service provision

Operate with purpose and accountability (Governance and Operations)

- Embedding a strong quality and compliance framework that supports ethical practice and accountability
- Embedding robust performance goals for the organisation with a focus on a safety aware culture
- Building on our reputation, relationships and understanding of the local community and market

Build Impact that lasts (Resource Management)

- Using our resources wisely to upskill staff, strengthen capacity and test new ideas that benefit our community
- Skilled and committed leadership focusing on quality, growth and responsible investment strategies
- Functional use of technology to lower risk, improve efficiency and enhance organisational actions

The 2024–2025 year marked a period of continued growth, stability, and impact for Anowah Community Living. Guided by our purpose of empowering adults with disability to live with dignity, choice, and belonging – every day, for life, we strengthened our foundation as a trusted, values-driven organisation.

Across the year, Anowah delivered high-quality Supported Independent Living, Community Participation, and Support Coordination services, achieving positive outcomes for people with complex needs. Our commitment to ethical, person-centred, and trauma-informed practice remained at the heart of everything we do. We invested in workforce capability, modernised systems, and strengthened governance to ensure sustainability in a challenging operating environment.

We are proud of the deep connections we maintain with families, local partners, and the Fairfield community. Together, we continue to create “forever homes” that reflect continuity, dignity, and choice for the people we support. Looking ahead, our focus remains on innovation, collaboration, and advocacy — turning challenges into opportunities and ensuring Anowah’s legacy continues to thrive for generations to come.

The logo for Anowah, featuring the word "anowah" in a lowercase, sans-serif font. The "a" is blue, "n" is orange, "o" is blue, "w" is orange, and "a" and "h" are blue. The logo is set against a white rounded rectangular background.

anowah



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