

Annual Report 2025



yumba bimbi
support services



Acknowledgment of Country

Yumba Bimbi Support Services acknowledges the Traditional Custodians of the lands on which we meet and work today. We pay respect to the First Nation's peoples, their elders, past, and present. We value cultural diversity in our region and view Aboriginal and Torres Strait Islander cultures and heritage as integral in a shared national identity. We have a strong commitment to building inclusive and vibrant communities. We are committed to providing services and opportunities that are respectful and accessible to all members of the community.

Diversity Statement

Acknowledging diversity is crucial in fostering an inclusive environment where every individual feels valued and respected. By recognising and embracing the unique backgrounds, perspectives, and experiences of all members of our community, we can cultivate an atmosphere of understanding, collaboration, and innovation. Our commitment to diversity is the cornerstone of our values and informs everything we do. We recognise that diversity enriches our organisation and enables us to better serve our community. We are dedicated to promoting diversity and creating opportunities for all, ensuring that everyone has a voice and a place at the table.



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Vision, Mission and Values



Vision

A vibrant
people
focussed
organisation
providing a
range of
sustainable
social
solutions.



Mission

Strengthening
choice and life
opportunities
in an open and
inclusive
community.



Values

People
Community
Respect
Dignity
Integrity
Choice
Quality
Social
responsibility

Our Goals



Workforce capacity & capability

Yumba Bimbi will focus strongly on employee wellbeing, training, and professional development.



Community

Yumba Bimbi will continue to focus on building awareness and capacity towards a collaborative, supportive and inclusive community.



Participants & families

To upgrade, streamline and integrate ITC system processes and train staff. Increase capacity for mobile workforce to aid record keeping in an efficient manner.



Sustainability

Yumba Bimbi will ensure all business activities are compliant and sustainable in order to meet all legislative compliance requirements.



Employees

Yumba Bimbi will continue to build and maintain strong relationships with participants & families, as well as advocating for appropriate services to meet the changing individuals needs along life's pathways.



Growth

Yumba Bimbi will develop a growth strategy, including an evaluation process to ensure any growth is sustainable, mission focussed, and achievable with the resources available to ensure success.



Innovation

Yumba Bimbi will continue to foster a culture of innovation by encouraging all stakeholders to dream and present creative ideas that enhance service delivery and participant outcomes to meet mission and vision of YBSS.

Our Board

From very early on, Yumba Bimbi has been privileged with outstanding board leadership. The Yumba Bimbi board is made up of highly-skilled and experienced individuals who are elected by financial members of the organisation.

Contributing to Yumba Bimbi's strong governance in a voluntary capacity the board's key governance activities include:

- setting the mission of Yumba Bimbi Support Services
- developing and reviewing the Strategic Plan
- monitoring business performance against agreed objectives and industry benchmarks
- Approving and monitoring the annual budget
- ensuring Yumba Bimbi's processes of risk identification and management are in place
- reviewing the performance of the Chief Executive Officer

The Yumba Bimbi board holds fast the vision and mission of building inclusive communities through strengthening choice and life opportunities for people living with a disability in rural and remote communities.



Renee Barlow

Board Chair



Simone Parker

Board Treasurer



Evan Munroe

Board Member
(Dec 24 - Oct 25)



Leisa Donlan

Board Member
(Dec 24 - June 25
Leave of Absence)



Fiona Hardgrave

Board Member
(Dec 24 - Oct
25)



Kate Isles

Board Member
(April 25 - Current)



Carmel Marshall

Board Member
(Oct 25 - Current)

Leadership Team

Building a united and effective team is something we put a lot of effort into at Yumba Bimbi. We believe that good people make great things happen. This is why you'll find passionate, highly-skilled, experienced and fun-loving people everywhere you turn in our organisation. Working together in positive partnerships to create life opportunities in an open and inclusive community, you can be assured our focus is set firmly on quality services and participant success.



Rachel Freeman

CEO



Juliette McCorley

General Manager
Operations



Kerri Downie

General Manager
Client Services



Donna Oliver

Coordinator of
SC and PM



Elizabeth Pettett

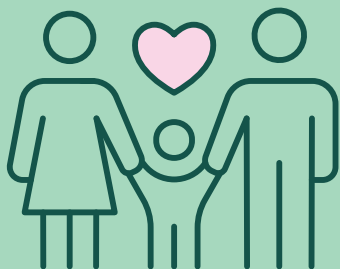
Finance
Manager



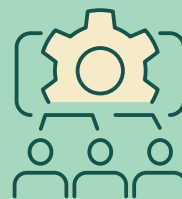
Tayla Langby

HR Coordinator

The Year In Review



180 Participants supported in Plan Management



91 Amazing Staff as at November 2025

Completion of the first Purpose built SDA Accommodation in Emerald

**Emerald Blackall The Gemfields
Winton Longreach Mount Morgan
Clermont Alpha Rockhampton
Stonehenge Springsure
Comet Capella Barcaldine
Blackwater Tambo Yamala
Yeppoon**

Launch of our Internal Staff Intranet BimbiHub



40,935 Hours worked & 13,860 Shifts worked from January to September





New Location of Yumba Brew - Direct Chemist Outlet Hospital Road



Celebrating Breast Cancer Awareness Month



Staff Living Our Values Award Finalists



Participant Camp at Fairbairn Dam



Careers Expo



Mixed Bag group Program



Completion of the first Purpose Built Specialist Disability Accommodation in Emerald



Support Worker Conference



Mixed Bag Group Program



Social Saturday Outing



Line Dancing Group Program Performance



Celebrating NAIDOC Week



Group Program Outing

Chair's Report

This year, Yumba Bimbi has navigated a period defined by determination, progress, and renewed community connection. Throughout 2025, the commitment of our team has been evident in every aspect of our work, enabling us to respond to emerging challenges and seize new opportunities. Our organisation remains steadfast in its dedication to quality service and building strong, inclusive foundations for those we support.

A defining achievement of this year has been the advancement of our Emerald land project. Following last year's purchase, we have commenced extensive planning and initial preparations, as well as engaging with stakeholders to envision facilities tailored for our community's needs. The enthusiasm and collaboration from staff, board, and the wider community have kept momentum high, laying the groundwork for tangible progress in the coming year.

This year has seen several changes within our board, reflecting both new opportunities and heartfelt farewells. Evan and Fiona have concluded their tenure on the board, and we are grateful for the dedication and insight they brought to Yumba Bimbi during their time with us. In addition, Leisa has taken a leave of absence to devote her energy and expertise to the building project, a commitment that will help shape the next chapter of our organisation. We are delighted to welcome Kate as a new board member, whose enthusiasm and skills will bring fresh perspectives to our team. At the same time, we warmly welcome Carmel back to the board; her returning presence and experience promise to strengthen our organisation and support our shared mission moving forward.

The dedication of the entire Yumba Bimbi team—every staff member, volunteer, and leader—remains our greatest asset. Staff have continually supported clients and families with care and professionalism, adapting to evolving circumstances and implementing new approaches to enhance our responsiveness. The guidance of Rachel and the Senior Leadership Team has once again provided the vision and stability needed to guide Yumba Bimbi through another transformative year.

As we reflect on 2025, gratitude is at the heart of our story. The combined efforts of individuals across our organisation drive our success and growth every day. Looking forward, Yumba Bimbi stands ready to embrace further innovation, community engagement, and opportunities for expansion. Here's to another year of progress and collective achievement.

Renee Barlow, Chair Yumba Bimbi Support Services

Treasurer's Report

On behalf of the Board, I am pleased to present the Treasurer's Report for the Central Highlands & Western Qld Family Support Association (T/A Yumba Bimbi Support Services) for the financial year ending 30th June 2025.

Yumba Bimbi has delivered another strong financial result for the year ending 30 June 2025. The organisation achieved a surplus of \$1,033,644, up from \$812,032 in 2024, reflecting continued sound financial management and strong revenue growth.

Our total revenue rose to \$8.2 million, supported by increased service delivery and a significant improvement in interest income. The balance sheet remains healthy, with total equity increasing to \$5.67 million, up from \$4.64 million the previous year. Notably, our property and asset base also grew substantially with the acquisition of the Esmond Street land.

In accordance with the requirements of Section 8 of the Associations Incorporation and Other Legislation Amendment Regulation 2023, a total of \$897,288 was paid in the 2025 financial year as remuneration and benefits to 16 individuals comprising board members, senior staff and their relatives.

Serving board members at the end of the 2024 calendar year received Christmas gift vouchers, and farewell gifts were provided for retiring board members. Five senior staff or board members have family members employed by Yumba Bimbi.

Sincere thanks go to the Senior Leadership team and particularly Finance Manager, Liz Pettett, for their diligence and oversight throughout the year. Their efforts have ensured that Yumba Bimbi remains well-positioned to support our community and deliver on our mission.

Simone Parker
Treasurer

CEO Report

Our mission to "strengthen choice and life opportunities in an open and inclusive community" continues to guide every aspect of our work. Throughout the 2025 financial year, we have taken decisive steps to secure our long-term capacity to fulfill this mission by:

- Supporting and investing in our workforce to ensure they remain skilled, engaged, and fulfilled in their roles
- Deepening engagement with participants, communities, and supporters across the region
- Meeting and exceeding performance targets outlined in our strategic and operational plan
- Expanding our service offerings and extending our reach throughout the community
- Creating integrated service delivery models that enhance outcomes for both participants and staff
- Maintaining strong relationships with funders and regulatory bodies through consistent compliance and transparency
- Achieving sound financial results that enable ongoing investment in people, services, and infrastructure

Yumba Bimbi is proud to report strong financial performance for the 2025 financial year. Financial sustainability remains a cornerstone of our strategic approach, particularly as we navigate the evolving NDIS landscape. We have continued to reinvest strategically in organisational capacity, ensuring that responsible financial stewardship translates directly into improved participant experiences and outcomes.

Our ongoing commitment to operational excellence and data protection has driven continued investment in technology infrastructure. These enhancements strengthen cybersecurity, improve operational efficiency, and support more informed decision-making across the organisation.

As we mark our 25th year of service, we had planned to celebrate this significant milestone with a Gala in the Garden event. While this celebration has been postponed, we look forward to honouring Yumba Bimbi's remarkable history and bright future at this event in May 2026. This milestone anniversary is a testament to the dedication of everyone who has been part of the Yumba Bimbi journey over the past quarter century.

As an employer of choice, we remain steadfast advocates for the employment and development of people with disability. Our commitment to workplace diversity is reflected throughout our organisation, with a significant proportion of our workforce and Board identifying as people living with disability.

The Living Our Values Award continues to celebrate team members whose exceptional service embodies the vision, mission, and values of Yumba Bimbi. This year, we were proud to recognise Support Worker Antoinette Lilje as the 2026 Living Our Values Award recipient. Antoinette's dedication and commitment to delivering service 'the YB way' exemplifies the very best of our organisation, and this honour is thoroughly deserved.

Esmond Street Development: A Transformative Milestone

The 2025 financial year has marked a pivotal chapter in Yumba Bimbi's evolution. Following the land acquisition at 89 Esmond Street, we have progressed toward realising our vision for purpose-built infrastructure. The appointment of a dedicated project manager represents a major milestone in bringing this development to life.

This new facility will be transformative for our organisation. Designed to be fit-for-purpose, technologically advanced, and fully accessible, it will consolidate services currently dispersed across Anakie Street, Theresa Street, Opal Street, and various community venues. Beyond serving our operational needs, the development has been conceived as a genuine community asset—a welcoming hub and meeting place that will generate positive social impact extending well beyond our immediate participants.

With infrastructure designed to accommodate both current service delivery requirements and future growth, we are building not just for today, but for the next generation of people we will serve.

Acknowledgements

Our people remain our greatest strength. I extend my sincere thanks to every team member who has contributed to Yumba Bimbi's success this year. The combination of diverse skills, rich experience, and shared commitment to our mission has driven exceptional performance and reinforced our ability to create meaningful choice and life opportunities for people with disability.

Strong governance is essential to organisational success. I thank Board Chair Renee Barlow, Treasurer Simone Parker, and all Board members for their strategic leadership throughout the year. Their vision and commitment ensures Yumba Bimbi has the governance framework and strategic direction needed to thrive well into the future.

I would particularly like to acknowledge departing Board members Evan Munroe and Fiona Hardgrave. We express our deepest gratitude for your invaluable contributions and dedicated service to Yumba Bimbi. Your wisdom, commitment, and leadership have been instrumental in shaping our success and guiding us through significant transformation.

The legacy you leave will continue to inspire us as we pursue our mission.

I acknowledge our Senior Leadership Team, whose collaborative approach and professional expertise have been instrumental in delivering our strategic and operational objectives. Their dedication, diverse capabilities, and collegial spirit create the synergy that drives our success. I am deeply grateful for their continued commitment to organisational excellence.

To our partners, donors, and supporters—your generosity and commitment make an immeasurable difference. Your ongoing support enables Yumba Bimbi to expand our impact and enhance the lives of people with disability across our community.

As Yumba Bimbi celebrates its 25th year of operation, we look forward with optimism and purpose. We remain committed to serving our participants and community, continuously seeking opportunities to strengthen choice and life opportunities in an open and inclusive community.

Sub Committee Reports

Yumba Bimbi Support Services has a structured board with 3 sub-committees that focus on different areas of the organisation's operations. Each of the sub-committees report back to the board, providing regular updates and recommendations in their respective areas of focus. The 3 sub-committees include: Assets and Infrastructure, Finance and Compliance and Risk.

Assets and Infrastructure

Committee Members: Evan Munroe; Sub Committee Chair and board member, Rachel Freeman, CEO; Kerri Downie, General Manager Client Services; Juliette McCorley, General Manager Operations; and Board Members Leisa Donlan, Kate Isles, and Fiona Hardgrave.

The Assets and Infrastructure Sub-Committee is pleased to report that the acquisition of the Esmond Street site has been successfully completed. This strategic purchase aligns with the broader Big Picture project and positions the organisation for future growth and service delivery. The site offers significant potential for development and long-term value.

Following the acquisition, a Project Manager has been appointed to lead the development of a comprehensive Asset Management Plan and to oversee the planning and delivery of the new facility at Esmond Street. This role will be critical in ensuring the project is professionally managed and aligned with organisational priorities. The Project Manager will be responsible for reviewing existing assets, preparing the management plan, coordinating design and construction, and reporting progress to the Sub-Committee and Board.

The Board has endorsed the budget required to proceed with the design and planning for the new facility and have it grant ready. This includes funding for design, stakeholder engagement, and project management services. The endorsement reflects a strong commitment to delivering infrastructure that meets current and future needs of the organisation.

We would also like to take this opportunity to sincerely thank Evan Munroe for his leadership and service as outgoing Chair of the Assets and Infrastructure Sub-Committee. Evan's dedication and strategic guidance have been instrumental in advancing our infrastructure agenda and laying the groundwork for this next phase. His contributions are deeply appreciated by the Board and the broader organisation.

We look forward to continuing this important work across the next twelve months.

Kate Isles

Assets & Infrastructure Sub Committee Member

Finance

Committee Members: Simone Parker; Sub Committee Chair and Board Treasurer; Elizabeth Pettett, Finance Manager; Rachel Freeman, CEO; Kerri Downie, General Manager Client Services; Juliette McCorley, General Manager Operations; and Board Members Evan Munroe and Carmel Marshall

The Finance Committee has continued to support the Board and management in ensuring strong financial governance and oversight. This year's surplus of over \$1 million represents a significant improvement on last year's result and highlights the organisation's robust financial stewardship.

The committee met regularly to review performance, guide budget planning, and assess financial risks. We also oversaw capital investment decisions that have strengthened our asset base, contributing to long-term sustainability.

I thank our Finance Manager, Liz Pettett, and fellow finance committee member, Evan Munroe, for their excellent work and ongoing commitment. We are proud of Yumba Bimbi's financial position and look forward to continuing to support its strategic direction.

Simone Parker, Board Treasurer

Compliance and Risk

Committee Members: Renee Barlow; Sub Committee Chair and Board Chair; Rachel Freeman, CEO; Kerri Downie, General Manager Client Services; Juliette McCorley, General Manager Operations; Tayla Langby, HR Coordinator and Board Members Leisa Donlan, Kate Isles and Carmel Marshall

This year, the Risk and Compliance Subcommittee has continued to build on the strong foundation established previously, maintaining a vigilant focus on safeguarding Yumba Bimbi's operational integrity and adherence to regulatory requirements. The committee has proactively monitored emerging risks across operational, financial, and reputational domains, ensuring timely identification and mitigation to protect the organisation and its stakeholders.

Significant enhancements were made to our compliance monitoring frameworks and reporting systems, providing clearer visibility and responsiveness to potential issues. Cybersecurity remained a priority, with further investment in advanced technologies and refinement of cybersecurity protocols. Additionally, ongoing training and awareness programs have been delivered to fortify the organisation's security posture against evolving cyber threats.

Throughout the year, regular compliance reviews have been conducted rigorously, verifying the effectiveness of controls and driving continuous improvement. The subcommittee's work has positioned Yumba Bimbi to navigate compliance challenges confidently while underpinning sustainable growth and ethical governance. Looking forward, we remain committed to enhancing our risk management strategies and fostering a culture of compliance aligned with our organisational values.


Renee Barlow, Board Chair



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