watch
Disability Services



Annual Report
2025-2026

Watch Disability Services Inc. acknowledges the Traditional Custodians of the lands on which we live and work.

We pay our respects to Aboriginal and Torres Strait Islander Elders past, present, and emerging and recognise their continuing connection to land, waters, and community.

In alignment with our core values, Watch is a proudly inclusive organisation that celebrates diversity.

We welcome people of all backgrounds, faiths, cultures, genders, sexual orientations, and abilities.

Front Cover Picture:
Nitin M performing in the Music Melodies Program

On this page:
Samuel O exploring the immersive bubble exhibit.

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Alexander B exploring the immersive light exhibition.

OUR HISTORY

A small group of parents founded Watch in the mid 1980's as there were no adult services available in the Waverley area for their children.

After several years of lobbying and submission writing to both the State and Federal Governments, Waverley Adult Training Centre for Intellectually Handicapped Persons (W.A.T.C.H.) was opened in 1988.

The Centre started with fifteen (15) full-time participants in a rented building located at the Transport Accident Commission (TAC) in Glen Waverley, and soon moved to the current site in 1991.

Further renovations to the Mountain Crescent site over the years have enabled more participants to join Watch. In 2009 after extensive forums and meetings with all associated with Watch, our Strategic Plan was launched at the AGM.

One of the major goals of the Plan at this time was to change our name to WATCH Disability Services, this took place in 2010.

In 2014 the completion of our second location, Watch Springvale Campus, was opened and allowed us to offer more places at Watch.

watch Disability Services

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Watch Disability Services Inc. is registered with the Australian Charities and Not-for-Profits Commission.

Registration No. A0013445F

We ndis

Registration No. 4-433C-931

OUR VISION

Watch believes that every person, regardless of their level of disability, has the right to quality of life and participation in the community.

Watch aims to provide each person we serve with the opportunity and support to develop and maintain the skills which will enable that person to live with the greatest degree of independence possible.

Watch is an inclusive community that values and respect diversity. People of varied cultural backgrounds, gender, sexual orientation, ability, race, and religion are welcome.



Alexander B enjoying the balloon exhibition.

OUR VALUES

Quality of Life

We aim to enhance participants' wellbeing by promoting health, safety, friendships, and personal growth. Every individual is encouraged to express themselves, find joy, feel valued, and participate meaningfully in life.

Empathy

We foster empathy by understanding others' emotions, using kindness, humour to connect, and building trust.

Our goal is to create caring relationships where everyone feels supported.

Respect for Each Individual

We respect each person's uniqueness by encouraging independence, freedom of choice, and fair treatment.

Success is celebrated, and respectful two-way communication is at the heart of all our interactions.

Honest Communication

We value open and honest communication through transparency, active listening, and freedom to express ideas.

Integrity guides our actions to build trust and maintain ethical relationships.



Paul D enjoying a numeracy activity with the support of Nodia O

PRESIDENT'S REPORT

It is my pleasure to present the Chairman's Report for the 2025-26 financial year.

This period in review has been very positive on many fronts despite some difficult dynamics in the disability services sector under the National Disability Insurance Scheme (NDIS). I would like to thank all our participants for their engagement with Watch. Our mission to make the lives of people with a disability more fulfilling remains our guiding principle in all our decisions.

While the legislative changes to the NDIS are only now unfolding, the downward pressure on participant plans and often lengthy delays in approvals of services have been evident over the last financial year. This is bound to become more challenging given the reforms being put in place to curb the growth of the NDIS funding. Our challenge as a committee is clear, to continue delivering positive and impactful services to our participants while doing so in a way which also allows our organisation to be financially viable. Many similar organisations to Watch have not survived the financial pressures under the NDIS and this is likely to continue in the sector with these more significant changes planned by the government and supported by the opposition.

Pleasingly, the ongoing focus on this balance of great levels of care and financial viability has seen us expand services and strengthen our financial position in the 2026 financial year. With great financial oversight and management by Andrew Robsinson (Treasurer), supported by Jeff Hall on the committee and Ben Moodie as CFO, our surplus and cash reserves have grown significantly compared to the prior financial year. This detail can be seen in the Treasurer's report and is consistent with my comments in last year's report where I indicated we were already seeing uplift after a small loss in FY25.

The strong performance over this period was the result of the hard work by Laura and her team in attracting new participants to our day service, together with the addition of Supported Independent Living (SIL) services and respite accommodation to our offerings from Watch.

As I mentioned last year, this is well aligned to our mission for our participants and has helped strengthen our financial position, being less reliant on day service alone which has been subject to financial pressure under the NDIS.





Top picture:
Davies V. performing in the Music Melodies Program with musician Tom T.

Bottom picture:
Adam K. returning containers through the Container Deposit Scheme.

On opposite page:
Paul D. doing the laundry in his new home.

I would like to thank the members on The Committee of Management. Your voluntary service while juggling so many other responsibilities is crucial to the success and strength of Watch and the services we provide to our participants. We had one member leave through this period due to competing work priorities. That departure was Negar Ghadiri-Zare who was our newest committee member and was brought in to focus on marketing. Given the brief tenure of Negar, there is still a lot to do in lifting our profile and attracting participants, so we are now seeking a new committee member with marketing experience. Given the complexity of the sector, we are also seeking a committee member from a legal background. We have managed to engage an executive recruiter, Zena Clark of Be Recruitment, who has generously offered her services pro bono. We are reaching the final stages of recruitment for both roles.

Our CEO, Laura Ubavin, has continued to drive improved and broader services with the support of her fantastic and dedicated team. I thank Laura for her continuing strong leadership over the last year and all our staff who do such an important job with great care.

As I mentioned in last year's report, at every Committee of Management meeting we commence with a 'Mission Moment' to ensure that we stay focused on our purpose of providing great services to our participants.

This picture shows a personal example of our new services; providing accommodation and support to our participants.





Thank you for your support and I look forward to the coming year for Watch.

James Chisholm
Chairman

CEO REPORT 2026 YEAR IN REVIEW

Building Opportunities, Creating Futures

As we reflect on the past year, it has been a time of significant growth, resilience, and transformation for Watch Disability Services Inc. I am incredibly proud of what we have achieved together. Every day, I have the privilege of witnessing participants develop new skills, build meaningful relationships, increase their independence, and work with their incredible families and networks to pursue their goals. Their achievements remain the true measure of our success and continue to inspire everything we do.

Throughout the year, Watch continued to provide high-quality Training and Support Services that empower people with disability to learn, grow, and actively participate in their communities. Our commitment to delivering person-centred, high-quality supports remains unwavering.

The disability sector continues to navigate significant reform and uncertainty. Changes to NDIS pricing arrangements, evolving funding models, increasing compliance obligations, and ongoing workforce challenges have placed pressure on providers across Australia. In response, Watch has remained focused on innovation, continuous improvement, and organisational sustainability. Supported by sound financial management, strong governance, and strategic leadership, we have continued to evolve and respond to emerging challenges while keeping participants and families at the centre of everything we do.



From bottom left to bottom right: Adam K. , Jack G., Peter A., Peter S., Kylie D., Claire W.



From left to right: Samuel O , Adam K., George M.



Peter S. enjoying a social outing.

A Momentous Milestone for Watch

This year, we achieved a momentous milestone, with a key vision from our Strategic Plan becoming a reality. Watch is now registered as an NDIS provider of Supported Independent Living (SIL) and Short-Term Accommodation (STA) services This achievement marks the realisation of a key strategic objective and represents an exciting new chapter for both the people we support and the organisation.

For many years, participants and families have expressed a desire for Watch to offer accommodation supports that promote independence while maintaining connection, safety, and a strong sense of community. Achieving SIL registration represents an important step towards realising this vision.

Since receiving registration, we have commenced delivering respite services and have had two participants move into residences where SIL supports are managed by Watch. It has been rewarding to see participants develop their independent living skills, build confidence, and thrive in their new home. As we look to the future, Watch is laying the foundations for further accommodation opportunities by establishing relationships with Specialist Disability Accommodation (SDA) providers, housing organisations, developers, and other property stakeholders. These partnerships will help create new housing pathways and expand accommodation options for future participants.

This work reflects our commitment to supporting people throughout every stage of life and ensuring participants have greater choice and control over where and how they live.

Community & Partnership Support

Watch has always been a community-based organisation, and our success is built upon the generosity, collaboration, and dedication of countless individuals and organisations.

I would like to sincerely thank our participants, families, carers, support coordinators, allied health professionals, schools, volunteers, community groups, and funding partners for their ongoing support throughout the year. Your encouragement, collaboration, and commitment play a vital role in helping Watch create meaningful opportunities for the people we support. We are also incredibly grateful to the philanthropic organisations, donors, businesses, and local service clubs, who have contributed to enhancing our programs, facilities, and participant experiences. Whether through donations, volunteering, fundraising, advocacy, or professional expertise, your generosity and involvement continue to make a genuine difference to the Watch community.

I would like to extend a special thank you to Maria, Anton, and Joe Vucic for their extraordinary generosity and ongoing support. Through their significant subsidy of our music program, rent relief, and various in-kind contributions, they have made a remarkable impact on both our organisation and the people we support. Their commitment has enriched the lives of participants, strengthened our community, and helped create opportunities that might otherwise not have been possible.

I would also like to acknowledge the Rotary Club of Mount Waverley and Rotary Foundation for its generous contribution towards the upgrade of our gardens, helping create more engaging outdoor spaces for participants. Thank you also to Bunnings Springvale for supporting our community BBQ events and for donating garden beds and supplies that have enhanced our Springvale site and enriched the experience of participants who access services there.

Our People

The achievements of Watch would not be possible without our dedicated Commitee of Management, leadership team, staff and volunteers.

I extend my sincere thanks to every member of our team for their professionalism, care, and commitment. Their dedication supports participants to achieve their goals, build independence, develop skills, and lead meaningful and connected lives.

I would also like to acknowledge our Committee of Management members who freely donate their time and expertise, they have demonstrated great strategic leadership and stewardship throughout a period of significant sector change.

Their vision, expertise, and commitment continue to guide Watch towards a stronger and sustainable future.

An Exciting Change

Another exciting milestone is the launch of our new logo and brand identity. More than a visual refresh, our new brand reflects the evolution of our organisation and the future we are building together. Watch has grown significantly in recent years, expanding services, strengthening capabilities, and supporting more people with disability to achieve their goals and aspirations.

Our tagline, “Watch Me Shine,” inspired the new logo design, which incorporates a star-shaped person symbolising both the support we provide and the achievements, growth, and potential of the people we support. The refreshed brand celebrates opportunity, inclusion, independence, and the remarkable journeys of our participants as they shine in their own unique ways.

The new identity honours our proud history while embracing our future. It reflects Watch’s evolution as an organisation while remaining true to the values that have guided us for almost forty years.

I would like to sincerely acknowledge the outstanding support of Pressroom Philanthropy, a non-for-profit organisation dedicated to assisting for-purpose organisations through professional marketing, communications, and design services. Their generosity and expertise have been instrumental in bringing our rebrand to life. In addition to supporting the development of our new brand identity, Pressroom Philanthropy have generously produced this Annual Report and a range of marketing resources at no cost to Watch. Their contribution has enabled us to present our story in a professional and engaging way. We are deeply grateful for their partnership and commitment to Watch.

As part of this transition, we are also evolving the way we refer to our organisation. While many people know us as WATCH, the acronym reflects a name and language from a different era. As we move forward, we will increasingly be known simply as Watch. This change recognises how far the organisation has evolved and reflects a modern, inclusive, and person-centred approach that focuses on people, possibilities, and community.

At its heart, our new identity reflects what Watch stands for, which is creating opportunities, building confidence, fostering inclusion, and supporting people with disability to achieve, shine, belong, to live meaningful and fulfilling lives.

The Year Ahead

We enter the coming year with a clear strategic direction, strengthened governance, growing community support, and renewed confidence in our ability to respond to the evolving needs of the people we support and their families.

Our priorities will include expanding Supported Independent Living opportunities, providing more short-term accommodation, strengthening organisational sustainability, investing in workforce development, introducing a new and exciting vocational education and employment pathways, enhancing participant outcomes through innovative programs and partnerships.

As we continue our journey, we remain committed to delivering exceptional supports, embracing innovation, and creating futures filled with possibility.

On behalf of the Committee of Management, leadership team, staff, and volunteers, thank you to our participants and families for your continued trust, support, and partnership. Together, we are building opportunities, creating futures, and making a lasting difference in the lives of the people we support.

Laura Ubavin
CEO



Raised garden beds and supplies donated by Bunnings – Springvale.



Trent M. preparing a meal during respite stay.



Rotary Club of Mount Waverley & Rotary Foundation generous contribution towards the upgrade of the Mulgrave garden.



Examples of woodwork projects completed throughout the year.

QUALITY & SAFEGUARDING REPORT

The financial year was marked by a significant milestone, with Watch successfully attaining NDIS registration for Registration Group 0115 – Assistance with Daily Life Tasks in a Group or Shared Living Arrangement in April 2026.

This achievement expands and strengthens WATCH's capacity to deliver Home and Living supports and reflects our commitment to meeting the evolving needs of participants, families, and carers, while supporting the future growth and sustainability of the organisation.

Throughout the year, Watch supported participants and families to explore and secure Home and Living options, including Short Term Accommodation (STA) and Supported Independent Living (SIL) arrangements, promoting greater choice, independence, and sustainable support outcomes. To further understand participant and family experiences and identify opportunities for improvement, Watch conducted its satisfaction survey. The results will be analysed and released in the coming year and will inform future quality improvement and service development initiatives.

Watch successfully completed its NDIS Mid-Term Audit in May 2026, with no non-conformities identified, demonstrating the effectiveness of our governance, management systems, and safeguarding practices.

Workforce capability remained a key focus, supported by a review of the staff training matrix and the engagement of a Registered Nurse to strengthen clinical governance and delivery of high intensity support skills. Additional training was provided across a range of complex support areas to ensure staff remained equipped to deliver safe and high-quality supports.

These achievements provide a strong foundation for Watch's continued growth, service excellence, and positive outcomes for participants

Meghan Lyons
Manager Quality & Safeguarding

CLASSES OF NDIS SUPPORTS OFFERED

by Watch Disability Services Inc.

High Intensity Supports
High Intensity Daily Personal Activities *(0104)*

Personal Supports
Assistance with Personal Activities *(0107)*

Home & Living Supports
Assistance with Daily Life Tasks in a Group or Shared Living Arrangement *(0138)* *(0115)*

Skill Development
Development of Daily Living and Life Skills *(0117)*

Community Participation
Participation in Community, Social and Civic Activities *(0125)*

Group Programs
Group and Centre-Based Activities *(0136)*

SECTION 2: OUR GOVERNANCE

FAMILY TESTIMONIALS & FEEDBACK OF OUR SERVICES

"Watch Disability Services provided exceptional care for our son during a time when we were unable to support him at home. With very little notice and without hesitation, the team prepared a welcoming space, kept him engaged in his usual activities, and supported our whole family with genuine compassion and professionalism during a challenging time. We are deeply grateful for the kindness, understanding and exceptional care provided throughout his stay.

Mother of Participant

"I greatly appreciate Watch's support of my daughter over a very long period of time. The Service has been wonderful for our family.

Family Member of Participant

"(Watch has a) Caring approach and have their own staff not relying on agency staff contributes to a whole person and participant centred approach."

Family Member of Participant

QUOTES TAKEN BY NDIS AUDITOR

Registered NDIS Provider

"The interviewees described the staff as; diligent, compassionate, accommodating, meticulous and transparent.

"I'm comfortable with them.
They're really helping.
They care.
They're willing to help.
I can't fault them.

PARTICIPANTS, FAMILIES & CARERS SATISFACTION

WITH WATCH SERVICES & STAFF

4.54
AVERAGE RATING



From left to right:
Coutney D., Anita S.



Trent M enjoying a coastal walk during respite stay.



Nitin M. feeding animals at Myuna Farm.



Paul E. and Jenny C. cooking lunch together.

OUR PEOPLE & SUPPORTERS

COMMITTEE OF MANAGEMENT

Office Bearers

President
James Chisholm
Vice President
Malcolm Tilbrook
Treasurer
Andrew Robinson
Secretary
Milenko Barbaric
Committee Members
Frank Miller OAM
Jeff Hall
Julie Sheppard
Negar Ghadiri-Zare

LEADERSHIP & ADMINISTRATION TEAM

Chief Executive Officer
Laura Ubavin
Chief Financial Officer
Ben Moodie
General Manager - Training & Support Services
Narelle Vukic
Service Manager
Jana Majdalani
Operational Coordinator
Robert Stewart
Zuhra Keskic
Manager - Quality & Safeguarding
Meghan Lyons
Manager - Vocational Training & Education
Tim McDonald
Administration & Project Officer
Max Vukic

SKILLS & SUPPORT FACILITATORS'

Anita Su
Chhorn Dy
Claire Whelan
Danielle Hetherington
David Williams
Jade Torr
Jagjeet Dhillon
Joe DePetra
John Kim
Kylie Donat
Manisha Samel
Matthew Jayewardene
Nahla Abaker
Nathalie Printannier
Navdeep Dhaliwal
Nodia Odigie
Pagna Heav
Phannary Chea
Priyanthe Lokuhewa
Ramesh Reghunathan
Sithal Singh
Stephen Rodrigs
Suzette Behrendt
Umesh Rimal
Yamini Godse
Yan Gao

RESIDENTIAL SUPPORT WORKERS

Ayaan Muhumed
Jenny Chen
Kim Salac
Kyla Murnane
Nick Marmo
Sung Jae Lee
Thivanka Sudusinghe

WATCH PARTICIPANT COUNCIL

Adam Hasnat
Adam Kohne
George Massouridis
Paul Davidson
Minh Nguyen

WATCH SPECIALIST SUPPORTS

Pressroom Philanthropy
The Virtual IT Department Pty Ltd
Effortless Account
Thomas Tuena (Musician)
Workplace Plus

FINANCIAL AUDITOR

Saward Dawson

NDIS COMPLIANCE AUDITOR

DNV Business Assurance Australia Pty Ltd

OUR DONORS

We would like to thank and acknowledge our donors' valuable support.

Anna Ng
Anton, Maria, Joe Vucic
Ben Moodie
Rotary Club Mount Waverley & Rotary Foundation
Crabtree Real Estate
Eco Trading
Frank Miller
Malcolm Tilbrook
Morgan McDonough
Modern Curtains and Blinds
Peeplcoach
Richard Yeo

GRANTS, COMMUNITY AND CORPORATE SUPPORTERS

We would like to thank and acknowledge all our supporters for their valuable contribution.

Bunnings Springvale
Modern Curtains & Blinds
Flick Springvale
Peeplcoach
Rotary Club Mount Waverley & Rotary Foundation
Spuds R Us

GENERAL MANAGER'S REPORT

As we reflect on the 2025-2026 financial year, I am proud to celebrate the many ways our participants have continued to thrive, grow, and achieve their goals.

Watch Disability Services Inc remains committed to delivering high-quality, person-centred supports that empower people with disability to live meaningful, connected, and fulfilling lives.

Throughout the year, participants demonstrated resilience, confidence, and determination while engaging in a wide range of programs, activities, and community experiences. Their achievements are a testament to their individual strengths and the support of our dedicated staff, families, Committee of Management members, and community partners.

Together, we continue to create opportunities where people feel valued, included, and empowered to reach their potential.

Participant Growth & Engagement

Watch was pleased to welcome several new participants during the year, including students transitioning from both existing and new referral pathways. This growth reflects the strong relationships we have built with schools, families, support coordinators, allied health professionals, and the broader community.

Each new participant brings unique strengths, aspirations, and experiences that enrich our community and contribute to the diversity and vibrancy of Watch.

Program of Support (POS)

A significant achievement this year was the successful introduction of Program of Support (POS) service agreements. These programs align supports more closely with participants' NDIS goals and provide greater structure, accountability, and measurable outcomes.

The implementation of POS has strengthened our ability to monitor progress, celebrate achievements, and demonstrate the positive impact of our services. Feedback from participants and families has been positive, highlighting the value of a clear focus on outcomes and personal development

SECTION 4: TRAINING & SUPPORT SERVICES

Program Highlights

During the year, we introduced a new timetable featuring more than 60 activities each week, providing participants with an even greater range of opportunities to learn, connect, contribute, and thrive. We will continue to strengthen our programs, maintain the highest standards of quality and compliance, and explore new ways to enhance the supports and opportunities available to those we serve.

Our programs continued to provide meaningful opportunities for participants to build friendships, develop skills, strengthen independence, and engage in their communities. Participants enjoyed a diverse range of activities, special events, and celebrations throughout the year, including Watch Idol, AFL Footy Day, Halloween celebrations, and Christmas and Easter events.

These experiences foster social connection, personal development, confidence, and a strong sense of belonging, while supporting participants to work towards their individual goals and aspirations. Throughout the year, participants increased their independence in daily routines, household tasks, personal organisation, and shared responsibilities. Peer role modelling played an important role in encouraging confidence, participation, and skill development, helping to create a positive and supportive culture.

Creative programs provided opportunities for self-expression and personal growth, while life-skills activities focused on building independence in areas such as personal care, meal preparation, household responsibilities, and sustainability initiatives. Community participation programs also enabled participants to strengthen skills in communication, decision-making, money management, public transport, and personal safety while actively engaging in the wider community.

Springvale Campus

The Springvale Campus has also enjoyed another successful year, with participants demonstrating meaningful growth in independence, confidence, social connection, and community participation. Through person-centred supports, consistent routines, and inclusive practices, participants have continued to develop practical life skills while engaging in a diverse range of independent living, training, creative and recreational based programs.

A significant highlight of the year was the introduction of the Recreation Room at the Springvale Campus. This purpose-built facility has provided year-round opportunities for physical activity, recreation, teamwork, and social connection through activities such as basketball, cricket, soccer, volleyball, pickleball, indoor bowls, and gym-based exercise. The space has quickly become a valued hub where participants from both Mulgrave and Springvale can build confidence, develop friendships, and improve their health and wellbeing in a safe and supportive environment

Recycling Program Success

Our recycling program continues to deliver positive environmental, numeracy learning, and financial outcomes. Participants have demonstrated teamwork, responsibility, and community spirit through their ongoing involvement in collecting and recycling eligible containers.

The program has raised over $2,426, with funds reinvested into facilities like a new oven for our cooking program, audio visual equipment and resources that directly benefit participants and enhance the Watch environment.

REMEMBERING VALUED MEMBERS

OF OUR COMMUNITY

This year we sadly lost three valued members of our Watch community: Lako Loggali , Jennifer Brown, and Jack Sun.

Each person made a unique and lasting contribution to Watch and touched the lives of many within our community.

We honour their memories and extend our sincere condolences to their families and loved ones.







LOOKING AHEAD

As we look to the future, our focus remains on delivering innovative, high-quality services that support participants to achieve their goals and lead meaningful lives.

On behalf of Watch Disability Services Inc., I thank our participants, families, staff, Committee of Management, volunteers, and community partners for their ongoing support and commitment.

Together, we continue to make a meaningful difference in the lives of people with disability and create opportunities for everyone to shine.





Narelle Vukic
General Manager

From top to bottom:
Mirjana B creating a sequin clover during a Creative Arts activity.
Springvale Participants artwork on display.

WATCH COUNCIL REPORT

The Watch Council has continued to provide participants with meaningful opportunities to develop leadership skills, build confidence, and actively contribute to decision-making within the organisation.


Nitin M.


Peter S. paying for his meal after a Social Dinner.


From left to right: Paul D., Adam K. George M.


From left to right: Mirjana B., George M., Paul E., Craig M., Adam K.

Through regular meetings, participants have been supported to share feedback, raise issues of importance, and represent the views of their peers in a safe and inclusive environment.

A particular focus this year was the promotion of important awareness and inclusion initiatives. Council members played a key role in identifying and recognising significant days such as World Autism Awareness Day, Epilepsy Awareness Day, World Down Syndrome Day, International Wheelchair Day, and International Firefighters Day. Through discussion, education, and participant-led activities, the Council helped raise awareness and foster understanding across the broader Watch community.

Council participants also demonstrated growing confidence in advocacy and public speaking by sharing information and promoting initiatives with their peers. Their increasing leadership capacity highlights the positive impact of the Council program and its role in supporting self-advocacy, participation, and inclusion.

The growth shown by Council members throughout the year reflects Watch's commitment to empowering people with disability to have a voice, influence decisions, and make meaningfull contributions.

Zuhra Keskic
Operations Coordinator

SOCIAL GROUPS 2026

Our afterhours social groups continued to be a highlight for many participants, providing opportunities to build friendships, develop confidence, and strengthen connections within the community.


Joe V. enjoying a social dinner.


From left to right: Adam K. and George M. enjoying an exhibition.

Throughout the year, participants enjoyed a diverse range of recreational, cultural, and social experiences, including community outings, creative activities for Mother's Day and Father's Day, cooking programs, theatre performances, wildlife experience at Healesville Sanctuary and other special events.

A particular highlight remained the monthly social dinner groups, where participants come together to share a meal, enjoy each other's company, and build meaningful relationships. These activities play an important role in promoting social inclusion, community participation, and overall wellbeing.

Written by
Jana Majdalani
Service Manager

INSPIRE PARTICIPANTS

BUILD DIGITAL SKILLS AND CONFIDENCE



Paul D & Alexsandra H singing along in the Music Melodies Program with musician Tom T.

Participants in the Inspire Program embarked on an exciting new learning journey, taking part in a series of coaching and mentoring sessions facilitated by Peeplcoach facilitators Jillian Bolger and Lara Joscelyn. Peeplcoach is a leadership and business development organisation that helps individuals, teams, and businesses unlock their potential through coaching, training, mentoring, and professional development programs.

These online sessions not only provided coaching but also introduced participants to digital communication tools and provided opportunities to build confidence, social connections, self-advocacy skills, and future planning.

During the session, participants learned how to use key Microsoft Teams functions, including mute and unmute controls, the hand-raise feature, and digital turn-taking tools.

Participants enthusiastically shared information about their favourite hobbies, sporting teams, pets, colours, and leisure activities, helping to create a welcoming and inclusive online environment while learning new digital skills.

The subsequent Teams session focused on reflection and goal setting. Participants reviewed recent Inspire activities and achievements, discussed future aspirations, and explored the importance of setting personal goals.

Through group discussions and guided activities, participants practised communication, active listening, and collaborative learning while developing confidence in participating in online environments. Participants were invited to attend the Peeplcoach conference to talk about their experience in their coaching sessions.

SECTION 4: TRAINING & SUPPORT SERVICES

Preparing for the Peeplcoach Conference

In the weeks leading up to the Peeplcoach Conference, participants undertook a range of preparation activities designed to build confidence and presentation skills.

Using photographs, newsletters, videos, worksheets, and group discussions, participants reflected on their experiences with Watch, explored personal achievements, and considered future goals.

These activities encouraged participants to develop self-advocacy skills, practise public speaking, strengthen memory recall, and build confidence in sharing their experiences with others. The preparation process also promoted teamwork, social participation, and recognition of personal growth.

Peeplcoach Conference Experience

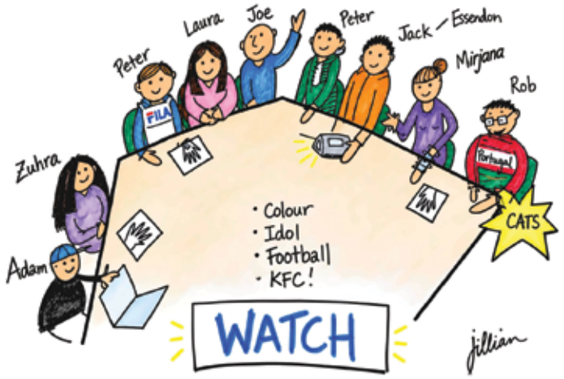
Inspire participants Peter S and Adam K attended the Peeplcoach Conference and did a presentation at the conference, on what they learnt during their coaching sessions. Using a PowerPoint presentation and interactive visual resources, both participants proudly shared information about themselves, their experiences at Watch, and their involvement in the Inspire Program. Their contributions reflected the skills, confidence, and preparation developed through the preceding Teams sessions and group activities.

The presentation received positive feedback from conference attendees and the Peeplcoach facilitators who acknowledged the growth, participation, and engagement demonstrated by both participants and the wider Inspire Group.

The Peeplcoach partnership provided valuable opportunities for participants to develop new skills, build confidence, and showcase their achievements within the broader community.

Inspire Coaching Session Caricature

A fantastic visual summary of our team meeting was created by Jillian from Peeplcoach, capturing the key ideas, discussions and highlights from the day.



Written by

Robert Stewart and the Inspire Participant Group

TREASURER'S REPORT

For the Financial Year Ended 30 June 2026

It is my pleasure to present the Treasurer's Report for Watch Disability Services Incorporated for the 2025–2026 financial year.

Following a challenging 2024–2025 financial year, it is pleasing to report that Watch has returned to a stronger financial position. This reflects the organisation's continued efforts to adapt to changes within the NDIS environment while maintaining our focus on providing the best possible support to our participants.

Watch recorded a net surplus of $373,715 for the year ended 30 June 2026, compared to a deficit of $86,543 in the previous financial year. Revenue increased to $3.76 million, up from $3.31 million in 2025, with NDIS income continuing to represent the significant majority of Watch's operating revenue.

An important development during the year has been the continued introduction and growth of short term accomodation services.

Respite has enabled Watch to provide additional support to participants and their families beyond our traditional day program services, while also complementing and supporting the sustainability of our existing services.

Watch has also established Supported Independent Living (SIL) services, which became operational during the latter part of the financial year.

This represents another important step in broadening the support Watch can provide to participants and their families and creating opportunities for participants to access a greater range of services through an organisation, staff and community with which they are familiar.

The improved financial position also reflects the considerable efforts of Laura and the management team throughout the year. As Watch adapted to changes in funding arrangements and developed its broader service offering, the management team took a careful and considered approach to resourcing and operating costs. This required an exceptional level of commitment from the team while ensuring the quality of support provided to our participants remained the priority.

I would particularly like to acknowledge Laura and the management team for the additional effort they contributed during this period. Their commitment played an important role in helping Watch navigate a challenging operating environment and return to a stronger financial position. As we move forward, however, it is important that we continue to appropriately resource the organisation and ensure that the level of additional effort required during this period is not relied upon as a long-term operating model.

Salaries and employee benefits remained Watch's largest expense at $2.84 million, compared with $2.79 million in the previous year. Despite the expansion of Watch's services, employment costs remained relatively stable, while the organisation continued to carefully manage its broader operating costs.

As at 30 June 2026, Watch maintained net assets of $1.39 million, increasing from $1.02 million at the end of the previous financial year. The organisation held $472,928 in cash and cash equivalents together with $425,649 in term deposits. Watch also generated positive operating cash flow of $326,797 during the year, providing the organisation with a sound financial position entering the 2026–2027 financial year.

While this year's financial result is encouraging, we remain conscious that the NDIS operating environment continues to evolve and that Watch operates first and foremost for the benefit of our participants. Maintaining a strong financial position provides stability for the organisation and allows us to responsibly reinvest in our services, facilities and people while retaining appropriate reserves for the future.

During the year, the Committee also commenced a broader review of Watch's facilities and future requirements. This work is focused on identifying opportunities to improve accessibility, the quality of our facilities and the range of services we can provide. Any future investment will be carefully considered to ensure Watch remains financially sustainable while continuing to provide the best possible environment and support for our participants and their families.

I would like to acknowledge the efforts of our finance team and external advisors in maintaining strong financial reporting and governance throughout the year. I would also like to thank Laura, the management team, all Watch staff and my fellow Committee members for their continued commitment to Watch and, most importantly, to the participants and families we are here to support.

Thank you.

Andrew Robinson
Treasurer

SECTION 5: OUR FINANCES



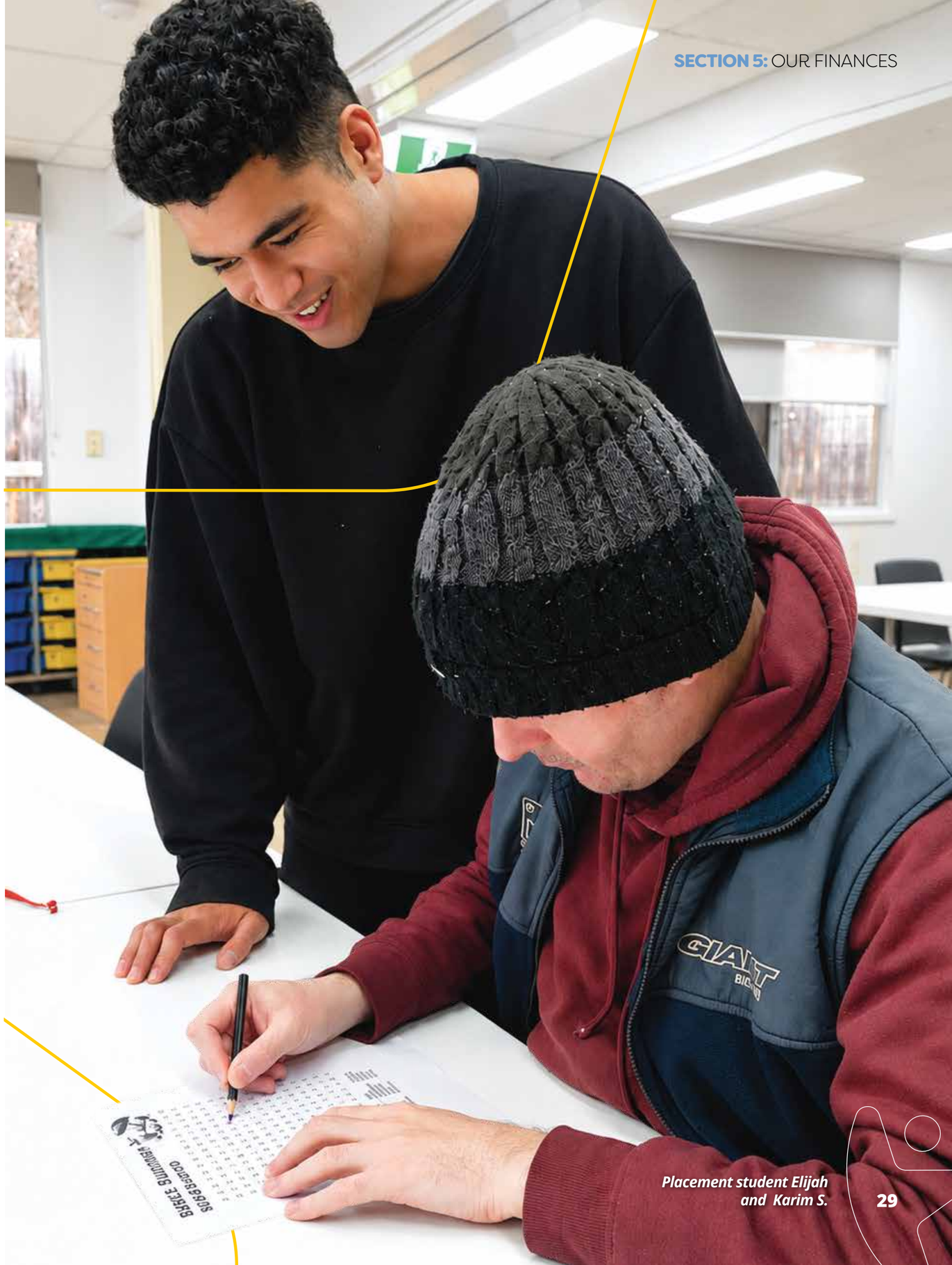
Trent M. exploring the giant gnome sculpture during respite stay.

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME

	($) 2026	($) 2025
REVENUE	**3,758,314**	**3,309,113**
Employee benefits expense	(2,838,672)	(2,785,302)
Cleaning and waste disposal	(93,685)	(96,623)
Repair and maintenance expense	(77,423)	(73,123)
Amortisation expense	(60,422)	(57,873)
Consulting and professional services expense	(52,343)	(80,146)
Program cost and amenities	(48,802)	(48,369)
Depreciation expense	(46,865)	(39,112)
Insurance expense	(40,216)	(39,593)
Interest on lease liabilities	(5,525)	(12,416)
Bad debts expense	(3,946)	(15,313)
Rent and utilities	(3,049)	(19,729)
Other expenses	(113,651)	(128,057)
Surplus/(Deficit) For The Year	**373,715**	**(86,543)**

STATEMENT OF CASH FLOWS

	($) 2026	($) 2025
OPERATING ACTIVITIES		
Receipts from customers	3,734,195	3,283,727
Payments to suppliers and employees	(3,414,581)	(3,270,084)
Interest received	7,183	23,499
Net Cash Provided By/(Used In) Operating Activities	**326,797**	**37,142**
INVESTING ACTIVITIES		
Placement of term deposits	(210,994)	(214,654)
Purchase of property, plant and equipment	(31,344)	(84,242)
Net Cash Provided By/(Used In) Investing Activities	**(242,338)**	**(298,896)**
FINANCING ACTIVITIES		
Repayment of lease liabilities	(61,614)	(69,148)
Net cash used in financing activities	**(61,614)**	**(69,148)**
NET INCREASE / (DECREASE) IN CASH HELD	**22,845**	**(330,902)**
Cash and cash equivalents at beginning of year	450,083	780,985
Cash and Cash Equivalents at End of the Financial Year	**472,928**	**450,083**



Placement student Elijah and Karim S.

STATEMENT OF FINANCIAL POSITION

	($) 2026	($) 2025 Restated
CURRENT ASSETS		
Cash and cash equivalents	472,928	450,083
Trade and other receivables	191,246	116,221
Financial assets	425,649	214,655
Other assets	68,449	48,586
Total Current Assets	**1,158,272**	**829,545**
NON-CURRENT ASSETS		
Trade and other receivables	121,801	115,691
Property, plant and equipment	631,345	646,866
Right-of-use assets	73,428	94,830
Total Non-Current Assets	**826,574**	**857,387**
TOTAL ASSETS	**1,984,846**	**1,686,932**
CURRENT LIABILITIES		
Trade and other payables	134,660	193,141
Lease liabilities	79,525	50,160
Employee benefits	318,465	307,476
Total Current Liabilities	**532,650**	**550,777**
NON-CURRENT LIABILITIES		
Lease liabilities	-	51,959
Employee benefits	60,650	66,365
Total Non-Current Liabilities	**60,650**	**118,324**
TOTAL LIABILITIES	**593,300**	**669,101**
NET ASSETS	**1,391,546**	**1,017,831**
EQUITY		
Retained earnings	1,391,546	1,017,831
Total Equity	**1,391,546**	**1,017,831**



Trent M. feeding an alpaca.

Adam K loading containers into the return machine with Kylie D.



Angela M. singing with Max V.

STATEMENT OF CHANGES IN EQUITY

	($) Retained Earnings	($) Total
2026		
Balance at 1 July 2025	1,017,831	1,017,831
Surplus for the year	373,715	373,715
Balance at 30 June 2026	**1,391,546**	**1,391,546**
2025		
Balance at 1 July 2024	1,104,374	1,104,374
Deficit for the year	(86,543)	(86,543)
Balance at 30 June 2025	**1,017,831**	**1,017,831**

HOW YOU CAN HELP

Become an Association Member

This allows you to vote at AGM's and nominate to be on the Committee of Management.

Volunteer Your Time

Have some time to give back to the community?

Please contact our CEO directly who will assess suitability and applicability at the time.

Support a Marketing Event or Fundraising Activity

Throughout the year, Watch facilitates and participates in marketing and fundraising events to promote our services and raise funds for special projects, equipment, and resources.

Please express your interest so we can contact you as needed.

Make a Donation

At times Watch receives monetary and in-kind donations from families, carers, clubs and corporate groups.

If able to, please donate using our dedicated QR code above.

Leave a Bequest

Gifting an inheritance, donation, or item in your Will is a very personal choice and private decision. Please contact our CEO directly for a confidential discussion.



Become a Corporate Partner

At times Watch is selected to partner with companies who donate their time, workmanship and expertise for the betterment of our facilities, participants and employees.

Other Ways You Can Help

Collect your eligible containers and on the Return-It App select Watch Disability Services Inc. in the Container Deposit Scheme donation partner list when making a container deposit.

watch
Disability Services

ABN: 852 164 178 58

13 Mountain Crescent
Mulgrave VIC 3170
Phone: 03 9562 3796

Rear 4/4A Brough Street
Springvale VIC 3171
Phone: 03 9546 3700

info@watchinc.com.au
www.watchdisabilityservices.com.au

Watch Disability Services Inc. is registered with the Australian Charities and Not-for-Profits Commission.

Registration No. A0013445F

We ndis Registered NDIS Provider

Registration No. 4-433C-931