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**Nulsen Group**  
2022 Annual Report

# A brief history of the Nulsen name

Nulsen as an organisation first came into being in 1954 as the Mentally Incurable Children's Association, created to support children with very complex disability. The grand old home provided to the Association in Redcliffe was named 'Nulsen Haven' after Minister for Health, Emil Nulsen.

The Mentally Incurable Children's Association name was carefully chosen to reflect the severity of the children in care at the time, however as time progressed, so did the thinking associated with care and support to people with disability.

At the Annual General Meeting (AGM) on 2 October 1983, it was proposed to change the name to 'Nulsen Haven Association Inc'. The motion was supported and passed.

In 2018, at the AGM held on 25 October, a further proposal was put to members to change the name from 'Nulsen Haven Association Inc.' to 'Nulsen Group Inc'. The rationale for this change was the need for the organisation to diversify its service offering and provide supports to a wider range of people in our community.

On 4 July 2019, a Special General Meeting was called to change 'Nulsen Group Inc' to 'Nulsen Group Ltd' to be a company limited by guarantee.

This change was needed to allow the organisation to receive funding from the Department of Prime Minister and Cabinet, as the Department required that funding recipients were registered public companies limited by guarantee. This was driven by the Group's expansion into the justice area through the acquisition of another not-for-profit, Outcare. The motion was put to members to convert from an Incorporated Association to a Company Limited by Guarantee and was supported and voted in the affirmative.

Since our beginnings in 1954 and right through to today, as with many organisations, Nulsen has had to grow and develop with the times. Throughout our rich history, we've acknowledged and celebrated our strengths while being strategic in our development.

No matter the name – whether Nulsen Group Ltd or The Mentally Incurable Children's Association (as it was when I started my employment) – the organisation will always beat with the same heart.



Gordon Trewern  
**Chief Executive Officer**



## Key Financials

Revenue	21/22	20/21
Contracts with NDIS participants	\$48,976,696	\$45,854,285
Grants	\$18,621,604	\$18,129,001
Fees from service users	\$5,069,234	\$4,748,819
Fees from Outcare services	\$85,388	\$329,389
Donations, fundraising & bequests	\$78,972	\$188,494
Interest	\$3,525	\$86,829
Sundry and other income	\$1,212,189	\$439,604
Fair value gain on financial assets	-	\$222,830
<b>TOTAL</b>	<b>\$74,047,608</b>	<b>\$69,999,251</b>

Operating Expenses	21/22	20/21
Employee benefits	\$66,568,274	\$60,642,378
Administration	\$4,392,480	\$3,694,339
Residential home expenses	\$2,830,550	\$2,154,304
Repairs & Maintenance	\$1,112,660	\$1,055,752
Other operating costs	\$1,240,353	\$1,269,979
Depreciation	\$810,461	\$1,134,986
Fair value loss on financial assets	\$348,816	-
<b>TOTAL</b>	<b>\$77,303,594</b>	<b>\$69,951,738</b>

## People & Culture



969

Total employees

349 Full time

258 Part time

362 Casual

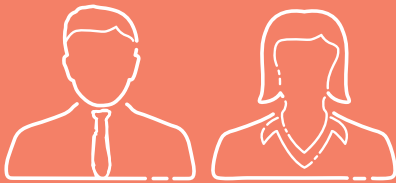


2,475

Hours filled per week  
(2,917 in 2021)

13,700

Hours rostered per week  
(15,945 in 2021)



61.6%

Female employees

38.1%

Male employees

0.3%

Non-binary/Gender Neutral employees

78

Employee qualifications achieved  
(4 in 2021)

66 Student placement program  
participants employed

22 Employees enrolled in  
qualifications

22 Leadership WA Program  
Participants (15 in 2020)



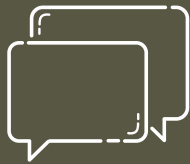
# Risk, Compliance & Governance



**23** Continuous Improvement projects underway



**2** Quality Audits completed



**143**

Feedback & complaints received

**82%**

Feedback & complaints resolved

**13**

Compliments received



**4,530**

Incidents reported

**96%**

Incidents resolved

**4%**

Incidents under review

**14**

Workers compensation claims  
(13 in 2021)

**11**

Lost Time Injuries (LTI)  
(8 in 2021)

**8.78**

LTI/1 million hours worked  
(6.38 in 2021)

## Marketing & Engagement



306,594

**[nulsen.com.au](http://nulsen.com.au) & [outcare.com.au](http://outcare.com.au)  
engagement (unique opens)**  
447,018 visits, 68.58% unique users

14,262

**[pillar.org.au](http://pillar.org.au) engagement**  
14,262 pageviews, 4,023 unique users

3,770

**[melior.org.au](http://melior.org.au) engagement**  
3,770 pageviews, 1,227 unique users

2,715

**[superyou.org.au](http://superyou.org.au) engagement**  
2,715 pageviews, 755 unique users



245,891

**Facebook reach**  
87% increase from 2021

18,647

**Instagram reach**  
873% increase from 2021

14,015

**LinkedIn reach**  
307% increase from 2021

36

**Nulsen Youth Patron Program (NYPP\*)  
participants**

1,244

**Hours of service by Nulsen Youth Patrons  
(34.5 per patron)**  
COVID-19 impacted Patron contact hours during  
term 1 in 2022



85

**Regular e-news distributed**

Included Nulsen Friday Update,  
Safety News, SIL Vacancies, COVID  
Updates, ECSN News and Aboutcare

\$78,972

**\$ in donations, fundraising,  
and bequests**

\*NYPP is a 1-year program with (students from Hale School, Methodist Ladies College & All Saint's College. 36 Patrons participated in 2021 and 2022.



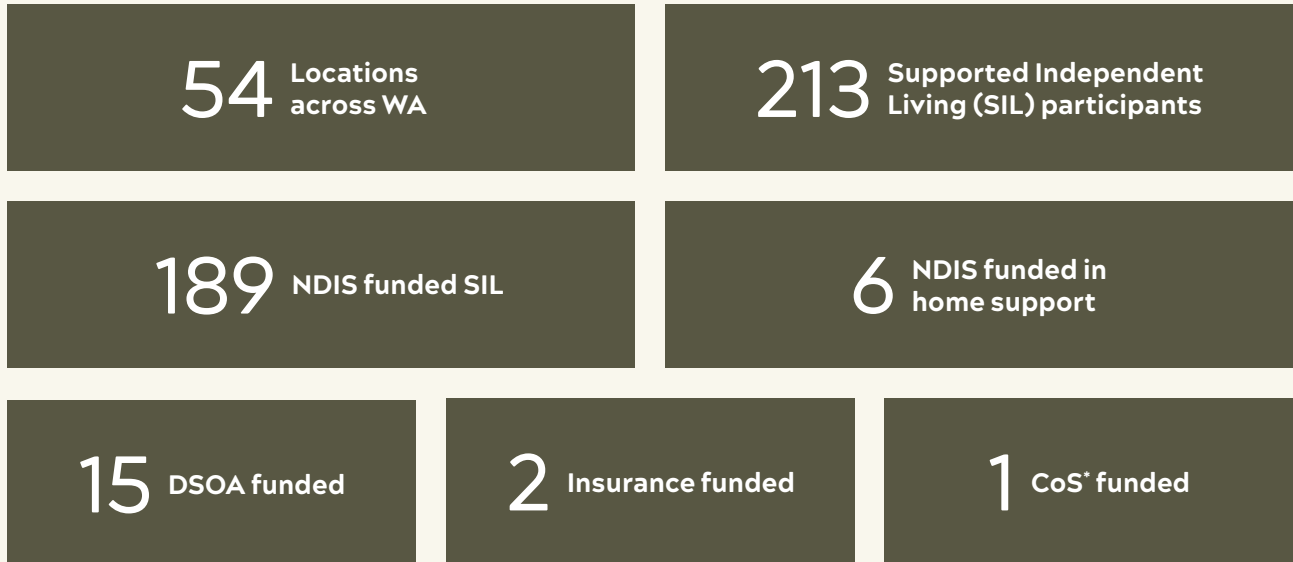




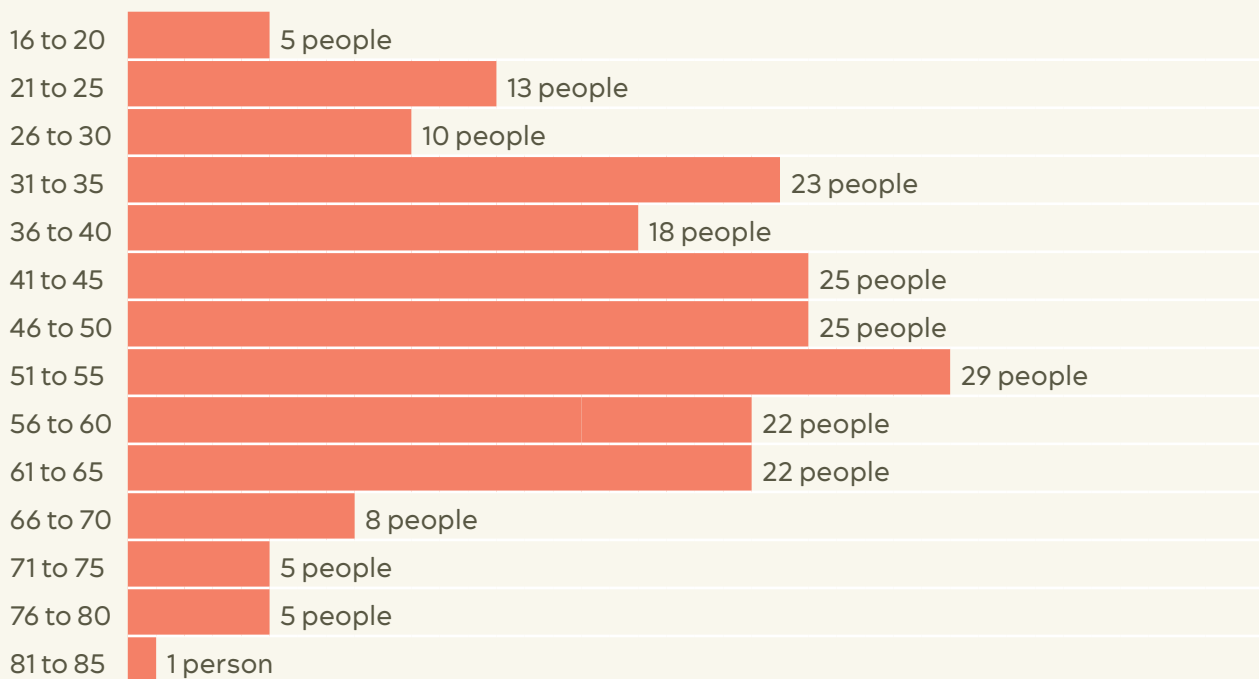


# Nulsen Disability Services

Nulsen Disability Services is an organisation of Nulsen Group.



## Age breakdown of people using our services



\* Continuity of Support (CoS) Program. ^ Disability Support for Older Australians Program (DSOA)

## Nulsen Therapy

Nulsen Therapy is part of Nulsen Disability Services.

16

Nulsen Therapy  
clinicians

238

People received a Nulsen  
Therapy service

215

People received  
NDIS-funded therapy

31

People living in the  
community received  
a Nulsen Therapy service

213

Nulsen Disability Services  
residents received Nulsen  
Therapy services

15

Pieces of equipment  
purchased through CAEP\*

\* The Community Aids and Equipment Program (CAEP) has largely been replaced by the NDIS.





# Melior Positive Behaviour Support

Melior Positive Behaviour Support is an organisation of Nulsen Group.

161

Total number of clients provided PBS

144

People received NDIS funded PBS

141

Nulsen Disability Services residents received PBS

3

Outcare clients received PBS

18

Community members received PBS





# Pillar Support Coordination

Pillar Support Coordination is an organisation of Nulsen Group.

224

Number of clients received  
Support Coordination

71

Number of clients received  
Specialist Support Coordination

1

Number of clients received  
Psychosocial Recovery Coach

51

Nulsen residents provided Support  
Coordination services





## Outcare

Outcare is an organisation of Nulsen Group.

157  
Employees

12  
Programs delivered

45  
Locations across WA

4,013  
Service users

\$14.6M  
Annual revenue

208,515  
Total hours of service delivery







# Superyou Therapy

Superyou Therapy is an organisation of Nulsen Group and was launched in June 2022.

**20**  
Employees

**75**  
Client referrals

**3** Locations across WA ——— Wanneroo  
Fremantle  
Cannington





## Nesti Housing

Nesti Housing is an organisation of Nulsen Group. Nesti Housing was established internally in early 2022 and these data apply to residents and properties previously supported under Nulsen Group.

15

Employees

380

Tenants Supported

13

SDA Service Agreements

3,000+

New Maintenance Requests

113

Total Properties Managed

4

SDA Properties

71

CDHP Properties

29

CAP Properties

9

DCP Properties

SDA: Specialist Disability Accommodation

CDHP: Community Disability Housing Program

CAP: Crisis Accommodation Program

DCP: Department of Communities; Child Protection and Family Support



We exist to empower people  
to live their best life.



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