



ANNUAL RESULTS 2024



Board of Directors

Mr Evan Harding
Chairperson

Mr Warwick Absolon
Director

Mr Adam Bayly
Director

Mrs Georgina Davis
Director

Mr Steven Hobbs
Director

Mrs Sue Parker
Director

Mrs Lisa Smith
Director

Mr Colin Webster
Director

Our Values

Inclusive
Energised
Integrity
Care

Our Vision

We are striving to be the leading and trusted provider in Northern NSW of holistic disability and specialised education services that are built around the principles of inclusion and equality.

Our Purpose

Committed to promoting change in our community by providing individualised and high quality support pathways for people with disability. We prioritise meaningful skill development opportunities to enhance lifestyle and learning.

A message from the Chairperson

It is with great pride and appreciation that I present Biala's Annual Report for 2024.



This year has been one of continued growth, reflection, and forward momentum. As Biala concluded its Strategic Plan, we took confident steps into a new chapter—strengthening the foundations of our organisation while remaining deeply committed to our mission of supporting people with disability to live full, connected lives.

We've seen positive outcomes across all areas of the organisation—support services, education, operations, and community engagement. From developing new opportunities for participants and students, to enhancing the systems and structures that support our delivery, 2024 was a year marked by thoughtful progress and a collective sense of purpose.

These achievements are a testament to the hard work of our leadership team, the dedication of our staff and volunteers, and the trust placed in us by the families and individuals we support. The Board is especially proud of the values-driven culture that continues to guide our work and shape Biala's impact in the community.

As we look ahead to 2025, the future is bright. With a clear vision, strong leadership, and the continued support of our community, Biala is well-positioned to build on this year's success and create lasting, positive change.

On behalf of the Board, thank you for being part of Biala's continuing journey.

Evan Harding

Chairperson

A message from the CEO

2024 marked a pivotal moment for Biala as we concluded our Strategic Plan and stepped forward into the next phase of our journey.



Looking back on the year, we not only demonstrated resilience but also delivered meaningful progress across all facets of our organisation.

From expanding our NDIS Home and Living supports, launching transitional employment programs to bridge schooling and workforce participation, and relaunching Biala Getaways—each milestone has reinforced our commitment to quality intervention, specialised education, professional excellence, and sustainable growth. These achievements were made possible by the dedication of our staff and the unwavering support of our community.

During 2024, our focus turned to strengthening our foundations. NDIS Recertification and NESA School Re-Registration were critical milestones, alongside continued investments in IT efficiencies, workplace culture, and exploring new opportunities—such as researching the establishment of a social enterprise to create employment pathways for people with disability.

Biala's future is bright, and with our talented team, committed Board, and the trust of our participants and families, we step into 2025 with confidence and ambition. Together, we will continue to promote inclusion, deliver excellence, and shape a thriving, supportive community.

Thank you for your belief in Biala and the difference we make together.

Lisa Smith

Chief Executive Officer

2024 *at a glance*

Annual turnover

\$6.643
million

3.5% INCREASE
ON 2024

Wages and
employee benefits

\$5.449
million

PAID TO OUR TEAM OF
LOCAL EMPLOYEES



WINNER

OUTSTANDING COMMUNITY
ORGANISATION AWARD

*Ballina Shire Business
Excellence Awards*



Re-certification
of Biala's NDIS

11 elements of conformity
with best practice



Re-registration
of Biala School



42,000

Hours of teaching
and care provided to:

35 School Students



55,000

Hours of care and
support delivered to:

65 NDIS Participants

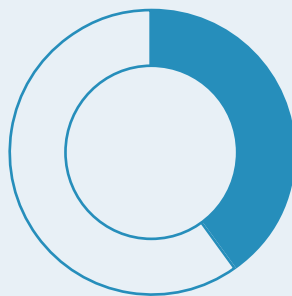


79

54 Support Workers

13 Support and
Administrative

12 Teachers and
Educators



40% of students

Accessing Biala's
NDIS supports

Life with Biala



1.



2.



3.



4.



5.

1. Participant Dylan proudly showing off his birthday gift.
2. Our Support Services team, joined by Head Office staff, sharing a few laughs before heading out to Cherry Bowlo for lunch.
3. Some of our students from the Wattle Class enjoying their learning space and daily routines.
4. Participant Bella at *The Farm*.
5. Meet our dedicated teaching team who create safe and supportive spaces for students to learn and thrive.



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Supporting our community
for over 50 years

