Christie
CENTRE







Annual Report

2025-26

www.christiecentre.com.au

Acknowledgement of Country

The Christie Centre acknowledges the First Peoples of the Millewa-Mallee region, represented by the three Traditional Owner groups: the Latji Latji, Ngintait, and Nyeri Nyeri Peoples. We recognise and respect them as the Traditional Owners and Custodians of the land on which we work and live.

We pay our respects to Elders past and present and acknowledge the enduring connection that the First Peoples of the Millewa-Mallee have with their Country, culture, and community. We honour their continuing contributions and stewardship of these lands for countless generations.







Introduction

Local people supporting local people

222
Participants supported across our services during 2025-26

The Christie Centre is the Victorian Mallee's longest-serving disability support provider. Established in Mildura in 1954, the Christie Centre's core business was – and continues to be – to improve the lives of local people with disabilities by developing a place-based service option.

Welcome to the Christie Centre's Annual Report 2025-26. The organisation's 72nd year of operation was incredibly rewarding and equally challenging. We thank everyone who has trusted us and helped to keep our doors open, we could not do it without you. Together, we will ensure the Christie Centre has a secure, sustainable future.

This Annual Report 2025-26 provides a summary of the highlights we have delivered against our strategic priorities and outlines our financial situation as at 30 June 2026.

Mission

To provide quality individualised supports and opportunities for people with a disability, by creating relationships and advocating to communities, other service providers, and employers to embrace the contributions and capabilities of the people we support.

103
Dedicated staff members were part of the Christie Centre in 2025-26



Chair's Report



ROSS HUMPHREYS

Over the past year, the Christie Centre has encountered a mix of challenges and new opportunities, all of which have been navigated with resilience and a strong sense of purpose.

Our focus has remained firmly on our participants, volunteers, and staff, ensuring the continued delivery of high-quality, person-centred services that align with our values and reinforce our commitment to inclusion.

This year marked a significant shift in our operations as we transitioned back to our core business. This transition has not been without its challenges and has required a number of difficult and impactful decisions. These decisions have been necessary to ensure the continued delivery of high-quality support for our participants and their families. The Board remains committed to supporting the changes that have been implemented while also acknowledging the impact these changes may have had on staff members and the broader community.

The Christie Centre continues to demonstrate a strong capability to respond effectively to change. Our agility and adaptability remain key strengths, enabling us to navigate the evolving disability services environment, particularly as reforms to the NDIS framework continue to unfold.

Under the leadership of Chief Executive Officer Nadiene Lynch, the organisation has continued to deliver consistent, high-quality support to participants and their families, ensuring they remain at the centre of all aspects of service delivery. The Board remains committed to working closely with the Leadership Team to safeguard the organisation's long-term financial sustainability within an increasingly complex and evolving NDIS funding environment.

We extend our sincere thanks to our retiring Board members, Pat D'Aranjo, Inga Dalla Santa, and Vanessa Hall, for their valuable contributions and service to the organisation. We also welcome our new Board members, Mark Forbes-Wilson, Darren Rogers, and Jacqui Rudge, whose extensive experience and professional expertise will add significant value to the Board. Their knowledge and fresh perspectives will strengthen the Board's ability to provide effective governance, support informed decision-making, and guide the organisation in achieving its long-term objectives.

I would like to express my sincere appreciation to all staff and Board members for their ongoing commitment, resilience, and support throughout the past year. Your dedication to our participants and to the values of the Christie Centre continues to make a meaningful difference in the lives of those we serve.



CEO's Report

NADIENE LYNCH

Our people are the heart of this organisation.

Every day, our team members show up with compassion, professionalism, patience and an unwavering commitment to the people we support. It is because of them that the Christie Centre continues to be a place where all people are valued, respected, included and supported to live meaningful lives within our community.

The 2025-26 year has not been without its challenges. Like many disability service providers, we continue to operate in a changing and increasingly complex environment. Financial pressures, uncertainty surrounding changes to the NDIS and the need to continually review how we operate have required us to make some difficult decisions.

Throughout all of this, our staff have continued to do what they do best — focus on our participants. They have adapted to change, supported one another and continued to provide safe, respectful and person-centred services, often during periods of uncertainty. I am incredibly grateful for the resilience they have demonstrated and enormously proud of the care and commitment they bring to their work.

Equally, I extend my sincere thanks to our participants and their families for continuing to choose and trust the Christie Centre. It is a privilege to be part of your lives, and we never take that trust for granted. Your confidence in us is at the heart of everything we do and continues to inspire us to provide the very best support we can.

To the members of the Christie Centre Board, thank you for your guidance, support and trust throughout the past year. Your considered leadership and commitment to our purpose have been invaluable as we have navigated a period of change and uncertainty. I am grateful for the confidence you continue to place in me, our leadership team and the future of the Christie Centre.

We are incredibly fortunate to be part of a community that has supported the Christie Centre throughout its long history. To our participants and families, volunteers, community partners, businesses, customers and supporters — thank you. Your trust, encouragement and ongoing support are deeply valued.

Together, we will continue building an organisation that is strong, sustainable and here for our community — today, tomorrow and well into the future.

Strategic Highlights & Challenges

1. BE A VALUED AND PREFERRED PROVIDER

Cultivate inclusive, flexible and accessible services that are valued and chosen

Highlights

- We delivered 50-week Programs of Support aligned with NDIS standards. We maintained consistent retention rates, supporting approximately 150 participants.
- Using a strengths-based model, we helped participants build independence through everyday activities.
- We made sure that all feedback and complaints were dealt with fully and satisfactorily. By carefully tracking and resolving concerns raised by our Disability Support Workers and participants, we show that we listen and constantly improve our services.

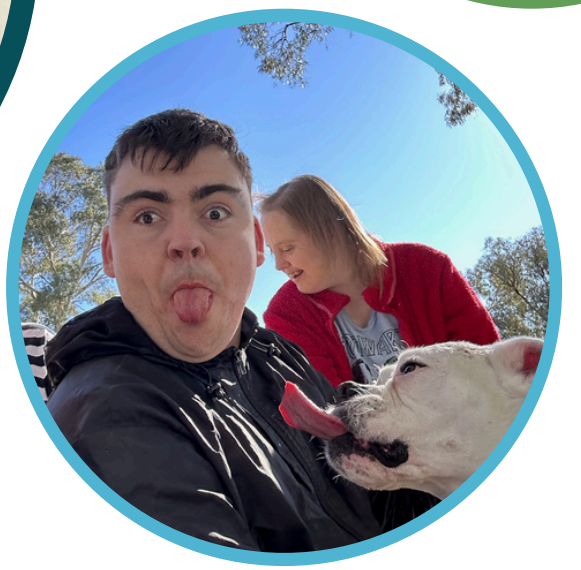
Challenges

- Constantly changing NDIS rules and rising daily costs are major risks to our future. To make sure the Christie Centre stays open for the long term, we had to make the hard choice to close three of our social enterprises in July 2026.
- Significant changes to our services meant we couldn't take on as many new people, even with high demand. We carefully limited new enrollments and adjusted some current programs to make sure we could keep providing safe and consistent support.



123,088 hours

of NDIS support delivered, equivalent to 14 years of care



2. PROVIDE EXCELLENCE IN SERVICE AND SUPPORT

Promote independence, meaningful engagement and inclusion for people with a disability, supported by a flexible and values-driven workforce

Highlights

- Retained NDIS reaccreditation to remain a registered NDIS provider.
- Completed ISO 9001 audit successfully to and implemented clear opportunities for improvement to continually strengthen our quality systems.
- Proactively updated key documentation, demonstrating our commitment to continuous improvement. We also introduced an Artificial Intelligence (AI) Policy and improved our Domestic Violence Leave practices.
- Christie Centre was named winner of the 2025 Small Business of the Year category in the Victorian Training Awards, demonstrating the organisation's ongoing investment in staff development and organisational excellence.
- We hosted a Halloween Dance Party and a sold-out production of "The Lost Christmas Elf" in late 2025.
- We retained a diverse workforce, with a broad range of interests, experience and skill sets. This supports the ongoing development of Programs of Support that reflect participants' individual interests and needs, while creating opportunities to build skills, independence and personal growth.

Challenges

- Finding and keeping experienced staff remain a challenge this year. Because we are in a regional area, there is a lot of competition for good workers. To fix this, we are improving how we hire, train, and support our team so we can attract new talent and keep our current staff happy and safe.
- Meeting high delivery standards while navigating strict regulatory compliance and capped NDIS pricing, which have placed significant pressure on finances and increased administrative workloads.
- Balancing participant autonomy with strict safety and safeguarding rules.
- Overcoming community accessibility barriers and funding gaps for social activities.

Top

7.9%

Over 82,100 NDIS providers in Victoria operate without formal registration. By maintaining full NDIS registration, our organisation is among the 7.9% of registered providers in the state.





3. BUILD ON SUSTAINABILITY

Ensure our organisation is sustainable and offers value-for-money and opportunities for growth and development

Highlights

- We created a tailored training package titled “Disability Confidence” for Mildura Rural City Council, and delivered to the Tourism Information team, further supporting community inclusion and awareness.
- We also implemented a new Training and Development Framework to structure staff compliance and career growth.
- Our community continued to support our social enterprises: AroundAgain Recycling Hub and GrowAbility Nursery.

Challenges

- The rollout of periodic NDIS funding periods introduces daily operational risks regarding viability.
- We continue to focus on consolidation of the organisation’s operations to secure future financial sustainability.

583,451
Containers processed through the Container Deposit Scheme drop-off point at AroundAgain

AroundAgain

An average of
680 kg
of donated goods received at AroundAgain each month



GrowAbility NURSERY





22
Supported employees were valuable team members at our social enterprises







4. ENSURE ADVOCACY AND COMMUNITY ENGAGEMENT

Engage and listen to people with disability and nurture meaningful lives without boundaries

Highlights

- Our athletes secured second place at the November 2025 Tri-State Games in Portland, Victoria.
- We participated in the NMLLEN Broader Horizons Project to provide work experience for young people interested in community services.
- We successfully relaunched our monthly newsletter, the Christie Centre Chronicles.
- Continued advocacy for participants and their families as complex NDIS funding changes are navigated. This work continues.
- Our artists from ArtRageUs held a very successful art show at Mildura Arts Centre, and also collaborated with the Inclusive Art Network to hold the “Momentum” display at Workspace 3496.
- The Christie Centre was also a representative on Mildura Rural City Council’s Community Health and Wellbeing Plan Steering Committee, and a member of the Disability Inclusion Advisory Committee.

Challenges

- We continue to advocate for participants and families as they navigate complex NDIS implementations and work to overcome restrictive community attitudes.







Financial Statements 2025-26

Christie Centre Incorporated
Officers' report
For the year ended 30 June 2026

The officers present their report, together with the financial statements, on the association for the year ended 30 June 2026.

Officers
The following persons were officers of the association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Florence Davidson	EO (retired October 2025)
Nadiene Lynch	EO (commenced July 2025)

Committee members
The following persons were committee members of the association during the whole of the financial year and up to the date of this report, unless otherwise stated:

Ross Humphreys	Chair (Appointed March 2025)
Patricia D'Aranjo	Deputy Chair (Retired March 2026)
Darren Rodgers	Treasurer (Appointed September 2025)
Inga Dalla Santa	Director (Retired February 2026)
Bob Jankowski	Director
Vanessa Hall	Director (Resigned March 2026)
Jacqueline Ridge	Director
Sandra Connor	Vice Chair
Florence Davidson	Executive Officer (Retired October 2025)
Nadiene Lynch	Executive Officer (Appointed July 2025)
Mark Forbes Wilson	Director (Appointed June 2026)

Principal activities
Christie Centre Inc is an NDIS registered disability provider offering individual, group and employment support for individuals with a disability through various services based on individual interest and needs with transition pathways for life long personal development within the Loddon Mallee region (centrally located in Mildura)

On behalf of the officers

Nadiene Lynch
Executive Officer

Ross Humphreys
Chair

9 October 2026
Mildura

Financial Statements 2025-26

Christie Centre Incorporated
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2026

	Note	2026 $	2025 $
Revenue from operating activities	4	7,067,858	7,495,132
Revenue from non-operating activities	5	518,088	623,496
Expenses			
Cost of sales		(186,187)	(228,211)
Finance costs	6	(36,041)	(51,081)
Employee benefits	7	(6,955,663)	(7,077,481)
Depreciation and amortisation expense		(202,251)	(195,360)
Occupancy Expenses		(211,094)	(202,065)
Other expenses		(678,628)	(630,152)
Deficit for the year	20	(683,918)	(265,722)
Other comprehensive income for the year		-	-
Total comprehensive income for the year		(683,918)	(265,722)

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

Volunteers, Community Support & Partnerships

As a non-profit organisation, the Christie Centre relies on strong partnerships, generous donations and the ongoing support of our community to help us continue the work we do.

Every contribution—whether financial, in-kind, through collaboration or simply by supporting our social enterprises—helps us create opportunities, strengthen our services and make a meaningful difference in the lives of the people we support.

Our community has always been an important part of the Christie Centre's story, and by working together with local businesses, organisations, families and individuals, we can continue to build a more inclusive community where everyone has the opportunity to participate, contribute and thrive.

THANK YOU!

MORE THAN

417

volunteer hours were invested in the Christie Centre (including our social enterprises) in 2025-26.



