Coastlink
living your way

ANNUAL REPORT

2025 - 2026



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OUR VISION

People living full and exciting lives.

OUR PURPOSE

To enable lives of choice, inclusion and opportunity.

THE COASTLINK WAY: WE LIVE OUR VALUES EVERY DAY

HONESTY

ACCOUNTABILITY

INCLUSION

RESPECT

EMPATHY

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We acknowledge the Darkinjung people, the Traditional Owners of the land in which Coastlink operates. We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country, and pay our respects to Elders past, present and emerging.

This Annual Report may contain images of individuals who have since passed away. We honour their memory, and recognise the positive contributions and lasting impact they have made on both our lives and our organisation.

A Message From Our Chair and CEO



John Mouland
Chair, Coastlink



Lynne Graham
CEO, Coastlink

The 2025-26 financial year was one of the most challenging periods experienced by the disability and aged care sectors in recent years. Significant reform, increasing compliance obligations, workforce shortages and ongoing financial pressures required organisations to adapt while continuing to deliver high-quality services. Against this backdrop, Coastlink remained focused on the people who rely on our services, maintaining service excellence, strengthening organisational sustainability, and investing in the foundations necessary for future success.

The year was also particularly significant as Coastlink celebrated 40 years of service to the Central Coast community. This milestone provided an opportunity to reflect on the vision, leadership and dedication that have shaped the organisation over four decades. Our 40th Anniversary Ball brought together Board Directors, staff, clients, families, and community partners to celebrate Coastlink's history and recognise the many people who have contributed to its success. As we reflected on our past, we were reminded of the resilience, innovation and community spirit that continue to define Coastlink today.

That resilience was evident throughout the year. Despite operating in an environment of considerable uncertainty, Coastlink continued to deliver essential services while progressing a significant program of organisational improvement. A major milestone was the implementation of the first year of our 2025 - 2030 Strategic Plan, providing a clear framework to guide the organisation's future direction and priorities.

The year also delivered several important achievements for the people and communities we support. Coastlink successfully implemented the Support at Home program, ensuring clients transitioned smoothly to the new aged care framework. We launched Coastlink Respite Retreat, creating a dedicated respite option for individuals and families, expanded aged care social support services into the northern Central Coast, and progressed improvements to the Berkeley Vale Hub. Together, these initiatives increased choice, accessibility, and opportunities for participation.

We continued to strengthen Coastlink's operational capability through investment in technology, infrastructure, and innovation. This included the implementation of a new payroll system, enhancements to digital infrastructure and cybersecurity capability, and exploration of emerging technologies such as artificial intelligence to improve efficiency and support service delivery. We also maintained a strong focus on sustainability through strategic asset planning, infrastructure improvements and strengthening organisational systems.

Our people remain at the heart of everything we do. Throughout the year, we continued to invest in workforce wellbeing, leadership development, and employee engagement, building on insights gained through our second year of Gallup employee engagement surveying. A key achievement was the introduction of a new Employee Assistance Program through Wisdom Wellbeing, expanding access to support and wellbeing services for employees and their families. We also continued to build leadership capability through targeted development opportunities for emerging leaders across the organisation.

While the challenges facing our sectors are unlikely to diminish in the near future, Coastlink enters the next year with confidence. The operating environment will continue to test providers through ongoing reform, workforce constraints, and financial pressures. However, with a clear strategic direction, strong governance, dedicated staff and volunteers, and a commitment to continuous improvement, we are well placed to respond to these challenges and continue delivering meaningful outcomes for the people and communities we serve.

We thank our staff, Board Directors and partners for their ongoing support and commitment and to our clients and families who continue to put their faith and trust in us. Together, we will continue to create opportunities, strengthen communities, and enable lives of choice, inclusion, and opportunity.



John Mouland
Chair, Coastlink



Lynne Graham
CEO, Coastlink

CELEBRATING 40 YEARS 1985 - 2025

Masquerade Ball

8 November 2025 was a night to remember! Staff, clients and members of the Central Coast community came together to celebrate 40 years of care, connection and community at our Masquerade Ball- and filled the room with colour, laughter and plenty of sparkle.

The night featured live entertainment from our magical MC Dare, as well as the Melody Mavericks, our talented group of clients who stole the show with their musical performance supported by our own Budi Lamabelawa. This was followed by an incredible set from Bermuda Social, whose music had everyone dancing well into the night.

A special highlight was our 40 Years Reflection Video, which shared the voices and memories of those who've helped shape Coastlink over the decades- from our founding families to today's dedicated team. And just when guests thought the surprises were over, the crowd erupted with cheers as our Executive Team took to the dancefloor for a choreographed surprise performance! Their energy and fun perfectly captured the spirit of Coastlink; teamwork, joy and community.











2026 RESPITE RETREAT LAUNCH

Coastlink celebrated the official launch of its first Respite Retreat Cottage on May 6, 2026. A milestone moment we are proud of.

NDIS respite care, also known as Short Term Accommodation, is designed to give primary carers a break whilst ensuring that the person with a disability continues to receive their necessary supports.

Respite care can be accessed where a person's usual carers and support network are unavailable, or to allow the person to experience a different environment, pursue their goals, make new friends, and try new things.

A tailored program of activities can be accessed that ensure that guests can enjoy all the local attractions and events that Central Coast offers.

Coastlink respite retreat isn't just accommodation - it's a feeling. A pause, a reminder of how good it is to slow down, and to be supported by incredible staff.

> **"At the heart of it, is a space where people will be provided with person-centered supports tailored to their indiviual needs."**











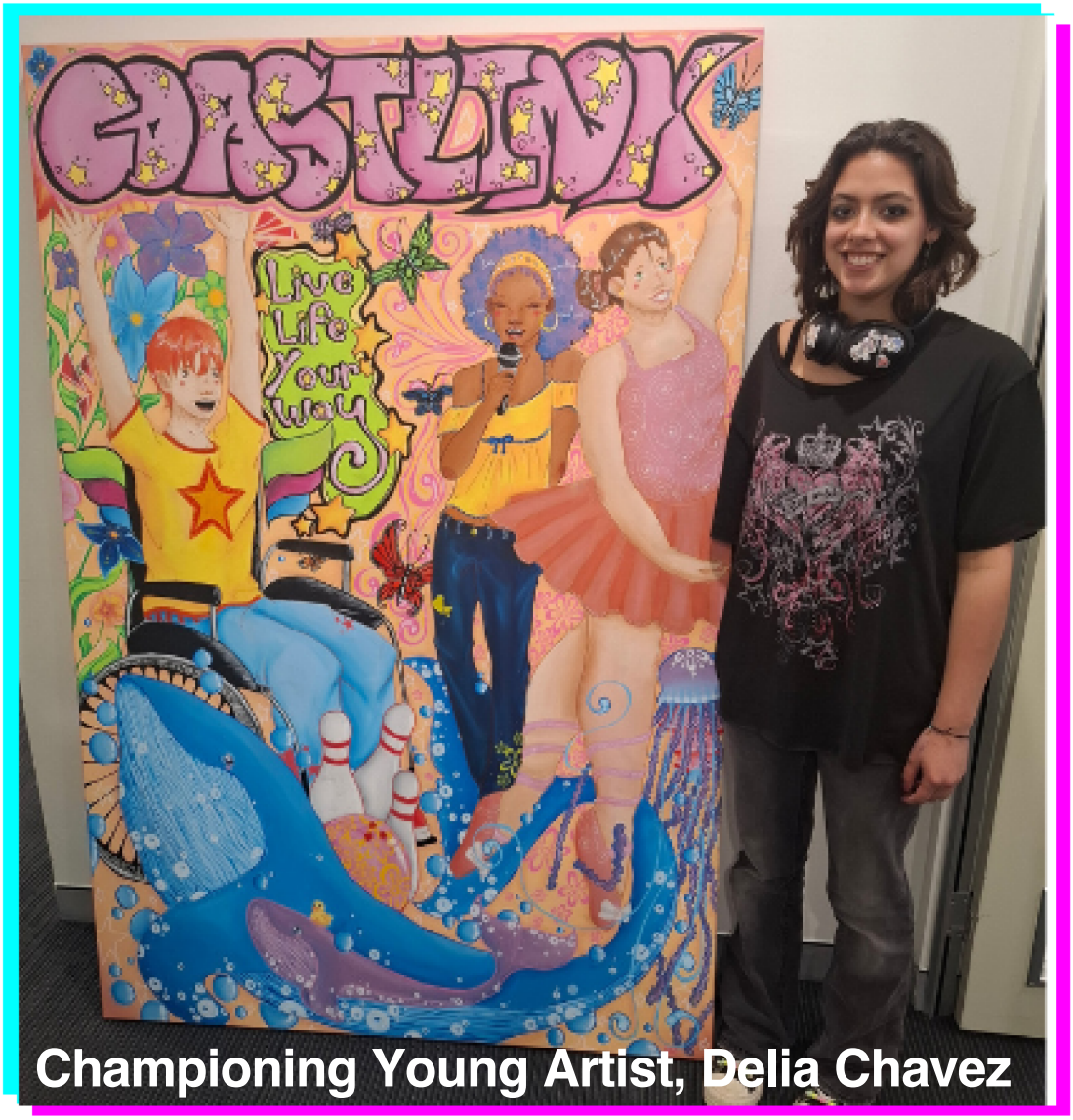
COMMISSIONED OUR FIRST ARTWORK

Coastlink has long championed creativity as a powerful form of inclusion, and in 2026, we engaged a talented young local artist to capture the spirit of Coastlink in a beautiful new artwork. Fourteen-year-old Central Coast artist, Delia Chavez - the daughter of our own CFO, Delia Lazo - has produced a striking artwork that embodies colour, movement, and the vibrant individuality and inclusivity that we're proud to celebrate.

Representing Coastlink from a young person's point of view, the piece is an eye-catching, mural-style artwork rich with expressive detail that perfectly encapsulates our message: “Live Life Your Way", and illustrates the beauty of diversity and the joy of being yourself.

For Coastlink, supporting young creatives like Delia aligns deeply with our purpose of empowering people to live life their way - whether that's through creativity, independence, or connection to their local community.

It's also another example of our commitment to partnering with likeminded local individuals and organisations to help positively shape the future of our community and region.



Championing Young Artist, Delia Chavez

COASTLINK PARTNERSHIP: SHANOS MOBILE CAR WASH

Coastlink partnered with Shanos Mobile Wash in September 2025 to provide cleaning services for our fleet.



Shane's struggle to find regular work with his disability led him to the decision to become self employed, and now proudly runs his own small business.

Shane's determination and drive is inspiring, and our partnership reflects our commitment to supporting inclusive, local businesses that align with our values.

Shane and his team work hard to ensure our vehicles are fresh, clean, and ready to take our clients on their next adventure.









CLIENT ACTIVITY YEAR IN REVIEW: 2025–2026

JULY 25

- Ride a Bike Program
- Clients having fun at the 'So What The Pink Experience'
- Lawn bowls
- Money and Maths Program

AUG 25

- Pyjama Day celebrations across centres, respite and group homes
- Winter visit and fun at the Hunter Valley Gardens
- Rock n Roll Night - Aged Care Group

SEP 25

- Clients attended Queen - Bohemian Rhapsody Tribute Show and Bubble Planet in Sydney
- Rock n Roll event at Woy Woy Hall

OCT 25

- Halloween karaoke celebrations, crafts and food preparation with genius designs across all centres
- Reptiles visited centre with lots of learning and sensory experiences
- Visit to Wildlife park, and out catching yabbies

NOV 25

- Swimming and Golf Program with groups and friends
- Taree Country Festival celebrations, beach walks, boat rides, board games and stunning strolls at the Hawkesbury
- Library Visits, artwork displays from participants
- Group attended Mariners games and hugs from goalkeeper Andrew Redmayne!
- Drumming Sessions at Day Programs

DEC 25

- Christmas lights at the Hunter Valley Gardens
- Clients and staff engaged in Christmas Decoration Competition
- Aged Care Christmas Celebrations,16/17/18th at Woy Woy Hall
- Group Supports Program Christmas Party

CLIENT ACTIVITY YEAR IN REVIEW: 2025–2026

JAN 26

- Group visited Oakvale Wildlife Park
- Participants attended Lady Gaga concert

FEB 26

- Craft and Celebrations of Chinese New Year

MAR 26

- Clients attended Human Nature and Ed Sheeran concerts
- St Patrick's day celebrations across all centres with fun Irish musical performances
- St Patrick's Day celebrations at Woy Woy Hall and Colongra Bay Hall

APR 26

- Group attended Guy Sebastian's concert
- Clients attended the Royal Easter Show
- Bowling League displayed their skills and new colourful team shirts
- Bunnings BBQ at Lake Haven where clients put into practice their people, cooking and sales skills

MAY 26

- Mother's Day celebrations and beautiful craft preparations across all centres.

JUNE 26

- Biggest Morning Tea at Berkeley Vale

DURING 2025-2026, WE SUPPORTED OUR CLIENTS WITH:

44
GETAWAYS

SHORT TERM ACCOMMODATION GETAWAYS

250
ACTIVITIES

AGED CARE ACTIVITIES

120
ACTIVITIES

WEEKEND GROUP ACTIVITIES

Here's How We Helped You *Live Your Life, Your Way* In 2025-2026

169
AGED CARE CLIENTS

152
DISABILITY CLIENTS

223
SUPPORT COORDINATION CLIENTS

> **We couldn't be happier, they have enhanced (clients) quality of life so much**
>
> - NDIS Client Audit Response

213
NUMBER OF COASTLINK STAFF

114,394
STAFF HOURS IN DISABILITY SUPPORTS

25,504
STAFF HOURS IN AGED CARE SUPPORTS

COASTLINK ACTIVITY YEAR IN REVIEW: 2025-2026

JULY 25

- Central Coast Health and Wellbeing Living Lab collaboration
- Roll-out of the Coastlink Values Awards Recognition Program
- Introduction of The Link
- Successfully completed the 2024-25 financial year audit and reporting process
- Commenced preparations for the new Portable Long Service Leave Scheme

AUG 25

- Commencement of north Aged Care Friendship Group
- Leadership Forum
- 40th Anniversary Staff Party
- Pyjama Day celebrations
- Clinical Governance Framework implemented
- Roll-out marketing plan including radio advertisement, billboard and bus advertisement
- Redesign Aged Care Division
- Improved facilities at Gosford Head Office

SEPT 25

- Leadership Forum
- Partnered with Shanos Mobile Car Wash
- Staff BBQ to celebrate 40 years of supporting clients, families and Central Coast Communities

OCT 25

- Cultural Awareness Training with Leadership Group
- AGM

NOV 25

- Roll out of Support at Home Program
- Commencement of the new Aged Care reforms
- Coastlink 40 Year Anniversary Masquerade Ball
- Continued strengthening organisational systems, policies and workforce practices to support quality service delivery
- 2024 - 2025 Annual Report released

DEC 25

- Leadership Forum
- Christmas Decoration Competition
- Clients and Staff actively engaged in Christmas Decoraction Competition

COASTLINK ACTIVITY YEAR IN REVIEW: 2025-2026

JAN 26

- Continued implementation of a centralised fleet management approach to improve vehicle safety, availability and reliability
- Commissioned artwork “Live Life Your Way”. A piece capturing purpose and values

FEB 26

- Consolidation of Rainford and Roberts Group Home
- Launch of North Friendship Group
- Information Afternoon Tea to showcase Coastlink’s activities and programs
- Completion of LGBTI+ training by 125 staff

MAR 26

- Aged Care Seniors Week Stall at Wyong Race Club
- Leadership Forum
- Expanded service delivery for Group Supports
- Gallup Q12 Employee Engagement Survey
- Introduced leadership development opportunities for emerging leaders within the organisation

APR 26

- Launched four innovative disability support programs: Harmony Hub, The Vibe Tribe, Prep to Plate and VR Vibe
- Harmony Hub - 12 week music mentor program
- Completion of ATSI training - training by 100 staff

MAY 26

- Officially opened Coastlink Respite Retreat
- Stage 1 NDIS Audit
- Music Mentors, Prep to Plate, Vibe Tribe programs launched by Group Supports
- New EAP Provider Wisdom Wellbeing
- Successfully brought payroll services in-house with Paycat payroll platform also providing employee self-service access.

JUNE 26

- Executive Team visit to Triple M - Paddy & Maz Breakfast Show In Studio
- Board Member Recruitment
- Implemented a structured fleet management system including vehicle tracking, servicing, schedules and maintenance coordination
- Introduced new billing systems & FlowLogic enhancements to support aged care reforms
- ALL IN for Reconciliation March

OUR 2025-2030 STRATEGIC PLAN

QUALITY SERVICES

2030 Goal:



Coastlink provides caring services that make a tangible difference to the people we support to thrive and fully participate in society

KEY PERFORMANCE INDICATORS

- Empower the people we support to achieve what's important to them
- The people we support are safe and feel safe and we exceed the quality and safeguarding standards
- Service design and delivery is continually evaluated and informed by client and operational data

SUSTAINABILITY AND GROWTH

2030 Goal:



Coastlink has grown its social impact and ensured long-term viability

KEY PERFORMANCE INDICATORS

- New and innovative service responses are developed
- Increase access to services in expanded geographic footprint
- Digital capability is embedded across the whole organisation
- Assets are managed to ensure long-term viability

ORGANISATION AND PEOPLE DEVELOPMENT

2030 Goal:



Coastlink is a resilient, capable and adaptable organisation and workforce and our people thrive

KEY PERFORMANCE INDICATORS

- Staff wellbeing framework is developed to maximise engagement
- Our people have the tools, resources, skills and support to perform their roles and drive innovation
- Workforce development program is designed to support future organisational growth

OUR VALUES:











Delivering on Our Strategic Priorities

The first year of Coastlink's 2025-2030 Strategic Plan focused on translating strategic priorities into tangible outcomes. Strong progress was achieved across all three pillars, with significant advances in service quality, organisational sustainability, and workforce development, establishing a solid foundation for future growth.

QUALITY SERVICES

Year One:



We strengthened person-centred practice through enhanced client feedback mechanisms, implementation of our Person-Centred Policy, and successful completion of Support at Home readiness activities. These initiatives improved service consistency, client experience, and compliance across the organisation.

SUSTAINABILITY AND GROWTH

Year One:



We expanded and diversified our services through the introduction of four new disability support programs, growth in aged care social support services, and the successful launch of Coastlink Respite Retreat. Investments in technology, AI capability, operational systems, and strategic asset management further strengthened organisational sustainability and future readiness.

ORGANISATION AND PEOPLE DEVELOPMENT

Year One:



We continued to invest in our people through staff recognition and wellbeing initiatives, leadership development opportunities, cultural capability training, diversity and inclusion programs, and workforce engagement activities. These initiatives support a positive workplace culture, strengthen leadership capability, and position Coastlink as an employer of choice.

Year 1 demonstrated Coastlink's ability to transform strategic intent into meaningful outcomes for clients, staff and the communities we serve.

DISABILITY HIGHLIGHTS



Bunnings BBQing

Our Group Supports Program can be regularly seen at Bunnings Charmhaven during the school holidays and it's all for a great cause. The clients use this opportunity to raise funds for their programs and special events. No one is safe when it comes to recruiting helpers and you'll often see Lyndall our Program Coordinator with tongs in her hand cooking your sausage sandwiches.

Kicking Goals in the Community

Many of our clients love getting out into the community. Whether it's to attend appointments, do some shopping, catch up with friends, pursue a hobby or interest or just have a milkshake and donut as Scott and Vicky are doing.







Christmas Cheer at Coastlink

Everyone at Coastlink loves Christmas. In December 2025 Coastlink had the inaugural Venue Christmas Decoration Competition. Our clients and staff at each of our Coastlink sites – Rainford Lodge, Berkeley Vale Activity Hub, Gosford Head Office and Woy Woy Activity Hub got into the Christmas spirit to enter the competition and the results were amazing. Our Board Chair – John Mouland was the judge, and he was set with a hard task to pick a winner. The winner was Rainford Lodge, and the residents were very excited to receive the first award. This competition will now run each year with the winning site having their name listed on the perpetual trophy.

DELIVERING MEANINGFUL SUPPORTS FOR OUR CLIENTS



DISABILITY SERVICES

As an approved NDIS Provider, Coastlink partners with you to achieve your dreams – no matter your ability.

- Enjoying the Community – There's never a day you won't see Coastlink clients out and about enjoying everything the beautiful Central Coast has to offer.
- Friday Night Footy – Our footy fanatics get together on Friday nights to cheer their favourite teams on.
- Karaoke Fanatics – Whether it's Friday night at the local pub or Halloween Karaoke we always have plenty of people lining up to belt out a song.
- Catching up with Friends - Our weekend groups can include ten pin bowling, lunch at a café, a theatre show or visiting the Sydney Aquarium there's always someone to hang out with.
- Pyjama Day - Our Day Programs and Group Home had fun celebrating Pyjama Day which raises funds for children living in foster care.
- Crazy Hair Day – Fun doesn't escape any of our programs. The girls attending our Respite Getaway took crazy hair day to the next level. Mohawks, pom poms and plenty of sparkle.







MELODY MAVERICKS

Coastlink's Talented Team

Melody Mavericks - what a Talented Team

Melody Mavericks is a group of talented clients who attend our Day Program at Berkeley Vale. They all have interests in music, singing and performing. They are supported by our Support Worker Budi who brings his amazing musical talents to the group.

The stars of Melody Mavericks are Alex, Cody, Jade, Tyrone, Jake and Corey. They come together each week to learn new songs and techniques for when they perform.

Each brings different skills and talents to the group. It's not just about the singing and performing as the group have been learning how to write, produce and record some of their songs.

Budi has worked with this group for a few years and supports each person to work towards their individual goals as well as supporting the groups goals.



Melody Mavericks Highlights

This amazing group has made a few memorable performances this year. Performing at the Coastlink 40th Anniversary Masquerade Ball. What a night! Melody Mavericks rocked the night with their performance and had everyone on their feet singing along and dancing.

A proud moment to be invited back to Coast FM to perform on their radio show. Melody Mavericks have been friends of the show for a few years now and never miss an opportunity to perform when invited by the DJ.

With the opening of the new Gosford Library the Melody Mavericks have taken the opportunity to access the library's recording studio. You will regularly see and hear the tunes pumping out at our Berkeley Vale Hub when the Melody Mavericks are rehearsing.

We are sure there are many more performances on the horizon for this amazingly talented group.



SPORTING CHAMPIONS

Coastlink's Golf Pros

Peter and Duncan were selected to represent Special Olympics NSW in the Special Olympics Australia National Games in Melbourne later this year in October 2026 in the sport of golf.





There are 10 athletes from Special Olympics Central Coast in different sports including Peter & Duncan for golf. Peter and Duncan both attend Group Supports and 1:1 supports with Coastlink.

AGED CARE HIGHLIGHTS



North Group Launch

The successful launch in August 2025 of our Friendship Group in the northern region of the coast has provided older people with valuable opportunities to connect, build friendships, and participate in social activities. The program has been warmly welcomed by the community, helping to reduce social isolation, enhance wellbeing and support participants to remain active and engaged in their local community.



Seniors Week

The Aged Care team had a great day at Wyong Race Club for Seniors Week in March 2026, where we hosted a stand and connected with the local community. It was lovely to see some of our current clients visit the stand and have a chat with the team. It was a wonderful day and a great opportunity to come together and celebrate Seniors Week.

Aged Care QCAB

The Aged Care Quality Care Advisory Body Committee welcomed two new members to the committee. The committee meets every three months to discuss important matters, share feedback and help support the ongoing quality of care provided by our organisation.



Aged Care staff and clients had a fantastic Rock 'n' Roll night filled with plenty of dancing, laughter and good times. Everyone enjoyed getting together, listening to great music and showing off their dance moves. It was a wonderful afternoon and a great night enjoyed by all.



Rock n Roll Night

Support at Home program



The rollout of the new Support at Home program on the 1st November 2025 was an important milestone for Coastlink and the aged care sector. We supported our clients and staff through the transition, providing information and guidance to help ensure a smooth changeover. Our focus remained on maintaining quality, person-centred care and ensuring clients continued to receive the needed support.

Activities at Our Friendship Group



Woy Woy Hall Garden



Wednesday Men's Group at Terrigal



Mother's Day Pamper & Photo at Woy Woy Hall



Rock n Roll Woy Woy Hall



Japanese Garden



Easter Craft Making

" I have been with 3 previous companies but not one of them was as kind and kept you so well informed and cared for, thank-you".

- Aged Care Client Survey Response

SPOTLIGHT ON STAFF



What motivated you to start working in the sector?

“Two people that I really respect- one an old boss, the other a long-time mate - reckoned that my personality would work well in the industry, so I gave it a go.” - Disability Support Worker, Gavin Read



Please share a favourite memory of your time with Coastlink.

“My favourite memory at Coastlink is when we had a magician come into the day program to show his talents and how amused and excited all our clients were.” - Disability Support Worker, Liam Mackie



Who has inspired you the most in your career, and how?

“I’m inspired daily by the people I support; their positivity, resilience and humour makes my day at work an enjoyable and positive one, with plenty of laughs throughout the day.” - Disability Support Worker, Julie McCroary

What’s one piece of advice you’d give to your high-school self?

“There will be days where you have to take it one minute, one hour at a time. Speak to yourself as if you’re giving advice to a friend in the same situation. Your best days are yet to come, as are your worst. You’ve GOT this!”
- Aged Care Support Worker, Amanda Stainthorpe





Who has inspired you the most in your career, and how?

“I was inspired by one of my clients that I worked with every day. This particular client was a challenge; however, she touched my heart like no one else in the field had, with both her personality and the bond we had with each other.” - Disability Support Worker, Yvonne Teal



What three words best describe your job?

“Fun, empowering and compassionate. I love helping my clients build independence and achieve their goals.” - Disability Support Worker, Thomas Scott



What motivated you to start working in the sector?

“I have worked in Aged Care (Dementia) for over 20 years, and I love being able to keep clients at home for as long as possible. I love putting a smile on their faces; I have empathy and love to provide great care.” - Aged Care Support Worker, Kim Watt



Who has inspired you the most in your career, and how?

“Our clients inspire me. So many deal with serious ailments but battle through the day with a smile, and their gratefulness in the little things we do, makes it all worthwhile. ” - Aged Care Support Worker, Linda Scott



Please share a favourite memory of your time with Coastlink

“I have so many great memories, but one in particular is of an Aged Care client going on the flying fox at Budgewoi Park. The joy on her face was unforgettable.” - Aged Care Support Worker, Jacqueline Dalgairns



What do you find most rewarding about your role?

“I find the most rewarding part of my career is being able to find teachable moments during everyday activities. Promoting client growth & knowledge.”
- Disability Support Worker, Alan Miles



What do you find most rewarding about your role?

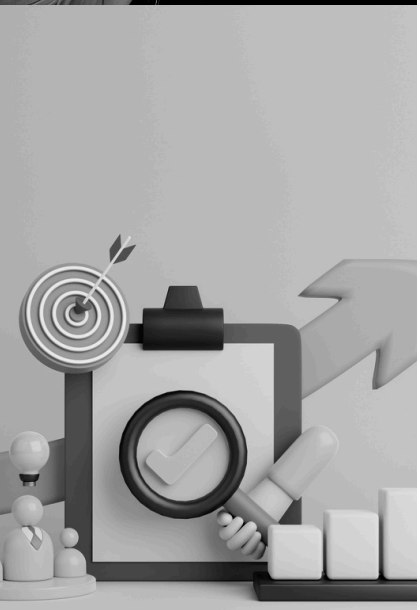
“The most rewarding part of my role is when you know you have really positively impacted a client’s day and have made that moment that little bit brighter. This could be just a quick check in call to say hello or helping a client book in some much needed services.” - Aged Care , Care Partner Chris Ranzetta



What motivated you to start working in the Aged Care sector?

“I was motivated to enter into the Aged Care sector for personal reasons; my parent went into full-time care.” - Aged Care Support Worker, Carolyn Lewis









PEOPLE & CULTURE HIGHLIGHTS

Coastlink staff are our most important resource. Engaged staff are our priority and we listened to what they have told us in the 2026 Gallup Q12 Staff Engagement Survey. During this period, we enacted a Values Award program to recognise our staff accomplishments, implemented a new way of assessing staff performance and focused on supporting staff wellbeing with a new provider.

2025-2026 Gallup Q12 Staff Engagement Survey

Coastlink's 2026 Gallup Q12 Staff Engagement Survey recorded improvements across all 12 engagement measures, reflecting a workforce that is increasingly engaged, connected and supported. The strongest gains were in employee voice, professional development and workplace relationships.

The survey identified recognition and feedback as opportunities for improvement, informing initiatives including the Values Awards, inaugural Staff Awards Night and a new frontline worker self-reflection process.

With a 64% response rate, the survey continues to provide valuable insights that support Coastlink's commitment to a high-performing and engaged workforce.

Employee Self Evaluation Performance Review Tool for direct support workers

As part of Coastlink's ongoing commitment to supporting direct support workers' growth, development, and meaningful career conversations, Coastlink introduced a new Self-Evaluation Performance Review Tool, which was rolled out across the business effective June 2026. Why this change?

We wanted to ensure our performance review process is more:

- Employee-led – giving staff a stronger voice in reflecting on their achievements and development.
- Transparent and consistent – aligning performance discussions across team and organisational goals.
- Growth-focused – supporting clearer development planning and career progression where possible.

A short user guide was provided to staff to assist in completing the self-evaluation and optional drop-in sessions for anyone wanting additional support.



Aged Care & COS Team won 2026 Gallup Q12 Race







Coastlink Values Award Program

This program commenced in June 2025 as a 12 month program and is designed to recognise employees for their dedication and commitment to our organisational values, demonstrated through their actions when interacting with our clients, colleagues and management.

How does this program work?

Each month, staff are able to nominate a fellow Coastlink staff member who has demonstrated alignment with our values in the way they carry out their work duties and conduct themselves.

This is a significant initiative to recognise and reward the value and contribution of our staff. The program will culminate in the inaugural Coastlink Employee Awards Ceremony in July 2026.

Wellbeing and Employee Assistance program at Coastlink

On 7 May 2026 Coastlink transitioned to a new Employee Assistance provider: Wisdom Wellbeing. This decision was made after considerable feedback from staff and via survey results.

Wisdom Wellbeing is both an EAP provider as well as providing services focusing on staff wellbeing.

Services include unlimited 24/7/365 confidential telephone helpline, video or telephone counselling (up to 6 sessions), mobile app and portal, online courses and management consultancy support.

wisdom wellbeing

Coastlink Values Award Program



We live and demonstrate the truth through our words and our actions.



We are all accountable for our actions. We will share our knowledge, teach others what we know, and give people the right authority to make the right decisions.



We listen to what you say. We will include you in what we do.



People deserve to be treated the way they want to be treated. We do that here.



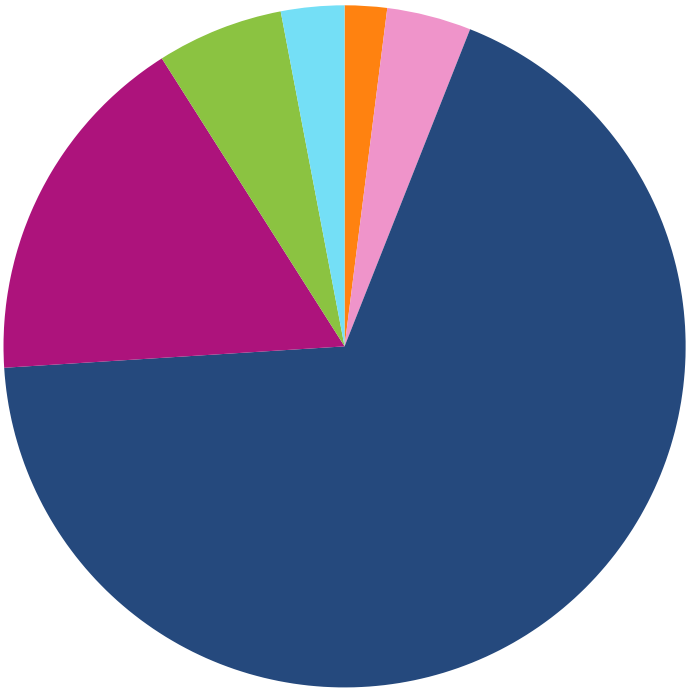
We know everybody is different; we have different wants and needs and we like to be treated as individuals; we empathise and accept your individuality.

2025-2026 FINANCIALS

STATEMENT OF FINANCIAL PERFORMANCE		2026 $ M	2025 $ M
Revenues	$	14.01	18.18
Other Revenues	$	0.47	0.37
TOTAL REVENUE	$	14.48	18.56
Expenses	$	15.19	19.11
DEFICIT	-$	-0.71	-0.55
Other Comprehensive Income	-$	0.00	-0.13
TOTAL COMPREHENSIVE INCOME/ (DEFICIT) FOR THE YEAR	-$	-0.71	-0.68

STATEMENT OF FINANCIAL POSITION		2026 $ M	2025 $ M
Current Assets	$	1.5	2.5
Non-Current Assets	$	7.2	7.4
TOTAL ASSETS	$	8.7	9.9
Current Liability	$	1.7	2.2
Non-Current Liabilities	$	0.1	0.1
TOTAL LIABILITIES	$	1.8	2.3
NET ASSETS	$	6.9	7.6

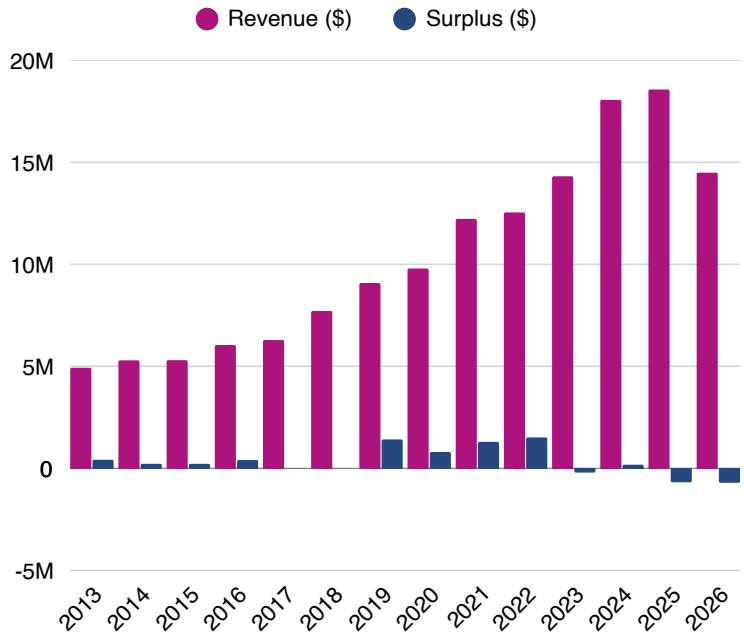
Revenue by Service Area



REVENUE BY SERVICE AREA	$M
Government and Grant Revenue	931
Brokerage Income	244
Contributions Recieved	573
NDIS Income	9,818
Home Care Packages	2,447
Other Revenue	470
TOTAL	14,483

- NDIS Income: 68%
- Home Care Packages: 17%
- Government and Grant Revenue: 6%
- Brokerage Income: 2%
- Contributions Received: 4%
- Other Revenue: 3%

Revenue and Surpluses



YEAR	REVENUE ($)	SURPLUS/DEFICIT ($)
2013	4,924,276	416,001
2014	5,288,332	220,099
2015	5,297,235	218,850
2016	6,039,232	404,535
2017	6,283,511	7,105
2018	7,709,142	3,895
2019	9,077,711	1,413,151
2020	9,788,007	800,409
2021	12,220,222	1,295,452
2022	12,535,706	1,512,816
2023	14,306,965	-210,535
2024	18,049,589	174,503
2025	18,558,716	-686,777
2026	14,483,929	-709,997

OUR COASTLINK BOARD



Coastlink is governed by an independent Board of Directors.

A strong skills-based Board, the members govern using contemporary methods with expertise in risk mitigation, clinical governance and strategic planning, to ensure Coastlink continues providing the best quality service to people who are ageing or living with disability on the Central Coast.














Coastlink
living your way

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