



COMMUNITY REPORT



lutheran
disability services

2025

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1. Chair's Message

Lutheran Disability Services (LDS) enjoyed another successful and fulfilling year amid the ever changing world of a disability services provider.

The Board again provided the governance, strategic and spiritual leadership that ensured LDS remained focused on its mission, while continuing to build a strong and sustainable business that can serve people living with disability for many years to come. It monitored and supported management in the effective delivery of numerous agreed business objectives.

The National Disability Insurance Scheme (NDIS) funding constraints were again a significant challenge for LDS and all providers. NDIS compliance requirements were successfully negotiated, including a positive outcome from a scheduled quality and safeguarding audit in March 2025.

Strategic initiatives pursued by the Board during the year included

- Adopting a new constitution that is consistent with current and future operating realities while preserving LDS purpose
- Developing funds management options that can best support long term financial sustainability
- Continuing to work with Lutheran congregations and the Lutheran Church of Australia SA/NT District on accommodation projects



Kym Wallent

LDS again engaged actively with clients, their supporters and staff, and the Board is confident that all groups remain highly satisfied with, and committed to, LDS.

LDS is pleased to have continued a close association with the LCA SA/NT District and acknowledges the ongoing interest shown by Bishop Andrew Brook.

Our Chief Executive Officer, Michael Kromwyk, departed LDS at the start of June 2025 to pursue another opportunity. During his time at LDS as both Chief Operating Officer and then CEO, Michael displayed good leadership backed by focus on marketing, training improvement and quality and safeguarding compliance. The Board thanks Michael for his significant contributions to LDS.

At short notice the Board was fortunate to engage David Nichol as short term interim CEO while the recruitment process continued at year's end.

1. Chair's Message (continued)

LDS is people-centred and the Board says a huge thank you to the management team, staff, clients and families/supporters who have all worked so well together to create the unique culture of our organisation and to ensure that LDS continued to enrich the lives of the clients it supports.

The Board met seven times through the year. For the full year, the Board members were John Inglis, Pastor Peter Miller, Ben Raw, Lucinda Osborne, Tim Haggis and Kym Wallent. Kystal Matthews resigned from the Board early in 2025. The Board was well supported by its Audit, Risk and Compliance Committee and its Clinical Governance Committee.

I wish to thank all Board members for their unfailing commitment to LDS, their valued perspectives and strategic oversight of building a strong and sustainable organisation to continue to support persons with disability to live independently and to help them connect with and belong to Christian communities.

Kym Wallent
Chair, Lutheran Disability Services Board



Our Values



1

Faith

LDS is a faith based organisation, delivering our service through our Christ centred focus. This means that we support our clients who want to experience and express their faith.

By extension being involved in Church activities such as working with the Tea Tree Gully congregation to build three new houses.

2

Empowerment

Our clients are independent people living with disability who have the right to exercise choice and control.

LDS is a support service to help guide and empower our clients to assist them in making decisions that aligns to their life goals.

We believe in empowering both our clients and our staff as we work together and create opportunities and build community.

3

Excellence

Everything we do at LDS is through the lens of excellence. We aim to provide client centric services that are valued by our clients, the people that care about them and the community.

By building relationships whereby LDS can help to provide access to services in the community for our clients, together we can build excellence in Disability support services for South Australia.

4

Fun

We believe that fun should be part of everything we do.

Whether it's working, being out in the community, assisting clients to achieve their life goals; fun is essential to our way of interacting and operating.

We aim to provide a workplace environment that is fulfilling. This results in happy clients and happy homes for everyone.

2. Chief Executive Officer's Report



Sue Raw

I am honored to present this CEO Report for the Lutheran Disability Services (LDS) 2024/25 Annual Report. Although I commenced as Chief Executive Officer after the close of the financial year, I am delighted to share my reflections on the year that has passed and outline our priorities for the future.

The 2025 financial year was a period of continued progress and resilience for LDS. Despite a challenging operating environment, the team continued to deliver caring, safe, and valuable services to our clients and ensure that our mission remains strong and vibrant. Key highlights from the year include:

- Client Individual Achievements: Every milestone and moment of growth matters. We are privileged to walk alongside our clients as they thrive and connect within a Christian community.
- Client Voice committee: A vital forum has been established to hear directly from clients and partner with them to continually improve our services.
- Strong partnerships: Ongoing collaboration with Lutheran congregations, faith-based organisations and our broad network of supporters.
- Our people: The dedication and compassion of our staff are the heartbeat of LDS. In 2024/25, we welcomed 75 new team members to complement our workforce.

These achievements reflect the courage and determination of our clients, the unwavering support of families and friends, and the commitment of our staff. You inspire us every single day.

I want to take this moment to acknowledge our incredible staff. Throughout the year, they have worked tirelessly—often behind the scenes—to ensure the very best outcomes for our clients. Their dedication and compassion make LDS what it is today.

I joined LDS in July 2025 with a deep sense of responsibility and excitement for the opportunities ahead. My priority during this transition has been to listen, learn, and engage with stakeholders to ensure continuity while preparing for the future. Over the coming months, I look forward to meeting more clients, families and stakeholders, personally and strengthening the connections that make LDS such a special community.

I would also like to extend my sincere gratitude to the LDS Board for their unwavering support, guidance, and commitment to strong governance throughout the year.

2. Chief Executive Officer's Report (continued)

Their leadership has been instrumental in steering LDS through a complex and evolving environment, ensuring that our mission remains clear and our values remain at the heart of everything we do.

The Board's dedication to strategic oversight and sound decision-making provides a solid foundation for LDS's sustainability and growth. Their wisdom and partnership enable us to navigate challenges with confidence and embrace opportunities with purpose. As we move into 2026, the year ahead is full of promise—new opportunities, new growth, and new ways to help people live life to the fullest. Our focus will be on:

- Community & Faith: Building a strong, connected community where every person feels valued and supported.
- Sustainability: Strengthening our financial, operational, and governance foundations to ensure LDS remains resilient and positioned for long-term success.
- Continuous Improvement: Continually evaluating what we do and how we do it to improve client and staff experience.
- People & Culture: Investing in our workforce and fostering a culture of collaboration, inclusion, and excellence.

While our sector faces challenges, I have already seen at LDS, a deep belief that tomorrow holds new possibilities, and that together, we can overcome obstacles and find a way forward. This strength and resilience come from standing side by side and supporting one another.

Thank you to our Board, clients, families, staff, supporters, and partners for your trust and commitment. A special thank-you to those whose generous financial support and partnership help us create moments of joy, connection, and community. Every day is a collective effort and your involvement and support is seen and deeply appreciated.

Sue Raw
Chief Executive Officer
December 2025



3. Operations



1

Service Delivery

Throughout the year, regular CEO visits to LDS houses have enabled direct client feedback to be shared with management and the Board. Staff knowledge and skills have been strengthened through dedicated professional development days, while communication with families and stakeholders has been enhanced through monthly updates, including individual client reports.

2

Quality and Safeguarding

LDS continues to strengthen and refine our systems to deliver exceptional support and care, ensuring every client experiences dignity, safety, and wellbeing in line with our values. Oversight by our internal audit team and rigorous policy reviews guarantee compliance with NDIS Practice Standards, driving continuous improvement and accountability across all services.

3

Client Life Goals

Supporting clients to achieve their life goals remains at the heart of everything we do at LDS. From assisting with letterbox delivery rounds to helping clients cook their own meals and creating opportunities for inter-house connections and celebrations, we focus on making every day meaningful. Our commitment is to ensure these goals, as outlined in each client's NDIS Plan, are actively pursued and achieved through personalised support.

4

Happy Homes

Our goal is to create housing solutions that are tailored to the individual needs of our clients, proactively designing homes that fit people, rather than forcing people to fit properties. To achieve this, LDS is collaborating with congregations, community housing providers, and SDA organisations to build a strong pipeline of affordable, accessible, and long-term housing options that support independence and quality of life.

90

clients served

189,561

SUPPORT HOURS

provided by our awesome client services team.



FY25 Achievements

75

new staff



22

homes supported by LDS



90

clients served



10

PBS clients



3

PBS qualified practitioners



285,766

kilometers travelled



2024-25 has seen increased impact at LDS across all areas. We are committed to maintaining the quality of care and high standard of service provided to our clients. During the year, LDS has achieved the following:

- Partnered with Purple Orange to developed a Client Voice Committee
- Invested in staff development and training to maintain excellence in quality of care and service delivery
- Strengthened compliance and governance practices to ensure quality and safety.
- Continued to promote the LDS brand to targeted customer segments to reduce vacancies
- Developed relationships with congregations and housing providers to secure more long-term accommodation solutions for our clients

FY25 Achievements (continued)

During 24-25, LDS continued to focus on delivering exceptional service and care to our clients. Utilising our values of faith, empowerment, excellence, and fun we have continued to:

- Deliver quality, safe & caring client-focused services
- Create disability housing options and other services to help our clients thrive
- Continue to build financially sustainable support and advocacy for our clients
- Continue to attract, train & develop an awesome team to support our clients



A story of love and independence

One of the most rewarding parts of our work at LDS is seeing the deeper impact our services have on our clients lives. Norton and Judy's story is a beautiful example. They first met in the 1980s, reconnected years later, and in 2007 were married at St Paul's Lutheran Church. Life hasn't always been easy, but their commitment to each other and their gratitude for being able to live independently in their own home shines through. They continue to share laughter and love, reminding us that independence is not just about living on your own, it's about living life fully, with dignity and connection.



4. Expressions of Faith

***“O Lord, you have searched me
and you know me. You know
when I sit and when I rise; you
perceive my thoughts from
afar.”***

Psalms 139:1-2 (NIV)

This bible verse speaks about God’s intimate knowledge of each person. He understands our thoughts, actions, and deepest needs. For LDS clients, it resonates as a reminder that they are fully known and valued by God, reinforcing their sense of belonging, dignity, and equality within the Christian community.



*Stephen and Jenni having
coffee and cake after church.*



Mark at EBC



*Jenni and Stephen at
Warradale Lutheran Church.*

At Lutheran Disability Services, faith and community are at the heart of what we do. Each day, we witness congregations in action, providing connection, belonging, and God’s love to our 90 clients. Our mission is to support people living with disability in their homes while fostering meaningful connections to Christian community.

Faith and Lutheran identity are deeply important to many of our clients. Each week, more than 30 LDS clients worship at congregations across South Australia, supported by our dedicated team. Being welcomed into these congregations builds connection, gives purpose, and reminds us that under God’s eye, we are all equal.

As part of this commitment, LDS also provides opportunities for clients to explore and express their faith in ways that matter to them, whether through attending worship services, volunteering in their community, participating in activities at faith-based groups, or simply visiting places of worship out of curiosity. This year, for example, Mark attended a local Catholic Church, and Sean visited one of Adelaide’s Cathedrals. At LDS, supporting clients to live out their faith is not just an activity, it’s a core value of our organisation.

5. Empowerment

We continually empower our clients to explore new opportunities and actively engage with their communities. By fostering innovation and collaboration, we help them build meaningful connections that create lasting impact. Below are some good news stories from our wonderful clients.

Erin had a fantastic time at the Environment Expo, exploring a hands-on recycling experience and learning about composting, waste management, and recycling. As a special takeaway, she received a plastic comb made entirely from recycled materials, a great reminder of the importance of sustainability.

Maria proudly received her Certificate of Appreciation for reaching an incredible milestone—five years of dedicated volunteer service. What an outstanding achievement, Maria, and a true testament to your commitment and generosity.



Jack's Delights

Jack, along with his Team Leader, Esther, attended the 'Discover Micro Enterprise Event' at the Marion Hotel. Jack did an incredible job of networking with other people and marketing his business "Jack's Delights". Jack impressed many people at the event with his passion and knowledge of his business and products. Jack was also invited on stage to present his business. Jack has been running his microenterprise for many years now and enjoys keeping himself and the staff busy on the ground, making sure things are running smoothly.

5. Empowerment (continued)



Grace's Journey of Growth and Confidence

Grace Neal joined Lutheran Disability Services in March 2024 with the goal of improving her wellbeing and building social skills. Transitioning into Supported Independent Living (SIL) was initially challenging, as Grace experienced anxiety and missed her parents.

Through consistent strategies, routines, and the dedication of her support team, Grace gradually adjusted and began forming strong relationships with staff. A key breakthrough came when staff introduced a wheelchair for transitions, helping Grace feel more comfortable accessing the community.

Over the past 20 months, Grace has achieved incredible milestones—visiting the Adelaide Zoo, walking along the beach, participating in the City to Bay Fun Run, trick-or-treating for the first time, and even attending specialist appointments with confidence. She is now building friendships with peers and enjoying greater independence at home.

Grace's journey is a testament to her resilience and the unwavering commitment of her support team. We can't wait to see what she accomplishes next!



6. Our People



The heart and soul of LDS is the Support Workers and Team Leaders who everyday go above and beyond to deliver exceptional service and care to our clients.

Team Leader, Holly, describes one of her recent feel-good moments of taking client, Nathan, through the drive through car wash. “I had offered it to him ages ago as something fun to do if we left the house early. We finally achieved the goal the other day and while waiting in line he told me he had never gone to a car wash before. The pure excitement and joy in his eyes as the machine did its thing genuinely made my week”.

“I started with LDS 5 years ago, and was attracted to working for a company that encouraged and supported the expression of faith both for clients and support workers. It’s an ongoing privilege to be able to express my faith towards clients and coworkers both verbally and through good work practices. I love that LDS offers the opportunity for workers to explore faith through devotions and the ‘Faith’ tenant in Connected Awesomeness each month” - Jenny, Support Worker.

“As CSM we lead by ensuring every individual receives tailored, meaningful support that enhances quality of life. In doing so we create Impactful Experiences by Collaborating with staff, clients, and families to foster genuine connections and deliver engaging, joyful moments every day” - Kira, Client Services Manager

Positive Behaviour Support

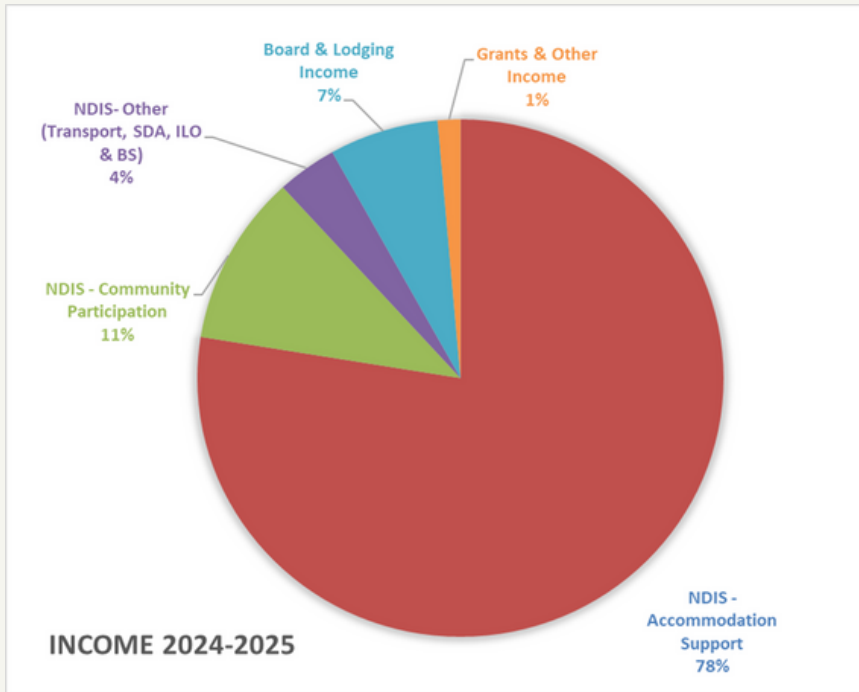
Our Positive Behaviour Support (PBS) team empowers clients to live their best lives through tailored plans and proactive strategies. By understanding behaviors and building skills, they create safe, supportive environments that foster independence, confidence, and positive outcomes.

Recently, our Development Educator worked with housemates at SHIM House to create a practical laundry roster and etiquette guide. Together, they designed a visual schedule that helps everyone stick to their chosen system. The result? No more last-minute wash chaos, just smooth cycles, shared responsibility, and happy housemates! This simple yet effective approach shows how structured support can turn everyday challenges into opportunities for growth and harmony.



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7. Financials

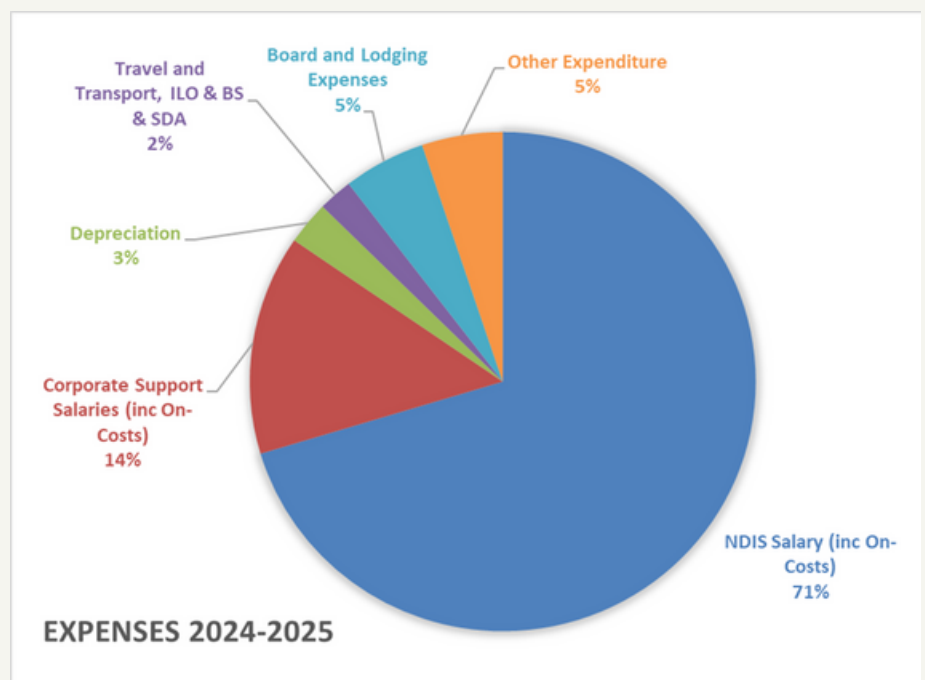


LDS is focused on sustainability to ensure we are in a position to continue to positively impact the lives of our clients.

In the 2024/25 financial year, supported accommodation and community support services continued to be our primary source of funding, accounting for 92% of total income. These services empower our clients to build comfortable homes and lead enriched, meaningful lives.

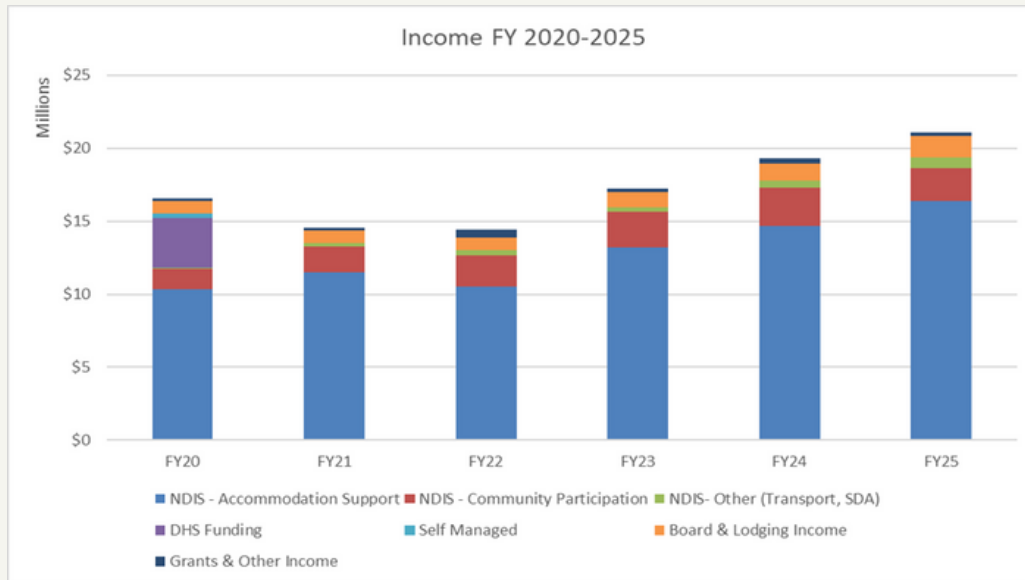
LDS continues to prudently manage its expenses in response to the sector changes

Salaries and wages remain our largest expense category, reflecting our commitment to providing clients with the high-quality support they deserve, while maintaining alignment with their available funding budgets.



7. Financials

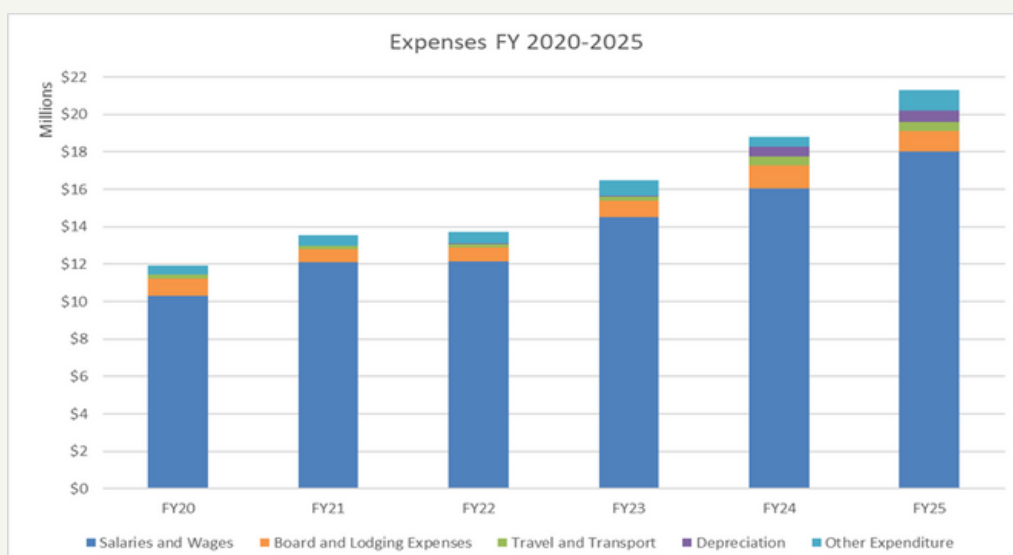
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Over the past years, LDS has expanded its services by growing its client base through property acquisitions and growing our Allied Health services such as Positive Behaviour Support.

LDS has consistently expanded its supported accommodation services while also enhancing opportunities for community participation and Specialist Disability Accommodation (SDA) to better meet the needs of our clients.

Effective financial management ensures that LDS strategically reinvests in both capital and non-capital initiatives, strengthening organisational capacity and improving outcomes for our clients.



8. Impact

Our Mission

Helping people living with a disability to thrive and connect in Christian community.

In 2024-2025:



90+

NDIS Participants



189,561+

hours supported



6

SDA
Houses



285,766+

kilometres
across all daily supports & social programs



Achieving Goals

At LDS, helping clients achieve their goals is at the heart of what we do. Each year, clients review what matters most to them, whether it's building independence, connecting with community, or developing new skills, and we work alongside them to make those goals a reality.

This year, we've seen some incredible progress. Mathew moved into a share-house with fellow young men, where he's thriving, making friends and sharing his passion for cooking with his housemates. This move has been a fantastic step toward independence and social connection. Anthony also celebrated an amazing milestone, receiving a Service Award from Orana for 35 years of supported employment, a testament to his dedication and resilience.

Alongside these achievements, clients continue to work toward personal goals, like Grace, who recently conquered her anxiety and visited the Adelaide Zoo with the support of her team. These stories reflect the confidence, independence, and sense of belonging our clients continue to build every day, and we couldn't be prouder!

New Homes for Clients

LDS is committed to ensuring our clients receive the quality homes they deserve, homes that support independence, comfort, and community.

This year, long-time housemates and friends Peter and Stephen celebrated an exciting milestone, moving from their older home into a brand-new, purpose-built SDA property. After many years of living together, this modern and accessible home marks a new chapter for them, designed to meet their needs while offering greater independence and comfort.

In August, Nathan joined the Tea Tree Gully community, fulfilling a long-held dream for his family. After years of planning, securing SIL funding, and matching supports, Nathan now enjoys a fully accessible home that reflects his family's deep connection to St John's Church. Joining him is James, a long-time client from the North, who is delighted to have housemates again and a modern home tailored to his needs. Together with friends Bradly and Andrew, they are building a vibrant, social community that exemplifies the positive impact of our housing strategy.



Peter got involved with preparing for the move and getting rid of items he no longer wanted to keep.

LDS Commercial

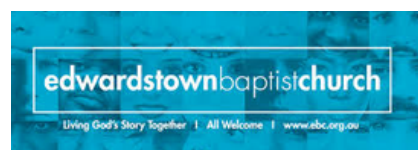
In May 2025 some of our clients had the exciting opportunity to take part and feature in our latest ad campaign. This ad has featured on YouTube, Facebook and LinkedIn. You can view it here: [YouTube](#)



9. Partners in our Mission

Lutheran Disability Services would like to thank our supporters - without your support LDS cannot make the difference we do for our clients and those who care for them.

We are also deeply grateful to many other congregations and supporters who walk alongside us in this mission. Your contributions, whether through time, financial support, prayer, or acts of service, make a lasting impact on the lives of the people we serve. Together, we are building communities of faith, inclusion, and belonging, and we thank each and every one of you for your commitment to sharing God's love in action.





lutheran disability services

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