

FORM
ECTED
TIVE



WELLABLE

ANNUAL REPORT

2025-2026





BE THE
CHANGE
 YOU WANT TO
 SEE
 IN THE
WORLD.
 MAHATMA GANDHI



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A NOTE FROM OUR CHAIR



Tena Koutou

2025/26 has been a year of consolidation for WellAble as we settled into our new premises and continued to develop and expand our services. Despite the ongoing economic environment, the organisation has had a solid year and continues to meet our objectives and provide quality services to our customers.

As a small organisation, the Board and staff are able to work closely together to ensure our focus remains on providing extensive and accurate information and advisory services for disabled customers, along with a wide range of assistive product options. The new geographical position of our Centre has significantly increased our visibility for both walk-in customers and the wider community, and our online reach is expanding rapidly.

The Board is in the process of revising our Trust Rules. WellAble was established as a Trust in 2017, so it has been useful to review our purpose and organisational structures nine years later, and update the document to reflect current legal and regulatory requirements and organisational best practice.

As you read through the Annual Report, you will see this has been another successful year, with evidence of the difference our staff make to people's lives and the reach we have into our community. I look forward to seeing the continued value of our organisation to our customers over the next year.

A handwritten signature in blue ink, appearing to read 'Anne O'Connell', followed by a stylized flourish.

Anne O'Connell
CHAIRPERSON

ABOUT US

OUR PURPOSE:

To provide quality, personalised disability information, support, and assistive equipment solutions that empower people to make informed choices, maintain their independence, and participate fully in their communities.

DISABILITY INFORMATION & ASSISTIVE PRODUCTS

We provide personalised disability information, advice, and connections to services, supports, and resources throughout the Wellington region. Our Paraparaumu Centre also offers a range of assistive products and mobility equipment for hire and purchase.

MOBILE INFORMATION SERVICE

Our Mobile Service brings disability information and support directly to communities across the Wellington region, helping ensure people can access the information and guidance they need, closer to home.

ASSISTIVE EQUIPMENT INFORMATION PRESENTATIONS

Our information presentations promote proactive ageing by increasing awareness of assistive equipment and practical solutions that support safety, mobility, wellbeing, and independence. They help people make informed choices to remain active, connected, and living well for longer.

ACCESSIBILITY AWARENESS WORKSHOPS

Designed for customer-facing organisations, these workshops build understanding of disability, accessibility, and inclusion. Participants gain practical insights to create more accessible services and contribute to more welcoming and inclusive communities.

WHAT'S OUTSIDE THE BOX? TRANSITION EXPO

The What's Outside the Box? Transition Expo explores the possibilities of life after secondary school. Bringing together services, organisations, and resources from across the region, it helps disabled young people, their whānau, and supporters explore opportunities and plan for the future with confidence.



OUR TEAM

GOVERNANCE

Our governance team comprises Members from across the Wellington region who bring a diverse range of skills, experience, and perspectives. Their leadership and oversight help ensure WellAble remains focused on delivering quality disability information, assistive equipment, and support services that empower people to live independently and participate fully in their communities.

ANNE O'CONNELL

MEGAN KLOPPENBURG

BRYAN TARLOWSKI

FAIROOZ SAMY

ROBYN WILLIAMS

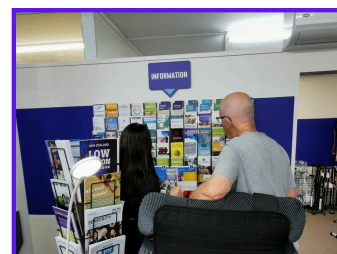
CHAIRPERSON

SECRETARY

BOARD MEMBER

BOARD MEMBER

BOARD MEMBER



OPERATIONAL

Our dedicated operational team helps people access the information, resources, and equipment they need to make informed choices, maintain their independence, and stay connected with their communities.

Whether someone is seeking disability information, exploring support options, learning about assistive products and equipment, or arranging a stroller repair, our knowledgeable team provides practical advice and personalised support. Through community presentations, the '*What's Outside the Box?*' Transition Expo, and Accessibility Awareness Workshops, they also help build knowledge, confidence, inclusion, and community connection across the Wellington region.

ANN WILSON

AWHINA ANDREW

MARGARET ADAMS

NAOMI YEOMAN

NOELLA SQUIRE

SARAH AYSON

SARAH BUCKERFIELD

SUE EMIRALI

COMMUNITY TEAM

ACCESSIBILITY AWARENESS TEAM

COMMUNITY TEAM

GENERAL MANAGER

COMMUNITY TEAM

PRODUCTS & INFORMATION

INFORMATION & EQUIPMENT ADVISOR

ACCESSIBILITY AWARENESS TEAM

A NOTE FROM OUR GENERAL MANAGER



The 2025/2026 year was a period of significant change, growth, and consolidation for WellAble. Despite staffing changes, funding pressures, and continued cost-of-living impacts for the community, WellAble remained focused on supporting people across the Wellington region. We continued to provide practical disability information, assistive equipment advice, product sales and hire services, and community connections.

Resilience was a strong theme throughout the year. The team adapted to changing operating conditions, supported the successful relocation of the Centre, maintained core services during periods of reduced staffing, and continued to build the foundations for a more visible, connected, and sustainable organisation.

AT A GLANCE

Area	2025/2026 Highlight
New Centre	Relocated to 112 Rimu Road, creating a larger and more accessible space for customers and expanded product displays.
Transition Expo	Estimated 350+ attendees, 55 stallholders, and attendee satisfaction of 4.8 out of 5.
Digital Reach	Unique website visitors increased significantly, reaching 110% above the previous year by April 2026.
Financial Result	Year-end deficit of \$18,632 against a budgeted deficit of \$46,067, a positive variance of \$27,435.

A NEW HOME FOR WELLABLE

A major milestone was the relocation of WellAble's Centre to 112 Rimu Road, creating a larger, more accessible, and more welcoming space for customers, whānau, staff, volunteers, and community partners.

The new Centre provides more room to display products, browse equipment, and support demonstrations. It has also strengthened supplier relationships and received positive feedback from visitors about its layout, space, and welcoming feel.

SERVICE DELIVERY AND COMMUNITY REACH

WellAble continued to support people through Centre-based services, phone and email enquiries, website contacts, equipment hire, product sales, and community presentations. Face-to-face visits remained important, highlighting the value of trusted, personal guidance.

Contact numbers were lower than the previous year due to the temporary grounding of the Mobile Service, staffing changes, and the Centre move. Contacts began to strengthen again as the Mobile Service returned, and the new 'Keeping Active' presentation generated strong engagement from retirement villages and older adults.

GROWING DIGITAL VISIBILITY

Digital engagement grew strongly, with website visitors increasing significantly and social media reach expanding across WellAble's information, equipment, and Expo pages.

While the new eCommerce website was delayed by staffing changes, digital visibility remains important to improving access to information and building more sustainable income streams.

'WHAT'S OUTSIDE THE BOX?' TRANSITION EXPO

The 2025 'What's Outside the Box?' Transition Expo was held at Ākau Tangi Sports Centre and attracted over 350 attendees, 55 stallholders, and strong feedback, including an overall attendee satisfaction rating of 4.8 out of 5. Returning to Ākau Tangi in 2026 provides an opportunity to build consistency, strengthen promotion, and support further growth.

WellAble also contributed to a national initiative supporting the expansion of transition expos, creating opportunities to share expertise, strengthen connections, and generate additional income through mentoring.

RESPONDING TO ECONOMIC AND FUNDING PRESSURES

Cost-of-living pressures continued to affect WellAble and the people it supports, with customers taking longer to make purchasing decisions, particularly for higher-value assistive equipment.

Grant funding also remained competitive. In response, WellAble focused on diversifying income, growing assistive product sales, introducing a modest Expo stallholder fee, and exploring more sustainable event funding.

STAFFING, TEAMWORK, AND FINANCIAL SUSTAINABILITY

The team managed a demanding year with professionalism and flexibility, supporting the premises move, maintaining services through vacancies, welcoming a new staff member, and continuing to build presentation, product, and customer support capability.

Careful expenditure management helped WellAble finish the year ahead of budget, with a year-end deficit of \$18,632 against a budgeted deficit of \$46,067.

LOOKING AHEAD

WellAble enters the new financial year with a stronger physical presence, growing digital reach, renewed staffing capacity, and clear opportunities to build on this year's progress. Priorities include growing Centre and Mobile Service engagement, developing assistive equipment sales and digital channels, strengthening the Transition Expo, and maintaining financial sustainability.

The year demonstrated the strength, adaptability, and commitment of WellAble's team, and the continued importance of trusted disability information, assistive products, and community connections. I am grateful to the WellAble team for their hard work, flexibility, and care throughout the year. I would also like to thank the Board, led by Anne, for their guidance, encouragement, and support as WellAble continues to grow its visibility, reach, and impact.

I hope you enjoy our report.



NAOMI YEOMAN
GENERAL MANAGER



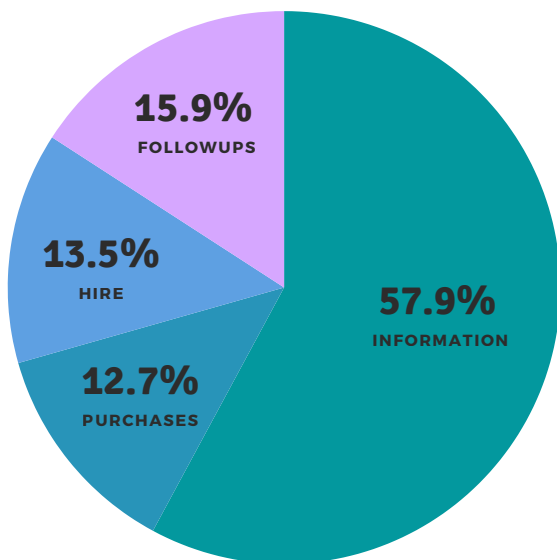
KEEPING YOU INFORMED, CONNECTED AND ACTIVE

DISABILITY INFORMATION, ADVICE, SUPPORT & EQUIPMENT

"Thankyou again for your great service and willingness to be so helpful to me over these past years. It is such a pleasure to deal with you."

"Thank for all your wonderful services and personal attention."

REASON



2952 INFORMATION REQUESTS
& 809 FOLLOWUPS

1900 ASSISTIVE PRODUCTS
PURCHASED

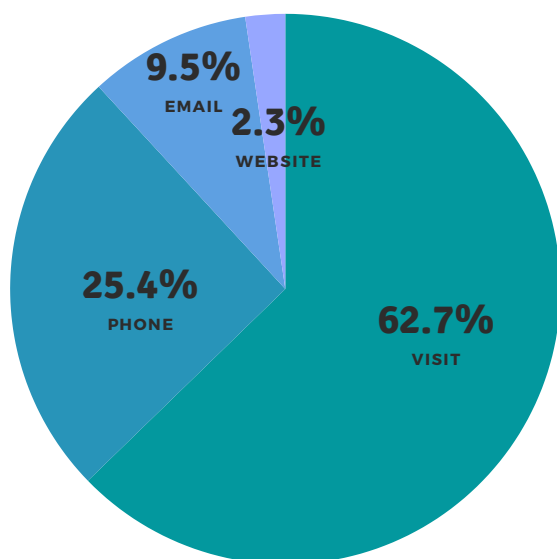
691 HIRE EQUIPMENT
REQUESTS

ONLINE PRESENCE

14305 FACEBOOK REACH

55685 UNIQUE WEBSITE
VISITORS

METHOD



1296 PHONE CALLS

3200 VISITS

605 EMAIL & WEBSITE

CREATING CONNECTIONS

At WellAble, we know the right information can be life-changing. Through our Personalised Information Service, we help people and whānau navigate the health and disability sector, connect with practical support, and take steps toward greater independence, confidence, and community participation.

THE DIFFERENCE INFORMATION CAN MAKE

Finding the right help is not always easy. The health and disability sector can feel complex and overwhelming, and many people are unsure where to start. We listen, understand each person's situation, and provide clear, personalised information in a way that makes sense to them. By removing barriers to information, we help people make informed decisions, access opportunities, and stay connected, independent, and hopeful.

The following examples show how timely information, practical guidance, and a listening ear can make a real difference in people's lives.

☀️ TURNING INTERESTS INTO OPPORTUNITIES

Ms E contacted us after CAMHS suggested WellAble may be able to provide information and support for her daughter, S. S is autistic and was experiencing anxiety and low mood, and her mother wanted to find activities that could support S's wellbeing and help her build positive connections in the community. Through our discussions, we learned that S especially enjoyed animals, particularly cats and dogs, and we helped identify options that matched her interests, comfort, and travel needs.

We provided information on options aligned with S's interests, comfort and travel needs including volunteering with HUHA, animal-assisted therapy through Positive Pathways, equine therapy at Stockdale Farm, and contacting local animal shelters to explore other suitable volunteering or animal-interaction opportunities.

Following our support, Ms E emailed to express her appreciation. The family now had several practical opportunities to explore, giving them greater confidence in supporting S's wellbeing, social connection, and participation in the community.



CREATING CONNECTIONS

☀ INFORMATION THAT OPENED NEW POSSIBILITIES

The M family contacted us while trying to understand what financial assistance might be available through Health NZ for their rangatahi. After several conversations with government departments, they were unsure where else to turn. We reviewed the correspondence, then spoke with the father to understand the family's situation and explore other support, information, and opportunities that may be available.

Through this conversation, we learned more about the family's hopes for O as they planned for life after secondary school. With our Transition Expo only a week away, we shared information about the event and the wide range of stallholders offering guidance on post-school options, services, and support. At the expo, we met O in person and talked about their goals. O connected with universities, engaged with iLead, explored driving options, and began to picture the next stage of life. Both parents later shared that they felt much more hopeful about the future.

“
The staff at WellAble are above and beyond in terms of service, efficiency, and kindness. They were so helpful. Thank you so much :D
”



☀ INFORMATION TO SUPPORT A NEW START

S contacted WellAble while preparing to move from Australia to Te Horo. She wanted to understand what local support was available as she settled into a new community and navigated low vision services.

S had already contacted Blind Low Vision NZ and was waiting for her application to be processed. We also looked at local GP options through Tū Ora and provided contact details for Ōtaki Medical Centre, the closest option identified.

We provided the Sight Support Line number, explaining that it may help S navigate life locally and connect with social groups. We also shared information about the Total Mobility Scheme to help reduce door-to-door transport costs as S settled into the area.

As S was 55, she was not eligible for an older person needs assessment, so we encouraged her to stay connected with their GP and Blind Low Vision NZ as key pathways for further support. We also invited her to contact WellAble again if she needed more information. By the end of the conversation, S had clearer local contacts, practical transport information, and a better understanding of services that could help her feel connected and supported as she prepared for her move.

WHAT'S OUTSIDE THE BOX? TRANSITION EXPO

Transitioning from secondary school to adulthood can be a complex and overwhelming journey for disabled rangatahi and their whānau. At WellAble, we are committed to helping young people and their families navigate this important stage of life with confidence. Through information, advice, and community connections, we help ensure rangatahi have access to clear, practical guidance about the opportunities available after school, whether that involves further education, employment, training, community participation, or ongoing support services.

Our annual What's Outside the Box? Transition Expo is a key part of this work. The Expo brings together education providers, employment services, community organisations, government agencies, disability support services, and whānau in one accessible location. By providing a welcoming space where people can meet face-to-face, ask questions, and explore their options, the Expo helps make what can often feel like a daunting transition more manageable and informed.



The 2026 What's Outside the Box? Transition Expo brought together education providers, employers, community organisations, disability support services, and whānau from across the Wellington region.

For many attendees, the Expo provides an opportunity to discover new possibilities, make valuable connections, and gain practical information to support future planning. By bringing together a wide range of services, expertise, and lived experience under one roof, the event helps disabled rangatahi and their whānau make informed decisions, build confidence, and take the next steps toward adulthood.

“We didn't need to explain ourselves. It was catering to our special needs. Loved Victoria University being there as well.”

ASSISTIVE EQUIPMENT INFORMATION PRESENTATIONS

Our Assistive Equipment Information Presentations continue to be highly popular, providing a friendly and interactive way for people to learn about assistive products and equipment that can support greater independence and participation.

Through our Mobile Service, we are able to deliver these presentations throughout the Wellington region, helping more people access information, increase their awareness of assistive solutions, and make informed choices to support their wellbeing. This year, we introduced a new presentation focused on solutions that help people stay active, mobile, and connected, enabling attendees to explore practical options that support ongoing participation, independence, and living well for longer.

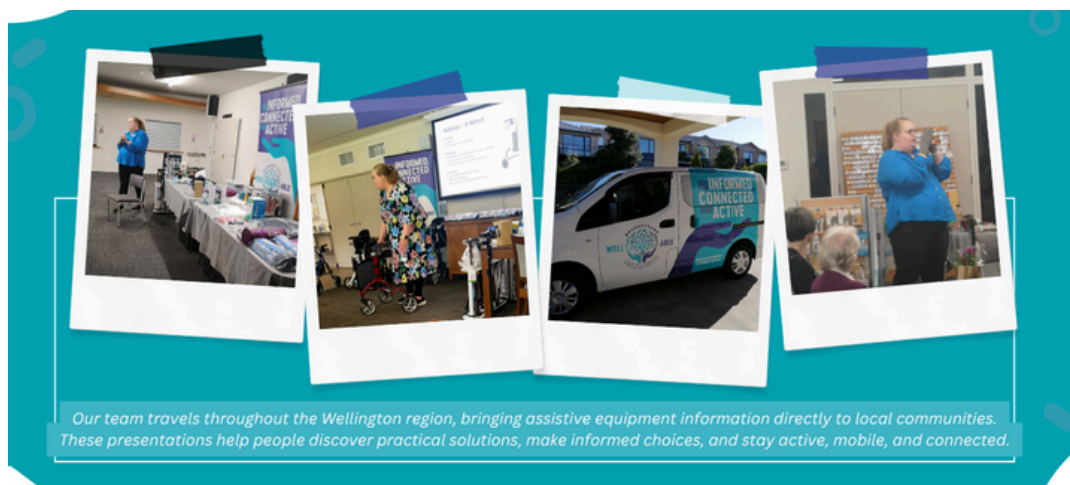
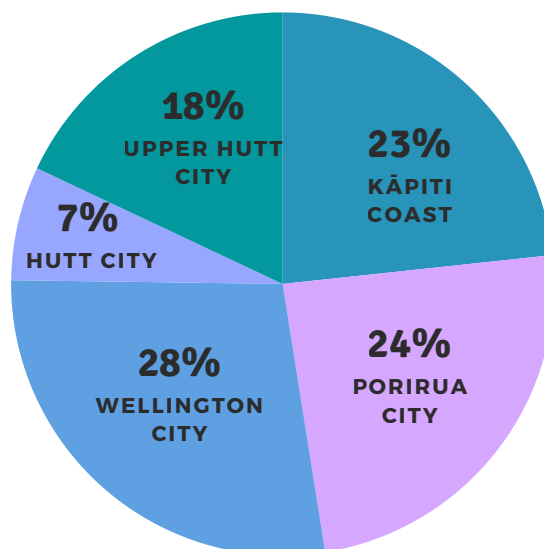
339

TOTAL ATTENDEES

An **overall satisfaction** rating from attendees of **4.7/5** for being an organised, easy to follow and engaging presentation, that was a good use of their time.

"Great presentation - very clear. Very knowledgeable"

"The presenter was great, she answered all our questions"



FINANCIAL PERFORMANCE

1 JULY 2025 - 30 JUNE 2026

INCOME	
Contracts & Grants	\$183,703
Equipment Sales & Hire Income	\$179,584
Services Income	\$6,125
Other Income	\$1,028
TOTAL INCOME	\$370,440
EXPENSES	
Cost of Sales	\$103,872
Service Expenses	\$3,059
Operating Expenses	\$282,141
TOTAL EXPENSES	\$389,072
NET SURPLUS/(DEFICIT)	(\$18,632)

FINANCIAL POSITION

1 JULY 2025 - 30 JUNE 2026

ASSETS	
Bank	\$124,047
Current Assets	\$44,363
Fixed Assets	\$7,712
TOTAL ASSETS	\$176,121
LIABILITIES	
Current Liabilities	\$82,579
TOTAL LIABILITIES	\$82,579
NET ASSETS	\$93,542
EQUITY	
Current Year Earnings	(\$18,632)
Retained Earnings	\$112,174
TOTAL EQUITY	\$93,542

THANK YOU TO THOSE WHO MAKE OUR WORK POSSIBLE

A heartfelt thank you to these organisations that have supported WellAble this year. Their generosity has enabled us to continue delivering information, advice, and assistive equipment services that help people make informed choices and live with greater independence.

Their support reaches far beyond our organisation, creating a positive impact throughout the Wellington region by helping disabled people and their whānau stay connected, active, and engaged in everyday life. We are deeply grateful for their ongoing commitment to WellAble and the people we support.



**The
Federation**
of disability information centres

**Disability
Support Services**



Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

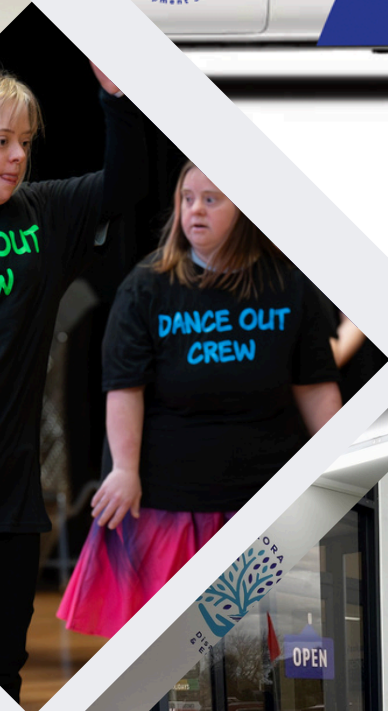
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CONTACT US

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Mon to Fri - 9:00am to 3:00pm

04 298 2914

info@well-able.org.nz

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Registered Charity: CC35939

