



Recruitment

General Manager of Zapti



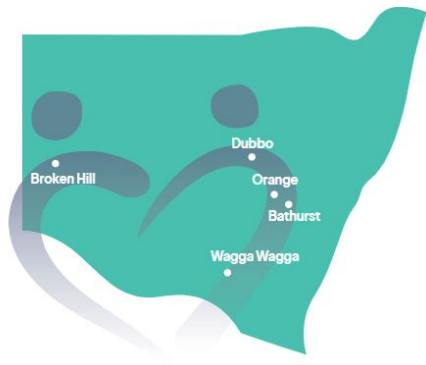


Acknowledgement of Country

*We at Westhaven acknowledge First Nation peoples as the Traditional Owners, the Custodians of the land. We acknowledge the connection to land and waters, and as allies, we support their aspirations for Country. Westhaven is committed to reconciliation. We promote equity, provide education and opportunities, participate in culture, and partner with Community. **Reconciliation is all of our responsibility.***

Westhaven Group Overview

An integrated NDIS registered disability service provider with a client first culture helping adults and children with a disability to *live how they choose*



Expanding our reach and services
Embracing innovation and diversity
Prioritising quality and compliance

1000+ employees
118 assets managed
[2024 Annual Report](#)



NDIS Service Provider

With operations in Dubbo, Orange, Broken Hill, Wagga Wagga and Bathurst, Westhaven has been providing disability support services for over 60 years

- **Adult Disability Services**
- Child Disability Services
- Community programs
- Employment pathways
- Support Coordination
- Behaviour Support



Property Maintenance

A tech savvy, solutions driven facilities and property manager, with a deep understanding of the needs of NDIS participants and children in care

- Property Maintenance
- Property search
- Property set up
- NDIS home modifications



Social impact investment REIT

A steward of social impact investor capital transforming disability housing stock across regional NSW

- Investment Strategy
- Fund Management
- Investor Relations
- Property purchase, development and disposal



NDIS Specialist Disability Accommodation

Partners with participants to match them with their lifelong safe and compliant home

- Tenancy Management
- Enabling tenant independence
- Providing safe and compliant homes

OUR STRATEGIC PILLARS & OBJECTIVES

OUR Quality

Make safety, quality and compliance the priority.

- Be known for high quality and reliable services.
- Ensure safety is a priority in everything we do.
- Provide training and development opportunities.



OUR Impact

Create sustained growth and impact of our services.

- Foster a strong ecosystem of funders, partners and collaborators.
- Grow our impact by increasing our services to external customers.
- Maintain cost discipline to ensure financial sustainability and invest in our future.



OUR Experience

Deliver a person-centered and engaging experience.

- Place customers at the centre of the services we provide.
- Utilise technology to provide a person-centered and engaging experience.
- Create opportunities for people with disability to work through open employment.



OUR Value

Provide value for money in the services we offer.

- Build a network of contractors and product suppliers.
- Maintain a value for money service to our customers.
- Enhance team optimisation through innovative solutions.



OUR VISION

To be the provider of choice for not for profit facilities management services.

OUR MISSION

To provide best-in-class specialised facility management services that enable a quality, safe and person-centred experience for our customers.

Our Integrated Group Structure will enable Zapti to leverage its capabilities and resources to create an integrated cycle of improved client and employee experiences and sustain its competitive position in a crowded market.

Our Integrated Group Structure

- We are a group of four independent organisations aligned by our shared values.
- Each member of the Westhaven group has a distinct strategy, brand presence and go-to-market approach.
- As each member of the group grows and strengthens, this enables increased opportunity for growth and impact for other members and ultimately generates an integrated cycle of outcomes for clients and employees.

	Operational Speciality	Impact
 Westhaven <small>Live how you choose.</small>	Disability Support Work	Enabling people with disability to live the life they choose
	Facilities Management	Ensuring people with disability live in a safe and sustainable home they love
	Property and land acquisition, development and disposal	Providing a social impact investment opportunity to build the forever homes for people with disability
	Tenancy and property management	Connecting people with disability with life changing housing

Our Integrated Group Structure **creates benefits** across our 4 strategic pillars:

- **Impact:** Unlocks growth potential in the property sector by creating separate brands that can win business from other Children and Disability Service providers, while addressing the low levels of high quality Specialist Disability Accommodation
- **Client Experience:** Improved choice and control through separated responsibilities of support services and tenancy management, with alignment on personalising services and improving outcomes for people with disability
- **People:** Deep expertise in each brand's operational speciality enables us to provide the right support, in the right place, and at the right time
- **Culture:** A client-first and independent mindset informs how our group of brands interacts; this encourages a focus on high performance and innovation



The integrated cycle of impact that the Westhaven Group structure creates

Our value proposition enables Zapti to stand out in a crowded market and articulates how the ZAP25 Strategy will generate impact and value our current internal stakeholders and future customers within the community.

Why ZAPTi

Zapti is and will continue to be the **provider of choice** for **Facility Management Services** in Regional, NSW.

The **impact** we achieve, the **person centered experience** we deliver, the knowledge within our team and our **innovative, digitally-minded culture** is why our customers choose Zapti.

By delivering on our value proposition we will create new opportunities for **sustainable growth** to more customers in Regional, NSW.

The VALUE we create

OUR Services

We provide best-in-class specialised facility management that enable a **quality, safe and person-centred experience** for our customers. Our team provide a broad range of services which gives us a unique lense on the competitors in our market and offers a diversified revenue range.

OUR Team

With years of industry specific experience and deep local knowledge our team has a strong understanding of the experiences, needs and wants that people with disabilities need when it comes to their home. Our team is committed to ensure that the **highest quality service** is maintained and their home is **safe** for them to live in. We provide an exceptional **person-centred** experience and use leading practice data and technology-enabled solutions to our customers.

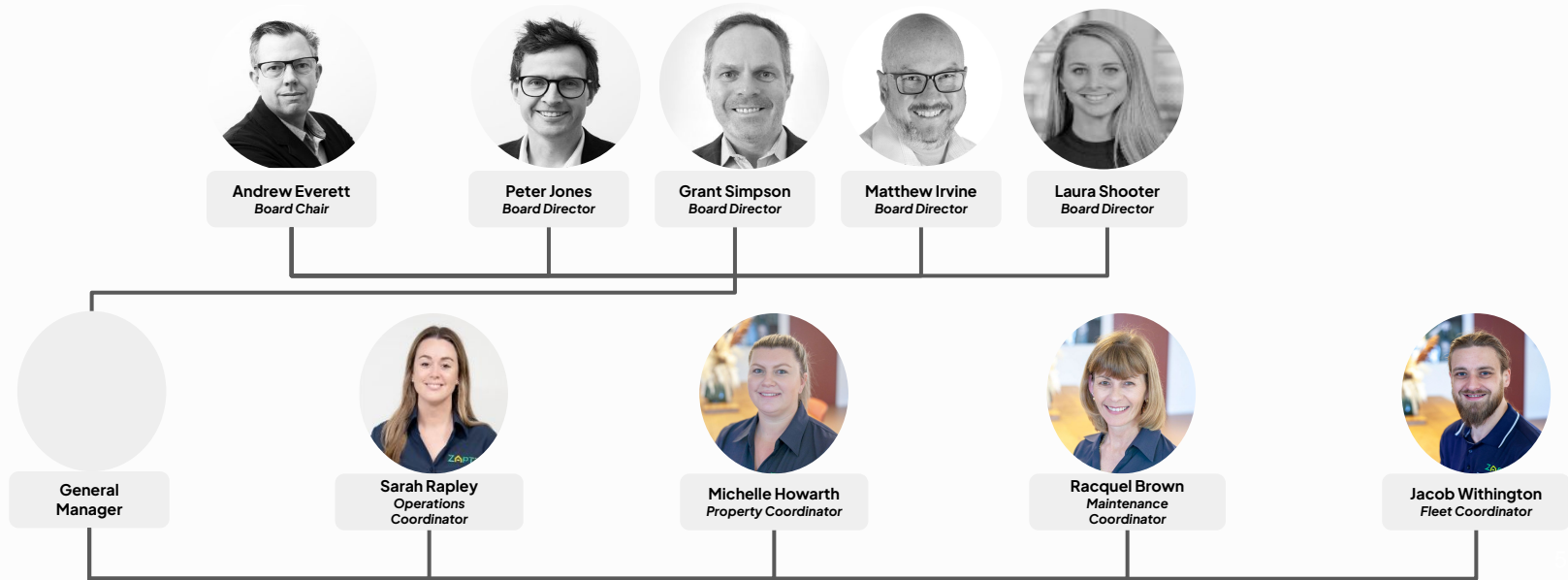
OUR Stakeholders

Our customers know they will receive a **high quality and reliable service** regardless of when it's required. We have a competitive edge were we can continue to capture sustainable growth by supporting our Westhaven Group with their growth projects in Regional, NSW and obtain additional Growth through new business opportunities created through the implementation of **ZAP25**.

Our Management Team

Extensive experience in the Disability & Property sector.

ZAPTi



Contacts and Living in Dubbo



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[Living in Dubbo](#)

