



# Your partner in commercial property investment

Commercial Property Investment & Developments



# About Natgen

**“Since our inception in 2019, Natgen has been committed to providing wholesale and sophisticated investors with commercial property-based investment opportunities that align with their financial goals.”**

**Steven Goakes,**  
Natgen Managing Director

Founded by Steven Goakes and Brett Nelson, Natgen was established to deliver a diverse range of high-quality commercial property investments tailored to the evolving needs of investors.

At our core, we provide wholesale and sophisticated investors with the opportunity to own direct commercial property investments and developments across Australia. Our single-asset trust structure enables investors to select the opportunities that best suit their needs — knowing the specific trust asset and investment strategy — and to build and own a quality portfolio of commercial property assets nationwide.

The Natgen Investment Philosophy serves as our North Star, guiding the rigorous Natgen Selection Criteria, which draw on more than 30 years of property investment experience. This approach allows us to identify

commercial properties with resilient income characteristics and strong fundamentals, ensuring each investment is thoroughly researched and actively managed to deliver consistent value.

With deep experience in commercial property and funds management, and strong relationships across the industry, our team applies a disciplined approach to asset selection, development and ongoing management. This commitment keeps our investors at the centre of every decision and underpins Natgen’s reputation for transparency, governance and performance.

Thank you for your continued trust in Natgen. We look forward to partnering with you on your investment journey.



# Trusted by investors nationwide

Investors from across Australia trust Natgen to help diversify their property portfolios through expertly identified, acquired and professionally managed commercial assets. With more than 30 years of experience in property and funds management, Natgen handles every aspect of the investment process — from acquisition and asset management to detailed investor reporting, including portfolio holdings, trust tax statements, quarterly updates and audited financials.

“Continual communication and consistent reporting has been exceptional, definitely in the initial stages upon first investments, it’s helped my wife and I feel confident in entrusting Natgen with part of our investment portfolio.” **Mal W**

“I am extremely happy with the quality and transparency of the research into the investment opportunities put forward by the Natgen Group. This has enabled me to invest in commercial sites with peace of mind, and has given me tax effective, regular income at a very acceptable return.” **Craig B**

“Very good communication and happy with the tax effective monthly distributions.” **Garry B**

“Natgen provides me with a great monthly income stream through its commercial property assets. The team is very professional and they always keep me well informed about the assets I have invested in.” **Athol N**

The team are professional with excellent communication. I find Natgen a great and easy way to diversify my investment portfolio in commercial property, and get a stable and attractive monthly income.” **Jamie B**

**“Natgen investors are a diverse group including professionals, business owners, farmers, and retirees, each with their own goals. What unites them is a desire to invest in quality commercial property, and the trust and confidence they place in us to do it well.”**

**Brett Nelson**, Natgen Director



# Our Difference

As a privately owned Australian fund manager, Natgen is personally invested in every project we undertake. It is our brand and our business – which means we stay close to every decision and every detail. Being owner-led gives us a genuine sense of responsibility to our investors and the agility to act quickly when opportunities arise, all while maintaining the discipline and transparency that define Natgen.

Natgen's defined-asset trust model allows investors to know exactly what they are investing in and to choose opportunities that align with their needs. With more than 30 years' experience in commercial property and funds management, we understand how the art and science of property investment combine to drive performance. This forms the foundation of the Natgen Investment Philosophy supported by the disciplined Natgen Selection Criteria.

### Our Focus

Our investment focus is the mid-tier commercial property market, typically with asset values between \$10 million to \$30 million, providing access to a segment that combines institutional quality with agility and liquidity. Opportunities range from lower-risk established assets with strong income characteristics to shorter-term development projects with growth potential.

### Natgen takes the complexity out of property investment through:

- Negotiating competitive acquisition prices and investment terms
- Structuring debt and finance arrangements efficiently
- Managing assets, tenants and development delivery with care

At Natgen, our principles are simple, but our execution is exacting. That is what underpins the consistency of our results and the trust of our investors.



## Australian Financial Services Licence

As a licensed entity, we are subject to the scrutiny of ASIC in abiding by the Corporations Act and meeting the performance and governance standards laid out in ASIC regulatory guides.



**30+** YEARS  
Experience



**7%-42%**  
Range of Returns Targeted



**\$100K**  
Minimum Investment

Natgen group licensed companies include National & General Administration Pty Ltd Australian Financial Services License (AFSL) No. 522 835, and Natgen Corporate Pty Ltd AFSL No. 554 046.

# Why Natgen for commercial property investing?

## Buy Well · Manage Well · Sell Well



### Buy Well – Insight and Discipline

Every Natgen acquisition begins with a clear understanding of market drivers, value creation and economic trends. Our disciplined Natgen Selection Criteria define the type, location and timing of each opportunity, ensuring alignment with the **Natgen Investment Philosophy**.

With deep industry networks, Natgen often secures off-market transactions and structures deals that align with vendor and purchaser objectives, delivering optimal results for investors.



### Manage Well – Active Stewardship

Rigorous due diligence underpins every asset, supported by Natgen's proprietary investment framework refined over decades. Debt is arranged on non-recourse terms through Natgen's established banking panel, giving investors prudent access to gearing at more favourable rates while containing risk within each trust.

Once acquired, we focus on strong tenant relationships, proactive leasing, cost control and strategic capital planning – protecting income quality and positioning assets for growth.



### Sell Well – Timing and Execution

Divestment decisions are guided by disciplined analysis and market insight. Through effective management and asset positioning, Natgen aims to realise gains that reflect our commitment to long-term value creation.

At every stage – buy, manage, sell – Natgen applies a consistent philosophy built on insight, discipline and hands-on execution.

## Natgen Investment Opportunities

**Natgen Investment Trusts**  
Income Paid monthly

**Natgen Investment Trusts**  
Short Term

**Natgen Investment Trusts**  
Long Term / Hybrid  
Growth + Income

# Natgen Investment Trusts

## Regular, reliable income paid monthly

As a Unitholder in a Natgen Investment Trust you become a part owner of large commercial property assets that may be out of reach of many investors to buy individually.

With a minimum investment of \$100,000, you can invest in one or more commercial properties, such as office buildings, shopping centers, industrial warehouses, or specialty assets.

Typically, your investment will be for a **5–6 year** term.

### The three types of return from a Natgen Investment Trust -

- **Cash income distributions** – this is typically stated as an annual percentage return e.g. 8% p.a.
- **Taxation Benefits** – the income distributions will attract a tax advantaged component.
- **Capital Appreciation** – any capital profits that have been achieved will be distributed to unitholders.

### Benefits of investing in a Natgen Investment Trust include:

- ✓ **Monthly cash distributions** – Stable income from the rents paid by the tenants of the properties.
- ✓ **Expert management** – Properties are fully managed by Natgen and its property management company Realtec Services, including administration, maintenance, rent collection and leasing.
- ✓ **Non-recourse borrowing** – Due to our size and structure we can borrow on advantageous terms. The Financier will have no recourse to any Investor personally or to the other assets of any Investor.
- ✓ **Taxation benefits** – The Natgen trust structure allows investors to take advantage of the depreciation benefits available for commercial property. Distributions will usually be fully or partially tax sheltered.
- ✓ **Potential capital growth** – As the value of the property grows the value of your investment will grow. At the close of a trust term, any capital profits that have been achieved over the life of the fund will be distributed to unitholders.
- ✓ **Regular Reporting** – Trust updates, online portal with detailed portfolio holdings and activity, quarterly reports, independently audited financial statements and tax statements.



# Investment Trust Portfolio

Targeting monthly income of 7-9% p.a. paid monthly

Prioritising resilient income with capital growth potential

Investment terms of 5-6 years

- Medical
- Office
- Convenience Retail
- Industrial

## Natgen Investment Trust KT21

14 Gowrie Street, Kingsthorpe, QLD 4400  
 Purchase Date: April 2021  
 Purchase Price: \$6M  
 Industry: Convenience retail and medical  
 Tenants: IGA Supermarket, Medical Centre, Pharmacy, Dentist, Bottle Shop

**7.0%**  
p.a. paid monthly\*



## Natgen Investment Trust GD21

123 Queen Street, Goodna, QLD 4300  
 Purchase Date: October 2021  
 Purchase Price: \$10.1M  
 Industry: Convenience retail and medical  
 Tenants: IGA Supermarket, Medical Centre, Pharmacy, Dentist, Bottle Shop and convenience food

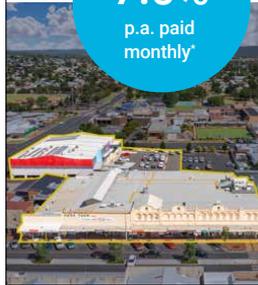
**7.0%**  
p.a. paid monthly\*



## Natgen Investment Trust IR22

23 Lawrence Street & 101 – 121 Byron Street, Inverell, NSW 2360  
 Purchase Date: May 2022  
 Purchase Price: \$11.3M  
 Industry: Convenience retail, commercial, food, medical and education  
 Tenants: Supa IGA supermarket, retail, commercial, food, medical, education

**7.0%**  
p.a. paid monthly\*



## Natgen Investment Trust GL22

20-22 Herbert Street, Gladstone, QLD 4680  
 Purchase Date: July 2022  
 Purchase Price: \$9.28M  
 Industry: Regional Office building  
 Tenants: Queensland Government, Federal Government

**7.52%**  
p.a. paid monthly\*



## Natgen Investment Trust CO24

Between Forrest and Johnston Streets, Collie, WA 6225  
 Purchase Date: April 2024  
 Purchase Price: \$10M  
 Industry: Supermarket anchored retail centre, with health, liquor, government offices and ancillary retail uses  
 Tenants: Woolworths supermarket, retail, commercial, food, medical, education

**8.5%**  
p.a. paid monthly\*



## Natgen Investment Trust QC24

76 Lake Street, Cairns, Qld 4870  
 116 Siganto Drive, Helensvale, QLD 4212  
 Purchase Date: July 2024  
 Purchase Price: \$14.25M  
 Industry: 2 fully leased Office/Commercial assets  
 Tenants: Major tenants include Commonwealth Bank, and Alder Constructions Pty Ltd.

**9.16%**  
p.a. paid monthly\*



## Natgen Investment Trust SP24

Premion Place, Level 9/39 White Street, Southport, QLD 4215  
 Purchase Date: October 2024  
 Purchase Price: \$9.65M  
 Industry: Medical  
 Tenants: Icon Cancer Centre

**8.0%**  
p.a. paid monthly\*



## Natgen Investment Trust CA25

Centennial Plaza, 116-128 Sharp Street, Cooma NSW 2630  
 Purchase Date: March 2025  
 Purchase Price: \$13.72M  
 Industry: Supermarket anchored retail centre, with 9 specialities and 3 office tenancies.  
 Tenants: Major tenants include Coles supermarkets, Reject Shop and Commonwealth Bank

**8.0%**  
p.a. paid monthly\*



## Natgen Investment Trust SG25

38 Southgate Avenue, Cannon Hill QLD 4170  
 Purchase Date: August 2025  
 Purchase Price: \$22.0M  
 Industry: Office/Commercial assets  
 Tenants: Orica, Compass Group, Mindray Medical

**8.3%**  
p.a. paid monthly\*



All trusts are fully subscribed  
 Learn more

[www.natgen.com.au](http://www.natgen.com.au)



\*See relevant Information Memorandum for details

# Natgen Development Trusts

## *your strategic partner in property development*

**Natgen Development Trusts** provide investors with the opportunity to access the potential returns usually only available to large-scale property development groups. Investors stand in the shoes of the property developer – owning equity in the trust and sharing directly in development profits – while benefiting from the experience, discipline and processes of the Natgen team.

Each trust is established for a specific project, with minimum investment amounts from \$100,000 and capital committed for short and longer term options. This structure enables investors to select the locations and asset types that best align with their objectives – without needing to commit the multi-million-dollar equity usually required to undertake such projects alone.

Natgen delivers a complete development and funds management service through the entire lifecycle of each trust: site identification, risk-managed acquisition, planning and budgeting, project delivery and divestment of the finished product. Natgen also manages all trust administration, including accounting, investor reporting and arranging project debt facilities, providing investors with true exposure to property development without the operational burden.

### Benefits of investing in a Natgen Development Trust include:

- ✓ **Access to development opportunities** – Market surveillance and demographic research to identify gaps and qualified development sites.
- ✓ **Development Expertise** – Team of industry professionals with decades of institutional property development experience.
- ✓ **Development Profits** – Target returns are higher than returns from more passive property investments. At the close of a trust term, any capital/development profits will be distributed to unitholders.
- ✓ **Non-recourse borrowing** – Due to our size and structure we can borrow on advantageous terms. The Financier will have no recourse to any Investor personally or to the other assets of any Investor.
- ✓ **Taxation Benefits** – The Natgen trust structure allows investors to take advantage of the depreciation benefits available for commercial property. Income distributions will usually be fully or partially tax sheltered.
- ✓ **Regular Reporting** – Trust updates, online portal with detailed portfolio holdings and activity, quarterly reports, independently audited financial statements and tax statements.
- ✓ **Australian Financial Services License** – Regulatory oversight by ASIC, ensuring full compliance with managed investments and investor protection laws. Not all development investment opportunities in the market meet these standards!

Natgen Development Trusts*	Short Term	Long Term / Hybrid
<b>Investment Strategy</b>	Develop & Sell	Develop, Operate & Sell
<b>Investment Term</b>	1-2 years	5-8 years
<b>Focus</b>	Growth	Growth + Income
<b>Target Capital Return</b>	~25%	~40%
<b>Income Target</b>	-	~7-9% p.a paid monthly*
		

\*Note – The metrics listed are general targets. Each trust is different and will have its own unique set of targets and attributes which can be reviewed in the Trust's Information Memorandum. Targets are typically quoted after fees. Actual results may vary. Past performance is not a reliable indicator of future performance.



# Development Trust Portfolio - Short Term

**Buy** – Research needs, location, and market.

**Develop** – Optimise plans, quality contractors, cost control.

**Sell** – De-risk project with strata sales before and on practical completion.



**Natgen Development Trust UC19**

18 Northward Street,  
Upper Coomera, QLD 4209  
Office/warehouse/showroom facilities

Completed 2020  
Targeted Return 12%

Actual Return 13.1%

**Natgen Development Trust CM23**

Yawalpah Road,  
Coomera QLD 4209  
Office/warehouse/showroom facilities

Completed  
Targeted Return 25.14%

Actual Return 38%

**Natgen Development Trust OR23**

23-27 Tillyroen Road,  
Ormeau QLD 4208  
Office/warehouse/showroom facilities

Construction Complete  
Targeted Return 24.13%

**Natgen Development Trust YB24**

Lots 25 & 26 Wongawallan Drive,  
Yarrabilba Qld 4207  
Office/warehouse/showroom facilities

Under Construction  
Targeted Return 25.42%

**Natgen Development Trust RY25**

55 Pagan Road,  
Yatala, QLD 4207  
Rural residential subdivision

Under Construction  
Targeted Return 28%

**Natgen Development Trust UN25**

36 & 38 Rowland Street,  
Slacks Creek QLD 4127  
Office/warehouse/showroom facilities

Under Construction  
Targeted Return 25.13%

# Development Trust Portfolio - Long Term

**Buy** – Research needs, location, and market.



**Develop** – Optimise plans, appoint quality contractors, disciplined cost control. Independent valuation at Practical Completion.



**Operate** – General Self Storage to lease-up and operate facility. Income distributions to unitholders.



**Sell** – Realisation is achieved either through a standalone asset sale or a trade sale (combining all General Self Storage facilities), depending on the best outcome for unitholders.



	<b>Natgen Development Trust UC22</b> 2 Ellis Way, Upper Coomera QLD 4209 Industry: Self Storage  	<b>Natgen Development Trust ML23</b> 2 Industrial Avenue, Molendinar QLD 4214 Industry: Self Storage  	<b>Natgen Development Trust PR25</b> 3872–3890 Mount Lindesay Highway, Park Ridge QLD 4125 Industry: Self-Storage  
<b>Target Return</b> upon let-up	42.7%	37.1%	39.16%
<b>Increase in unit price</b> to date	70%	30%	-
<b>Stage</b>	Lease-up	Lease-up	Planning
<b>Target Income</b>	8 - 10 % p.a paid monthly*	8 - 10 % p.a paid monthly*	8 - 10 % p.a paid monthly*

\* Note: See relevant Trust's Information Memorandum for further details. Returns are typically quoted after fees. Actual results may vary. Past performance is not a reliable indicator of future performance.

## Our Brands

Natgen has established a family of related companies and brands that collectively enable us to deliver quality outcomes for investors, which balances cost efficiency with effectiveness across every stage of the investment process.

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Natgen brings together a lean team of experienced professionals who leverage relationships, expertise and discipline to deliver quality investment opportunities and outcomes for investors.

Operating under an Australian Financial Services Licence, Natgen provides investors with the confidence of regulatory oversight combined with the agility and focus of a privately owned fund manager.



Realtec Services provides property management solutions for Natgen-controlled assets. The team focuses on building strong relationships with tenants and suppliers while managing each asset to deliver optimal performance, enhancing value, and align with its investment strategy.



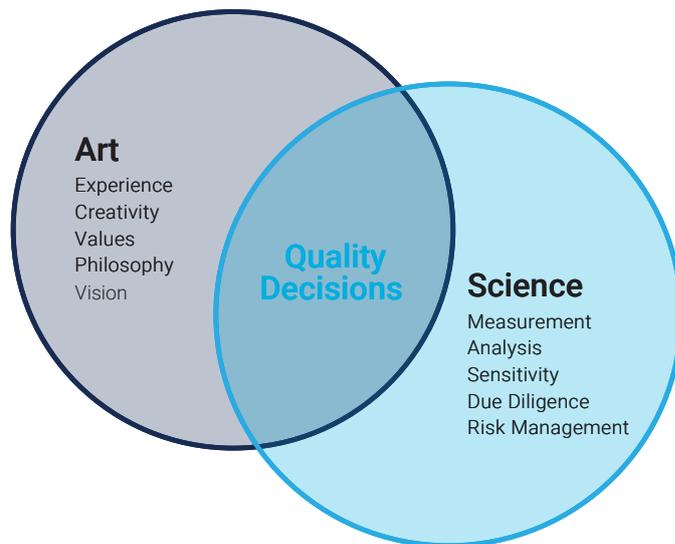
LDG provides property investment feasibility analysis, site selection, development management and corporate services to both property developers and funds management clients. Acting as Development Manager, LDG brings complementary skills and expertise while maintaining a clear separation between the roles of the Trustee and Development Manager.



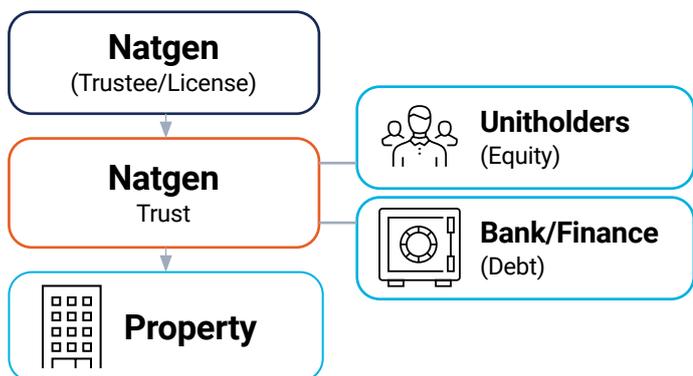
The General Self Storage brand expanding across South East Queensland will create strong synergies across all Natgen self-storage development trusts. The appointment of GSS as operator is expected to deliver further advantages, including lower operational costs for unitholders, enhanced oversight of leasing and management activities, and greater flexibility in exit strategies, whether through trade sale or individual asset sales, to support optimal outcomes for investors.

# The Natgen Methodology

Our methodology combines qualitative factors (such as financial analysis, measurement technologies and due diligence) with qualitative factors (such as experience, creativity and values) as the basis of our decision-making. In essence, this is the Art and the Science of the business.



## Natgen Trust Structure



**Natgen holds an Australian Financial Services License (AFSL) and is regulated by ASIC.**

Trustees of Natgen investments are Corporate Authorised Representatives of the Licensee.

The properties are held in the name of the individual Trust, and the investors hold units in the Trust.

The Trustee is responsible for arranging both debt and equity capital, and for approving fund management agreements and other operational matters on behalf of unitholders.

Check out Natgen's Knowledge Centre > <https://natgen.com.au/articles/>



## Natgen Investor Portal

The Natgen Investor Portal provides investors and their advisors with a real-time access to reporting on their investments, to maintain a watch on Natgen trust investments and to apply for new Natgen investments.

With cyber security being such an important issue, the portal provides a safe and secure environment for information exchange.



# The Natgen Investment Philosophy

## PURCHASE FOR PROFIT

*"begin with the end in mind"*

- Use well-researched and transparent criteria for all purchase decisions
- Plan the full lifecycle of an asset at the outset

## MANAGE FOR OPPORTUNITY AND RISK

*"be proactive"*

- Proactively identify opportunities and risks and manage to optimise asset potential
- Remain nimble and vigilant for market and economic factors

## DIVEST FOR OPTIMUM OUTCOMES

*"vigilance and results"*

- Monitor the market for value-added exit opportunities
- Prepare assets for sale during the entire holding period

We buy **mispriced commercial property assets** with good tenants in great locations. Our experienced team look at sociological factors and are attracted to investments linked to income resilience.

**Natgen assets are located across Australia and are concentrated in sectors exhibiting income resilience.**

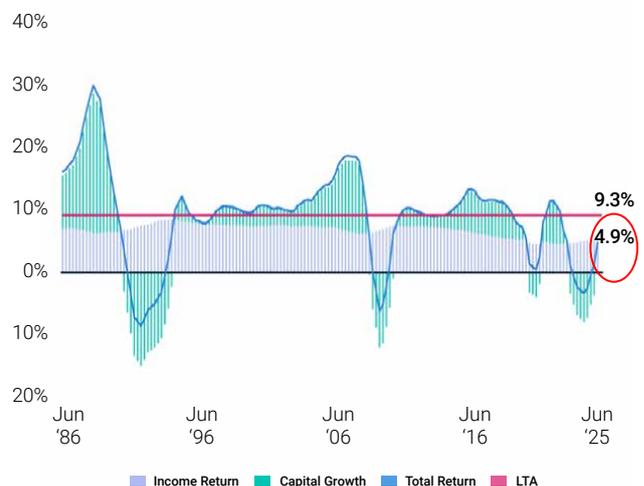


## Long Term Returns of Commercial Property

The MSCI Real Assets graph shows the rolling total returns on Australian commercial property since 1986. Observations are:

1. The total return over the years have been remarkably consistent and reduced or negative returns have happened sharply and recovered quickly when they have happened.
2. Regardless of the level of capital returns, the income return level is very consistent and continues even when capital values fall. This indicates that holding property during these rare periods of value fall is a sound strategy for recovery in time.
3. Periods of growth are much longer than periods of downturn.

Whilst it is often said that past performance is no guarantee of future performance, long term data series are valuable to isolate long term trends and value.



Source: MSCI Real Assets August 2025

# The Natgen Team



**STEVEN  
GOAKES**

*LL.B, B.Bus(Acc), LL.M, Dip.FP,  
FIML, MAICD*

## **Managing Director Responsible Manager**

Steven boasts a 30 year career focused on commercial real estate, funds management, compliance, corporate governance and law; all founded on a masters degree in property and trust law, and a business degree.

Steven structures and operates managed investment funds to maximise returns to stakeholders. His success comes from critically analysing stakeholder needs, and focusing management effort in value-add areas for investors.



**BRETT  
NELSON**

*B.Bus(Acc), CA, Dip. FP*

## **Director, CFO Responsible Manager**

Brett combines a strong background in finance and accounting with tremendous energy and enthusiasm to deliver high-level analytical skills and financial experience to Natgen projects and clients.

Brett thoroughly understands the financial aspects of operating managed investment schemes and applies this expertise to ensure that entity capitalisation, cash flow and asset performance are measured and analysed in an ongoing and proactive manner.



**CAROLINE  
SEYMOUR**

*Dip. FP, Lic RE Agent*

## **Manager - Investor Relations Responsible Manager**

Caroline has over 25 years experience in funds management gained in roles ranging from marketing, communications, compliance management, performance reporting, and investor relations. She has worked for fund managers with over \$1b of funds under management, and has extensive experience in client relations.

In addition to her financial services expertise, Caroline has a passion for real estate, and is a licensed real estate agent. Caroline serves on Natgen's Compliance Committee as a Responsible Manager.



**PETA  
TILSE**

*M App Fin, Grad Dip App Fin, B Bus  
(Banking & Finance), Adv Dip FP,  
Dip FP, SF FINSIA, MAICD*

## **Head of Funds Management**

Peta brings over 25 years' financial service experience gained in funds management, and wealth management. As a top performing fund manager, Peta managed institutional cash and fixed income portfolios (in excess of \$5b) for Suncorp Investments, and as an Executive Leader, led ASX listed Cromwell Property Group's Retail Funds Management business.

At Natgen, Peta leads the funds management business, managing new Natgen product development, as well as capital and debt aspects for funds for the benefit of our Unitholders.



**MARK  
JEWELL**

*B Com, Dip Acc, CA, GAICD*

## **Director - LDG**

Mark is a very well-respected and experienced industry professional, having held senior leadership roles with a series of ASX listed companies, including at CEO and Chairman level.

Mark's experience and skills have been behind many iconic developments, including Q1 Resort, Palazzo Versace, and a many other residential and industrial projects.



**BRODIE  
DEVENCORN**

*CA, B.Com (Acc&Fin), Grad Cert  
Urb Dev&Sus*

## **Head of Finance**

Brodie is a seasoned financial leader with over 15 years of experience delivering strong financial outcomes in complex, fast-paced environments. He excels at aligning financial operations with business strategies, particularly within organisations governed by strict corporate frameworks. A Chartered Accountant (CA), he holds a Bachelor of Commerce (Accounting and Finance) and a Graduate Certificate in Urban Development and Sustainability. Brodie is known for his unwavering commitment to trust, transparency, and accountability in every aspect of his work.



**SHARI  
LAWRENCE**

*B.App.Sc (Prop.Econ), Grad Dip  
(App.Fin & Inv), Cert 3 Inv. Mgt*

## **Compliance Consultant**

Shari provides Natgen with extensive experience in the area of regulated managed investment schemes.

With a background in property economics and funds management, Shari provides value across a broad range of operational aspects of the Natgen business.



**KELSIE  
GILBERT**

*B Bus (Management & Marketing)*

## **Marketing Manager**

Kelsie brings over 9 years of experience in digital marketing, making her a key asset to Natgen's team. With a proven track record of working with domestic and international clients, Kelsie has successfully executed a wide range of digital marketing strategies tailored to meet Natgen's diverse business needs.

Kelsie has a knack for delivering impactful campaigns that drive business growth and engagement. Her passion for innovation and data-driven results allows her to stay ahead of trends and craft customised digital strategies that align with Natgen's business objectives.



**SERENA BROWN**

**Senior Property Manager**

Serena brings over 14 years of experience in property and facilities management to her role at Natgen. She has a proven track record managing large-scale assets across the Gold Coast, with expertise in optimising building performance and enhancing asset value through strategic maintenance initiatives. Serena is committed to building strong relationships with tenants and stakeholders, recognising the value of clear communication and rapport. Passionate about the real estate industry, she stays actively engaged with market trends both locally and nationally.



**LACHLAN PAPAS**

*B Bus (Finance), B Prop Econ*

**Senior Manager - Portfolio Assets**

Lachlan brings extensive property experience gained at top-tier agencies including Cushman & Wakefield and Create Group Holdings. His expertise spans strategic advice and solutions for infrastructure, acquisition and development projects, supported by strong skills in market research, financial analysis, valuation and reporting.

Lachlan applies this experience to identify and negotiate high-quality off-market opportunities - enabling Natgen to buy well and secure assets ahead of the broader market.



**AMY DEMPSEY**

*B Bus (Acc), CA*

**Financial Controller**

Amy's extensive knowledge of financial analysis and Australian Accounting Standards is brought to bear in her management of the accounting and financial reporting functions within Natgen.

With her background as a senior auditor at KPMG, her analytical skills have been honed with experience at an ASX-listed company in a complementary role.



**MADELAINE GOAKES**

*RN, Cert IV Workplace Training and Assessment*

**Manager - Customer Experience**

With over three decades of experience in customer service and management, Madelaine ensures Natgen investors receive the highest standard of care. She is focused on service excellence, transparent communication and continuous improvement in investor experience. Madelaine has held previous managerial roles leading organisational change, compliance, and certification.



**HOLLY KOIVISTO**

*B Prop Econ & B Bus (currently completing)*

**Administration and Compliance**

Holly provides the Natgen team with a range of important administrative support functions, focussed particularly on Natgen's compliance obligations under its AFSL and unitholder registry functions.

Additionally, Holly is undertaking tertiary study in Property Economics and Business, adding to her growing skillset and her contribution to Natgen and our investors.



**TANIA MARTIN**

*C Dec*

**Business Support Specialist**

Tania is a highly experienced Business Support Specialist at Natgen, where she plays a pivotal role in coordinating and supporting the senior leadership team. With over 25 years of expertise across administration, compliance, and operational support, Tania brings deep knowledge and proven capability in navigating the complexities of the managed investments, legal, and wholesale sectors.



**GAVIN COWAN**

**GSS Operations Manager**

Gavin is a results-driven operations leader with a strong background in managing multi-site retail and service environments, driving revenue growth, and optimising profitability across diverse sectors.

As Operations Manager at General Self Storage, Gavin brings a strategic mindset, operational excellence, and a customer-centric approach to every aspect of the business.



**GARY JACKMAN**

**GSS Facility Manager - Southport**

Gary brings more than 16 years of experience in the self-storage industry, with a proven record in delivering operational excellence. His expertise spans site development, revenue management and team leadership, driving efficiency and growth across competitive markets.

# Find out more



Contact our Investor Relations team today

**1300 100 292**

[invest@natgen.com.au](mailto:invest@natgen.com.au)

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## DISCLAIMER

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