



NEW HAVEN
FARM HOME

PERSON
CENTRED
SUPPORT
FOR PEOPLE
WITH A DISABILITY

ANNUAL REPORT 2018-19

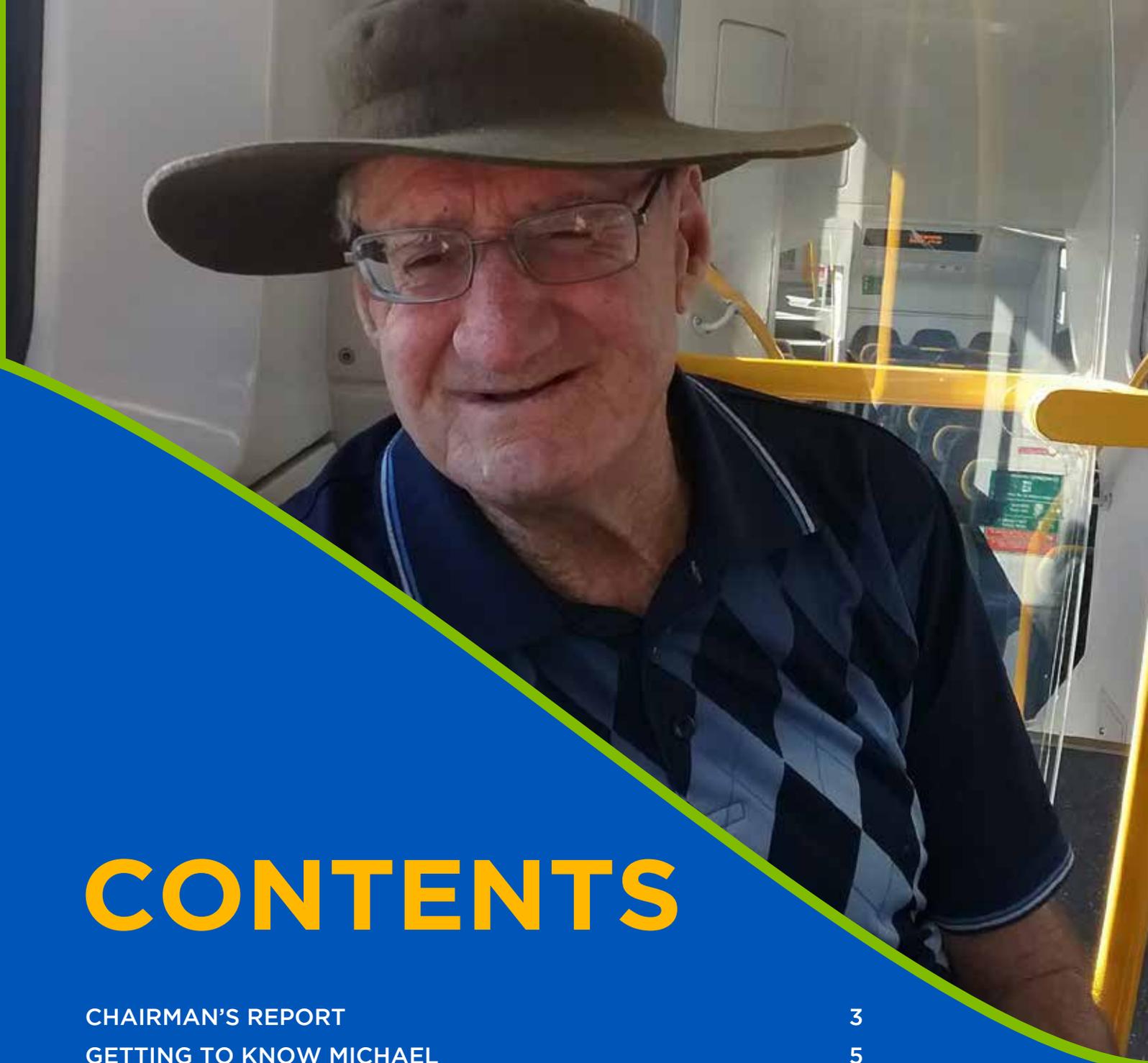
94 RESERVE ROAD, FREEMANS REACH, NSW 2756 • PO BOX 3202, FREEMANS REACH, NSW, 2756

P: (02) 4579 6131 • E: info@newhavenfarm.org.au WWW.NEWHAVENFARM.ORG.AU

ABN: 24 001 329 871

SUPPORTING PEOPLE LIVING WITH DISABILITIES AND THEIR FAMILIES; ENABLING FULL SOCIAL PARTICIPATION AND INCLUSION IN THEIR LOCAL COMMUNITIES.





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CHAIRMAN'S REPORT

IT IS WITH MUCH PLEASURE THAT I PRESENT MY CHAIRMAN'S REPORT FOR THE YEAR ENDING 30 JUNE 2019.

This year has indeed been very busy for New Haven Farm Home. There have been many amazing accomplishments by individual clients and staff over the year. Some of the key achievements include:

1. Staffing levels continue to grow and improve;
2. The number of clients, living in our supported accommodation, has grown to 38, with capacity for 4 more placements in the future. We have a waiting list which is subject to available SIL funding from the NDIS;
3. Our total Revenue has risen from \$5.7 million to \$7.4 million;
4. All our staff members continue to be encouraged to further develop their competencies and skill sets through a variety of internal and external training and development opportunities;
5. We have developed a continuous maintenance program for all our building to assure that our properties remain state of the art.

These are just a few of the achievements at New Haven Farm Home and I would encourage you to read the CEO's annual report to learn more about these and other achievements over past financial year.

In addition to our operational achievements, the Board of New Haven Farm Home has also been very busy. Some of the Board's accomplishments are:

1. Formalisation and approval of our 4 year strategic plan;
2. Improvement of corporate governance of the organisation by developing Board policies and processes;
3. The requirement of all Directors to successfully complete a corporate governance course and received accreditation;
4. Increased the number of Directors;
5. Developing joint ventures and partnerships to augment further growth of our organisation.

I would like to thank all my fellow Board Members for all their hard work and commitment. Without their stewardship and diligence our organisation would not be as successful as it is. Their passion helps us drive the organisation forward, now and into the future. This is reflected in our strategic plan, which you can find on our website, www.newhavenfarm.org.au.

During the year, we commenced the recruitment of new Directors as a number of Board members indicated their departure. At the end of this year Mr Matthew Etherington resigned as Director and Treasurer. I would like to thank Matthew for all his hard work and his commitment to New Haven Farm Home. His contribution over the past two years was insightful, visionary and he had a profound understanding of support services for people living with a disability. We would also like to thank Ms Christine Davis for her service over the past 18 months. Christine has been a great asset to the Board and we wish her all the best for the future.

As a Board, our role is to govern the organisation. The Board has an overseeing function, through stewardship, guidance and review. I encourage members to contact and engage with Board Directors at any time.

During the year, in partnership with NOVA Employment, we employed Rebecca. She works in the office in the role of Administrative Assistant. As a result of our diverse team we were recently nominated for a Small Business Award in Windsor for most inclusive employer. Although we did not win, we are very proud and honoured to be a finalist in this year's awards.

The achievements and success of New Haven Farm Home are largely the result of the hard work of all our team members under the leadership of Jacques and Annette. The team's dedication has been amazing. Their management skills and undying passion for New Haven Farm Home and its clients are remarkable. Their drive and dedication is unwavering, and is reflected in our continued success, and the ongoing growth and development of our clients. On behalf of the Board, I wish to thank them for all their hard work and congratulate them on their success.

I would like to acknowledge the efforts and hard work of all our staff members, volunteers, business partners and various stakeholders involved over the past twelve months. Your efforts and hard work are much appreciated; thank you for everything you have done.

It is hard to believe that New Haven Farm Home will be celebrating 60 years of service this coming year. This is a reflection of our continuous services and the ability of the organisation to not only be flexible but also adaptable to an ever changing world. It is also a reflection of the ever changing disability sector and the evolving rights of our clients. We look forward to celebrating this fantastic milestone in 2020.

On behalf of the Board, myself and my family, we wish you a safe and happy Christmas and prosperous New Year with your families, friends and loved ones.

I look forward to 2020 and everything that it may bring for New Haven Farm Home.



WARREN CHALKER
CHAIRMAN OF THE BOARD

GETTING TO KNOW MICHAEL

Michael has called New Haven Farm Home his home since April 2005.

Initially Michael lived in New Haven Farm Home's hostel-style supported accommodation, which, while innovative for the time, was completely different to the lifestyle he leads today.

Michael used to spend the majority of his days lying on his bed in a room he shared with another person. He was reluctant to participate in the community and when he did, it was generally in a large group and it was not always necessarily an activity or outing of Michael's choice.

In late 2015 Michael moved into his new home, when New Haven Farm Home restructured from the 'one size fits all' model to become the person focused service it is today. Michael now has his own room which reflects his own personality and he shares a 4 bedroom house with 3 other men.

For Michael, the change in both himself and his lifestyle has been quite remarkable.

Today, Michael is almost the complete opposite of his days of staying in bed. He is now actively involved in community and mainstream activities that are of interest to him and is supported in working towards his goals. In fact, Michael likes to keep busy and out and about in the community as much as he can.

Michael loves getting a coffee at local cafes and participating in a Zumba class at the gym. Michael has also met with the local Mayor and experienced going to the Opera and High Tea.

Michael is becoming more independent in his daily living skills. He now goes grocery shopping and is being supported to select the items on his shopping list; participates in meetings with his house mates to decide their meals for the week; and has even invited some of his friends over to his home for tea and birthday celebrations.

Michael is very proud of all he has done. He is continuing to achieve his goals and is actively involved in discussing the goals he would like to achieve over the coming year.

Michael is very much looking forward to attending a day program a couple of days per week over the coming year, which will help him to further develop his social and life skills as he works towards being as independent as he possibly can be.



INTRODUCING TONY

Tony is a friendly man with a great sense of humour. He lives at one of New Haven Farm Home's Richmond based houses and is constantly keeping busy.

The life Tony leads today is in stark contrast to his lifestyle when living in a shared room in our past hostel-style supported accommodation.

Prior to New Haven Farm Home's shift from a group focus into support tailored to each individual, Tony would often be found lying on his bed or staying in his room passing a ball to his roommate.

Tony moved from the Freemans Reach hostel to his new home in Richmond in 2015 and is now partaking in a variety of activities in the community and belongs to several groups and classes.

Being supported to live life in his way has enabled Tony to explore and develop his skills and interests in Art. Today Tony attends two different art classes where he enjoys meeting with other members of the community who share his interest. Tony enjoys painting colourful abstract pieces – many are now hung on the walls of his home and some have even been turned into greeting cards!

Tony also enjoys belonging to several different sporting groups and clubs. He plays lawn bowls at a Western Sydney Bowling Club; carpet bowls with a group of local community members and is part of a table tennis group that meets regularly.

Being part of these groups and clubs not only supports Tony in following his interests but enables him to grow in his social and coordination skills while belonging and contributing to his local community.

Tony is also working to improve his health and fitness and goes to the local gym several nights a week with one of his friends. It is great to see him working towards and achieving this goal.

An avid motorbike lover, Tony also attends bike meets and goes to the local library to look at magazine and books related to his interests.

At home Tony is being supported to develop his cooking skills. Over the past year he has learned to make Anzac cookies, spaghetti and home-made pizza.

He is also becoming more independent around his home and plays an active role in deciding what he would like to achieve, learn and participate in.



CHIEF EXECUTIVE OFFICER'S REPORT

I WOULD LIKE TO EXTEND MY WELCOME TO ALL THOSE STAKEHOLDERS READING THIS ANNUAL REPORT FOR THE FINANCIAL YEAR ENDING JUNE 2019.

Once more, this year has been one of many achievements; not only from an organisational perspective, but importantly, from each individual client's viewpoint. Throughout this report you will read a number of stories about individual triumphs. I do wish to let you know that we have seen a remarkable increase in our clients' community participation programs. This includes programs, developed and implemented by New Haven Farm Home or by other community organisations.

The aim of our organisation is to support people living with disability to be a valued member of our community. This is achieved through each person's full participation and contribution to their community. I do have to acknowledge that, although our clients work hard to achieve this, there is still a lot of work to do. This is particularly relevant to the reduction of the stigma attached to (dis)ability. I'm convinced that, whilst supporting our clients, we should focus and build on each person's abilities and competencies. By doing this, barriers caused by the (dis)ability will reduce and consequently this will lessen the associated stigma. Our annual report illustrates that people living with a (dis)ability have the same capacity as anyone else. Their (dis)ability only causes barriers. Thus, when we reduce these barriers the person will be able to further contribute to society and subsequently become a respected person in our community.

As an organisation, striving to improve the quality of life for people living with a disability, this year we have focused on our core business and the broadening of our service profile. To achieve this, we engaged Jen White, an Organisation Development Specialist, to work across the organisation to create overarching values, which are transparent and essential in underpinning our purpose. Throughout these months, and together with Board and leadership team, Jen worked effortlessly with all levels of the organisation to develop our values and to align these to all tiers of our Service.

Concurrently to this project, the leadership team and Board worked intensively in developing our new four year Strategic Plan. To be effective, our Strategic Plan requires alignment to our philosophy, values, vision and mission. These statements and outcomes need to proliferate throughout the organisation to enable implementation. As our strategic plan guides us in propagating our core business and facilitating growth, we need our values to permeate throughout the whole of the organisation and within the communities we serve. While the development process of the Strategic Plan reached completion in November 2018, the plan will guide us throughout the growth process over the next four years. Evolution not only in accommodation services, but within a wider scope and diversity of service domains.

2018-2019 has also been our second full financial year where our clients have been supported by the NDIS and the CoS. Throughout the year, both clients and us as a service provider, have experienced a number of significant barriers in the implementation of each person's NDIS plan. Right throughout the year, many of our clients experienced significant problems in realising their NDIS plan, often caused by administrative obstacles resulted from ongoing changes in processes at the NDIA, e.g. ongoing variations

to the SIL quoting process; overlooking the finalisation of the SIL quoting processes, and a protracted rollout of the SDA payment. This caused considerable cash flow issues in the completion of receipting funds for the services rendered.

SERVICE LOCATIONS

During 2019, we welcomed 6 new clients. In addition to these new clients, there were a number of client movements, which resulted in changes to the operations of some of our locations. Furthermore, during the month of May, the last Villa at 40 Bosworth Street, Richmond was opened for service. Currently Villa B is home to two of our clients. And, as it is a four-bedroom home, two vacancies are still to be filled.

In addition to the arrival of new clients and movement of others, during the month of June we saw the closure of cottage 2 at Freemans Reach. Clients, who previously occupied this location, moved to other villas on site, which better suited their support requirements. As cottage 2 is currently vacant, it provides an opportunity to review its purpose within the context of our Strategic Plan. Although its purpose is becoming clear, further work is required to build a business plan for this site. I will explain its potential further in my report.

WORKFORCE

In order to continue the delivery of high-quality support services to our clients, staff numbers have continued to grow throughout the year. Recruitment is an essential function of our organisation, as service delivery under the NDIS has increased significantly. In particular the recruitment of quality support workers. Furthermore, in addition to our administrative, management and leadership team we currently employ more than 60 permanent and casual support workers. As the number of clients grow and our Service diversifies, we require further recruitment of high-quality staff.

As our work force grows, it is important to acknowledge the dedication of long serving employees. Ms Annette Camilleri, Ms. Leonie Horne and Ms. Jackie Chapman have been in the position of Support Worker for over 10 years. Furthermore, Ms. Therese Domoney and Ms. Lyn Gill have supported clients for over 15 years. In addition, Mr. Corey Silk, our gardener, has provided his service to our organisation for over 10 years. This shows an extraordinary commitment and I believe their service is worthy of note in my report. I would like to thank them for their commitment and dedication.

In order to continue to meet the needs of the organisation, three new positions were created within our administrative team. Ms. Karlie Goodwin has been appointed to the position of Rostering and Payroll Officer. Ms. Rebecca Sedorenko commenced her duties as Administrative Support Officer in December 2018. Rebecca works 2 days per week. Her main responsibility is receptionist, although she has also taken up responsibilities in the area of accounts payable and general administration. In addition to these positions, we developed the new position of Quality and Safeguarding Manager. This position has been developed as a response to the new NDIS Quality and Safeguarding Framework.

TRAINING AND DEVELOPMENT

The organisation is proud its members of staff are highly trained and have the necessary skill sets to effectively support our clients. In order to maintain our quality of staff, we support a cohort of 10 support workers to undertake the Nationally accredited course of Certificate III Individual Support studies through a longstanding partnership with Macquarie Community College. In addition, many differing staff are supported to upskill in their specific roles. Examples of such training provided is as follows, but this is in no way an exhaustive list.

- Receptionist/Phone skills
- MYOB training
- NDIS Quality and Safeguarding
- Fire training
- Workplace Health and Safety training
- Behaviour Support Training – general and specialist
- Medication training
- Governance
- Restrictive practices

Throughout the year and in addition to formal training programs, we provided a number of opportunities for staff, management and Board to attend conferences in the areas such as National Disability Services, Governance, Marketing and Branding, Human Resources, and working within a Legal and Ethical Framework, etc.

POLICY AND PROCEDURAL FRAMEWORK

As from the 1st day of April 2018 the NDIS Quality and Safeguarding Commission was inaugurated. The Commission commenced its responsibility of administering the new National Quality and Safeguarding Framework as from the 1st of July 2018. As any other disability support service, we initiated a review of all our policies and processes to facilitate the required compliance with this new quality framework. Although in 2017 we reached certification under the NSW disability inclusion act (2014) and its associated quality framework, the organisation is required to review all our policies documents and related processes to meet the new National Quality & Safeguarding Framework. Although there are some similarities between both quality assurance programs, we reviewed the task required and concluded that such a review and implementation would put a considerable burden on the organisation, which could be lessened by working with external organisations.

Over the past 15 years of operation, the organisation has developed an extensive range of policies and procedures, which provide a clear framework to address operational matters across the entirety of the organisation in line with our legal requirements. As is the case within many disability services, as policies and procedures develop over time, the manual has become cumbersome and complex to maintain. After a period of intensive investigations, New Haven Farm Home has been very fortunate to engage an external organisation to take on this extensive task. Centro-Assist is engaged to support us in the review, modification and assurance that all policies and processes meet the new quality framework and legislative

requirements. With the support of our Board and Leadership team they reviewed and updated all our organisational policies. At the conclusion of this financial year most of our main policies and processes are meeting the National Quality and Safeguarding Framework. Currently our newly appointed Manager Quality and Safeguarding is working with our Leadership team and staff to bring all our processes and documents up to date.

Just as the new Quality and Safeguarding Framework is extensive, our policy and process structure is also wide-ranging. Due to this complexity, we chose Centro-Assist's system as it is an easy to use portal-based platform. This means it can be rolled out across the whole of the organisation through an online platform, to ensure that all staff members have easy access. The password protected online platform, not only provides quick and easy access to the most up to date policies and processes, but it also provides a platform that allows access to further resources, which staff may need to carry out the tasks associated to their role, such as legislative frameworks, disability information or the relevant and required documentation.

DEVELOPMENT OF NEW SERVICE AREAS

In reference to our Strategic Plan, in June 2019 we engaged '3rdGear' to assist us with the development of a business plan to develop the business structures for the provision of short term accommodation service (previously called 'Respite Care') to families in the greater Western Sydney and Blue Mountains areas. To develop a comprehensive business plan, our leadership team organised a working party, existing of staff members from across our Service. This business planning process commenced in June 2019, and we are forecasting commencement of these services early to mid 2020.

HUMAN RESOURCES

During 2018-2019 we witnessed a steady growth in our overall staff establishment. As a result, our Board and leadership team became aware of an ever-growing need for a Human Resources function within the organisation. The focus of Human Resources is to provide management and staff support in the areas of recruitment, onboarding, industrial relations, performance management, discipline, as well as employment advice, professional development, career support, and staff grievances, just to mention a few.

As a growing organisation and within the context of our Strategic plan, the leadership team identified a significant need in this most complex area. In order to address the gap in Human Resources within the organisation our leadership team opted for engaging an external HR provider instead of appointing an internal employee. PerformHR has been engaged under a contractual arrangement from April 2019 for a period of 12 months. We will review the requirements prior April 2020 and will set out a more comprehensive and long term strategy.

Our quarterly staff recognition program has continued over the past year, celebrating the hard work and commitment of our team members. This program is organisation wide, with a peer nomination system which encourages all staff to nominate those who have demonstrated ongoing commitment and outstanding achievements with alignment to our values.

NHFH STAFF NEWSLETTER

During the course of this financial year and due to our continually growing staff establishment, the leadership team became aware of the need to improve communication between all sections of the organisation. There was a considerable need to frequently share information and knowledge to all employees; to share in one another's achievements; celebrate birthdays and anniversaries and share important notices. To address these needs, we implemented the publication of our weekly staff newsletter as of early June 2019. The newsletters also feature and discuss a range of different topics, such as organisational news, information from our HR Department, updates from our leadership team and organisational topics from the CEO. The initial responses have been very positive, with an over 82% reading rate.

NEWSLETTERS

To ensure more frequent communication and the sharing of client achievements we have increased the frequency of our newsletters to family members, donors, community members, businesses and other current and potential supporters. Distributed via print and email our newsletter is now bi-monthly. Sharing with just under 300 people across the 2 channels.

Our Christmas 2018 and June 2019 newsletters were accompanied by donation forms encouraging people to make a tax-deductible donation. Funds raised are used to provide additional skill development and social inclusion opportunities for the people we support. Although our clients receive NDIS funding for their Supported Independent Living support, there are many areas in our services that are not covered by NDIS funding. Activities, such as arts and crafts, music therapy and some recreational endeavours, sports, personal interests or hobbies, often need to be paid by the client themselves. Coupled with the cost of board & lodging, clients' funds are limited, so additional funds for such activities will certainly help each client with achieving their goals and being a valued community member. This Christmas we will include another donation form. We appreciate your support.

EVENTS

New Haven Farm Home was the Hawkesbury Show Charity of Choice for 2019. This provided us with a great opportunity to continue in our efforts to raise greater community awareness of the services our organisation provides. We had a stand for the whole of the weekend and the response from the public has been really great! Thank you for all those who supported our raffle through prize donations and purchasing tickets which helped us raise funds supporting our service provision. Hawkesbury Council's support also helped to raise almost \$300 through the return and earn program at the show. Furthermore, a great thank you to all those staff members who manned our stand at the show.

CORPORATE AND COMMUNITY RELATIONSHIPS

As per previous years, New Haven Farm Home had a lot of support from our community partners. These partnerships are of significant benefit to our Service and our clients. Their ongoing commitment to us is really greatly appreciated. Without the support of the community, many of our activities would not come from the ground or would cost the organisation a significantly higher effort and cost. Their cooperation and their understanding has had a significant positive effect on services and support to our clients.

So, a big thank you to:

- **Harvey Norman McGraths Hill** – Who have supported us in fitting out our Bosworth St site and other furniture, bedding and electrical purchases to meet the needs of our clients;
- **SNAP Printing Phillip Street Parramatta** – Continually support us through the printing of our newsletters, event materials and other communications;
- **Commonwealth Bank of Australia** – Who continue to support both clients and our organisation;
- All those of you who have donated raffle prizes for the Hawkesbury Show;
- **Rachael Goldsworthy Real Estate** – for their ongoing support and advocacy

SOCIAL MEDIA

During the year our social media platforms, such as Facebook and Instagram have grown in leaps and bounces. We continue to work towards developing and communicating to an active and engaged audience on social media platforms including Facebook, Instagram and LinkedIn with plans to grow our use of video communications over the coming year.

During the year 2017-2018 we had 243 Facebook followers, with an average of 397 people engaging with us per day. Our Facebook page and posts reached an average of 2637 people a day. In 2018-2019 we had 364 Facebook followers, with an average of 416 people engaging with us daily. We reach an average of 4194 people a day through our posts and Facebook page.

This financial year, we had 249 Instagram followers, which is approximately double that of the previous financial year. It shows that our social media platform is growing, which has a significant positive impact in our communications with our local community and all our stakeholders.

Late 2018-2019 we developed an organisational LinkedIn page late. Our page is still in its early and developmental stages with 17 followers, but we look forward to using this as a platform over the coming year to reach a broader business and corporate audience.

BRAND DEVELOPMENT

Following the extensive research into the current and forecasted support requirements of people living with a disability we undertook in the previous year, as well as a detailed analysis of the efficacy of our current brand, our Board and Leadership team concluded that our current branding and its associated connotations and reach, and our communications capacity were struggling. As part of an extensive strategic recalibration, both Board and Leadership team identified that a new branding and marketing direction was required. After a wide-ranging tendering process, we commenced our working relationship with Marlin Communications to effectively unpack our current brand and work with us to improve our communications and brand effectiveness. This project will run into the 2019-20 financial year.

CRM DATABASE

Over the last twelve months the implementation, development and continual growth of a CRM database has realised significant improvements in our ability to personalise our communications and relationships with those people and businesses connected to our organisation. The rationale for using our CRM Database is for improving our communications with all external stakeholders, i.e. families, community- and health services, local businesses; the processing of donation and its receipting; membership administration; event planning; and developing advanced relationships and partnerships.

FINANCIAL STATEMENT 2019

The financial year ending 30 June 2019 has been a year of recovery from a minor deficit during the previous year. As consequence of an increase in client numbers our total income has increased by more than 27% from \$ 5,795,051 to \$ 7,397,686. The other side of the ledger reports and increase of approximately 23% in our total operational costs. These rises are mainly caused by an increase of our total staff establishment; our total staff costs in 2019 was \$5,556,069 (78% of total budget) whilst the previous year it was \$4,395,882 (79% of total budget). Notwithstanding, our financial and administrative processes have improved over the financial year and I am delighted to inform you that this financial year we made a surplus of \$243,503.

In addition to our profit and loss statement and our balance sheet, our total equity has improved from \$11, 898,317 to \$13,331,820. This is an improvement of over 12%. As our equity base has improved over the last 5 years, our continuation as a service organisation is assured.

I hope my report has given you a detailed overview of our achievements throughout 2019, and I would like to thank you for your ongoing support and your interest.

With kind regards,



JACQUES STAP
CHIEF EXECUTIVE OFFICER

Shaun is being supported to grow his skills and confidence in both meal planning and preparation. He is also learning how to make healthy food choices and ways to make some of his favourite meals in a healthier way.



BOARD OF GOVERNANCE



WARREN CHALKER
CHAIRMAN



MATTHEW ETHERINGTON
TREASURER



CHRISTINE DAVIS
DIRECTOR



IAN GRAHAM
DIRECTOR



KIM FORD
DIRECTOR



JACQUES STAP
CHIEF EXECUTIVE OFFICER

PATRON

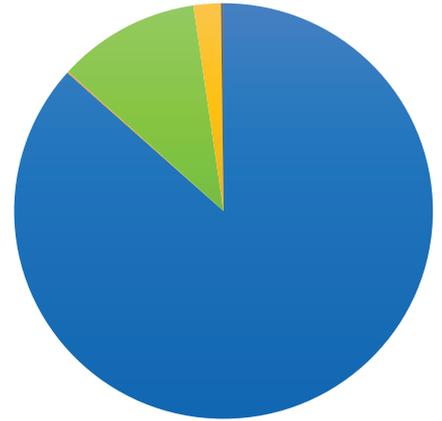


STEVE MORTIMER

SUMMARY FINANCIAL & OPERATIONAL REPORT

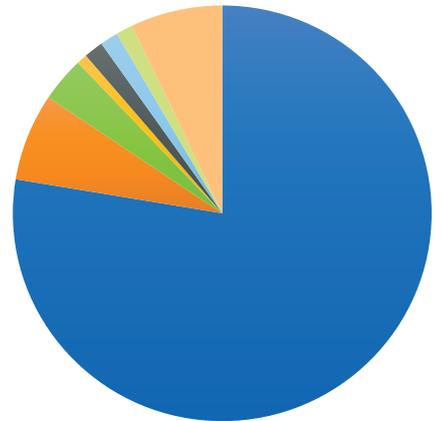
TOTAL INCOMING RESOURCES

RECEIVABLES	\$6,409,998.34	86.6%	●
DONATIONS	\$5,638.69	0.1%	●
RENT & LODGING	\$812,376.12	11%	●
OTHER RECEIVABLES	\$154,375.35	2.1%	●
INTEREST	\$11,719.21	0.2%	●
PROFIT ON SALE OF FIXED ASSETS	\$ 3,579.09	0.0%	●
TOTAL	\$7,397,687	100%	



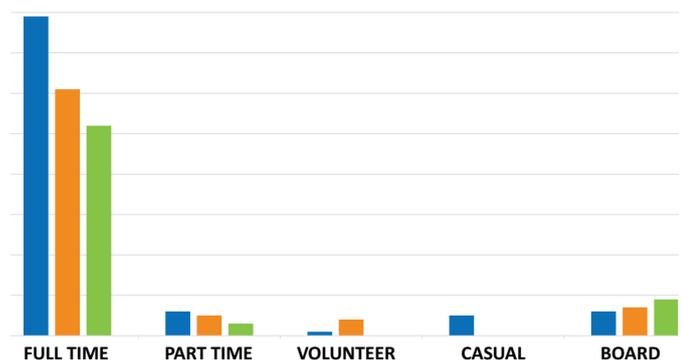
TOTAL OUTGOING RESOURCES

SALARIES	\$5,556,068.94	77.7%	●
ADMINISTRATION	\$487,976.72	6.8%	●
RESIDENTS EXPENSES	\$247,361.14	3.5%	●
MOTOR VEHICLE EXPENSES	\$57,192.68	0.8%	●
REPAIRS & MAINTENANCE	\$105,886.17	1.5%	●
UTILITIES	\$ 99,373.70	1.4%	●
INTEREST	\$ 95,119.80	1.3%	●
OTHER	\$ 504,904.62	7.1%	●
TOTAL	\$7,153,884	100%	



STAFF 2019 2018 2017

FULL TIME	79	61	52
PART TIME	6	5	3
VOLUNTEERS	1	1	0
CASUALS	5	0	0
BOARD MEMBERS	6	7	9



BALANCE SHEET

ASSETS	2019	2018
CURRENT ASSETS	\$1,816,399.62	\$1,234,696.01
NON - CURRENT ASSETS	\$5,537,453.87	\$4,299,979.93
TOTAL ASSETS	\$7,353,853	\$5,534,676

LIABILITIES	2019	2018
CURRENT LIABILITIES	\$1,110,204.05	\$859,649.31
NON - CURRENT LIABILITIES	\$1,953,177.92	\$2,151,750
TOTAL LIABILITIES	\$3,063,382	\$3,011,399

NET ASSETS	2019	2018
	\$13,331,820.11	\$11,898,317.08

TOTAL EQUITY	2019	2018
	\$13,331,820.11	\$11,898,317.08

CATCHING UP WITH ROBERT

Robert moved to New Haven Farm Home in September 2018.

He has an abundance of skills, is kind and has a great sense of humour.

Robert enjoys going to Riverstone Men's Shed every week to meet with other men from the community and work on a range of woodwork projects.

This year, Robert has made a set of coasters and a cheese board, both of which he worked very hard on and is proud to have made with little assistance.

On his way to Men's Shed, Robert visits the team at Aus Timber in Box Hill where he gathers some timber to donate to his Men's Shed group. Not only is this helping to build Robert's social skills and confidence but gives him a great sense of pride and dignity in organising these donations as a contributing group member.

Each Tuesday night, Robert takes a pottery class with Blacktown Arts and Craft Group. He is learning new skills in working with clay and enjoys socialising with other people who share his interest and belonging to a group of people learning skills together.

Robert is being supported to develop his cooking skills and often helps preparing dinner and setting the table ready to share a meal with his house mates.

Robert also goes to the local gym each week as he works towards his goal of improved fitness. His favourite work-out is on the bike.

Robert enjoys watching the Rugby League and supports the Penrith Panthers. He also loves Holden's and motor sports and has a great interest in the Police Force. This year Robert became a member of a Ten Pin Bowling League and bowls every Saturday at the local bowling alley.

Being part of groups, clubs and classes enables Robert to belong as an active and contributing member of his community, being accepted, valued and supported. This helps to improve Robert's self-worth and encourages him to continuously work towards his goals and feel more confident in his abilities.

It has been wonderful to see Robert's achievements over the past few months and we look forward to sharing in many more of his interests and accomplishments over the coming year.



SPENDING TIME WITH SHANE

Shane has recently moved to New Haven Farm Home's Bosworth Street site and we are very happy to help you get to know him!

Shane is a friendly and outgoing young man. He enjoys chatting to people and making new friends.

He is an absolute coffee lover! Not only does he enjoy a cup at a café, but he also loves to make coffee for others!

Shane aspires to be a barista. Working towards this goal, Shane completed a course at the Australian Barista School in Sydney. He was very excited about this opportunity to develop his skills and take another step closer to his employment goals.

In the course, Shane was taught many new barista skills which included taking a coffee order, making different types of coffee and even putting decorative touches to each cup. After completing the learning component, Shane was formally assessed and was excited to pass with flying colours. He happily showed everyone his certificate when he arrived back home.

Once a week, Shane applies his skills and everything he studied as he works at the café at the local Western Sydney University campus. He loves meeting people and working in their coffee shop.

Shane enjoys listening to Elvis; going to the Friday night raffles at the local golf club; ten pin bowling and spending time with his family.

At home, Shane also likes to challenge his friends or support workers to a game of pool. He is really good at it too!

One of Shane's goals is to develop his cooking skills, and is being supported to learn how to prepare and cook new meals which he shares with his house mates. Over the past few months he has been focusing on learning to make lots of healthy meals.

On the weekends, Shane likes to take a road-trip to different towns to have a look around, learn new places, and of course stop for a coffee! He has especially enjoyed visiting both Wollongong and Mount Panorama!





CONTACT US

94 Reserve Road, Freemans Reach NSW 2756

POST: PO Box 3202, Freemans Reach NSW 2756

PHONE: (02) 4579 6131 **FAX:** (02) 4579 6045

EMAIL: info@newhavenfarm.org.au



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