



NEW HAVEN
FARM HOME

ANNUAL REPORT

20
22





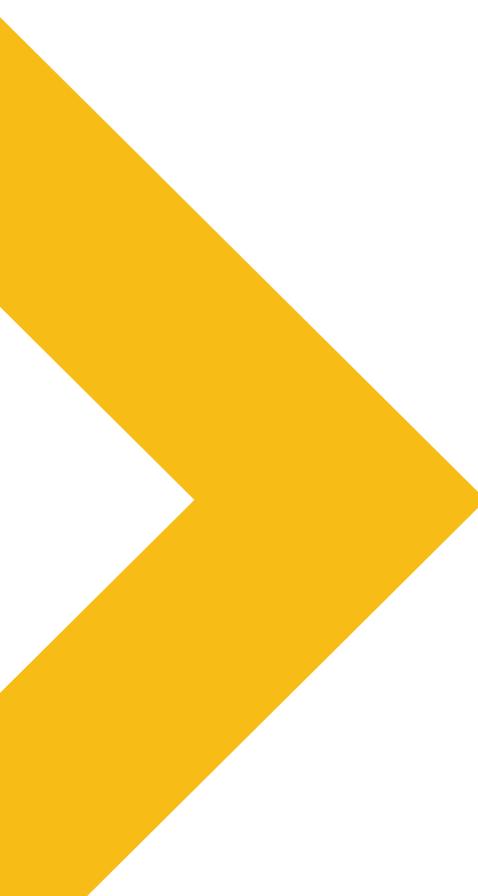
**WE ARE PASSIONATE
ABOUT PROVIDING HIGH
QUALITY ACCOMMODATION
& LIFESTYLE SUPPORT
SERVICES TO PEOPLE LIVING
WITH A DISABILITY.**



TABLE OF CONTENTS



04	CHAIRMAN'S REPORT
06	CEO'S REPORT
12	AROUND THE SITES
18	JON AND WILLIAM HAIR
20	POWER OF MUSIC
22	ANNE O'BRIEN'S JOURNEY
24	LYN GILL REFLECTS ON 20 YEARS OF SERVICE
26	BOARD OF GOVERNANCE
27	FINANCIAL SUMMARY
27	BALANCE SHEET



CHAIRMAN'S REPORT

IT IS WITH MUCH PLEASURE THAT I PRESENT MY CHAIRMAN'S REPORT FOR THE YEAR ENDED 30 JUNE 2022.

Another year has now passed with New Haven Farm Home (NHFH) and the world in general adapting to a new regime. This means everything we do and plan must include provision for the impact of COVID-19 and the minimisation of its spread. NHFH has not been spared from the impacts of COVID-19 but, thanks largely to our impressive PPE regime and the dedication and hard work of our team, we have been able to resume most activities and routines that were in place prior to the arrival of COVID-19.

Two great family days have taken place in recent times and the feedback has been nothing but positive. We will continue to arrange these functions as often as possible. The next function should be our Christmas event and I look forward to seeing everyone at that time.

As at 30 June 2022, our occupancy numbers were down to 36 on account of the passing of a number of clients as well as the ongoing difficulties in finding suitable clients with SIL approved funding. We currently have two new client applications in progress, which should result in their placement in the near future.

As at 30 June 2022, we had 65 full-time/part-time employees and a pool of 23 casual employees who make up the team at NHFH. Each and every member of our team has worked tirelessly to ensure our residents live and enjoy life to the fullest. On behalf of the Board, I would like to say a heartfelt thanks to each member of our team for all their hard work. I would also like to personally thank Ms Annette Allen for all her efforts over the past year in running NHFH and ensuring the wellbeing of our residents, particularly during the recent flood events. Annette's ability to organise the team has been nothing short of spectacular and she is to be congratulated. The members of the senior management team at NHFH are also to be congratulated for their efforts over the year. The Board is indeed very privileged to be able to rely on such a great team at NHFH.

It is with much sadness that I report the passing

of our Board member Mr Ian Graham. Ian had been a member of the Board since August 1985 and was Chairman for many of those years. Ian's love of NHFH and its residents knew no bounds. Ian made sure that everything he could possibly do for NHFH was done. He was instrumental in the transition of NHFH to what it is today. Ian was a very dedicated Board member and did everything asked of him. On behalf of the Board, the residents and the team here at NHFH, we would like to pass on our deepest condolences and much love to Ian's wife Trish and their family at this difficult time.

NHFH continues to maintain a strong financial base. The organisation reported a surplus for the year of \$393,936 after depreciation of \$481,681 and interest charges of \$31,793. NHFH had a balance sheet at 30 June 2022 showing a net asset position of \$14,034,802 which includes cash balances of \$2,836,305.

NHFH is in a strong position for the year ahead. This is particularly important given that the government has granted all our employees a 4.6% pay increase. This will put some pressure on our cash flow, but with our current reserves we will be fine. The government has also recently announced an increase in NDIS funding of up to 9%. This is obviously welcomed, but we can only benefit from the increase once the funds reach our bank accounts.

During the year Mr Ken Maroney agreed to become a joint patron for NHFH. Ken's passion for various charitable ventures is exceptional and as an organisation we are very privileged and honoured to have him alongside Mr Steve Mortimer.

It was with great pleasure that we handed out the 60th Anniversary Book at last year's Christmas parties. The response from everyone who received the book was one of graciousness, happiness and many fantastic and fun memories. Thank you to everyone who contributed to this project.



We are all so pleased with the positive feedback. There are still copies available for sale if anyone would like additional copies.

I would like to thank my fellow Board members for all their efforts and assistance during another COVID-19 affected year. Their input and help certainly makes my job as Chairman much easier.

I can give you my personal assurance that myself and my fellow Board members continue to make the residents' safety and wellbeing our number one priority. We continue to follow the Government's recommended health and safety protocols, and implement change when necessary. From my family to yours, I wish you all a very Merry Christmas and a safe and healthy new year.

Warren Chalker

CEO'S REPORT

May I start by extending a very warm welcome to all family, friends and stakeholders. It is with much pleasure that I present the CEO report for 2021/2022. Although we had another tumultuous year due to the floods and COVID-19, with careful management and prompt implementation of measures, we had no long-term, detrimental impacts.

Being situated partly on the western side of the Hawkesbury River, the organisation experienced three floods during the first half of 2022. Luckily, all homes are located safely on high ground, and logistical changes ensured access routes weren't cut off. However, the SES were engaged at times to deliver essential supplies and medication by boat. Kindly, the Commonwealth Bank donated \$2,000 to NHHF as recognition of the impact the floods had to our operations.

This year, we warmly welcomed Mr Ken Moroney as a dual patron alongside Mr Steve Mortimer. Mr Moroney brings with him a wealth of knowledge, having spent many years in public service. He has worked closely with the organisation, and we thank him for his ongoing support.

It was delightful to be able to enjoy Christmas parties across all sites, inviting groups of family and friends into clients' homes for the first time after an extended period of absence. We were able to gift all families a copy of the New Haven Farm Home 60th Anniversary Pictorial book.

Despite the Easter Family Day being delayed due to the floods, we celebrated it in May at Reserve Road. It was a lovely sunny day with a relaxed vibe consisting of food trucks, music and even an Easter egg hunt.

A lot of work has been done throughout the year to meet our strategic goals. One being a complete refresh of our branding to increase our community presence. A review of the organisation's name was done, with the





Client numbers have fluctuated slightly throughout the financial year. At the conclusion of June 2022, the organisation is supporting 36 clients across all sites.

consensus being to keep the original name due to the historical value it held. We did, however, update the colours and layout with the support and assistance of marketing company, Brilliant Logic. We wanted to create a modern and appealing logo without compromising New Haven's heritage. The brighter, modern branding is evident throughout this report. Our vehicles have also been fitted with fresh branding and a uniform for all members of staff has been implemented and well received by the community.

Internally, NHHF continues to review its structures for operating to ensure that it continues to deliver high-quality service to clients. This involves the creation of strategies to reduce overall risk such as the development of succession plans for key roles across the organisation. Additionally, a role of a part-time Training and Development Officer has been implemented to ensure all members of staff receive appropriate training of both a professional and personal nature to ensure they are confident and capable to perform their roles.

A strong focus continues to be placed on service expansion with many investigations taking place for suitable locations for future development. This work will continue into 2022/2023.



Sadly, the organisation lost three clients this year. As you will note later in the report, one of the founding brothers, Mr Jon Hair sadly passed away in April 2022 following a long period of ill health. Jon's witty humour and love of all things spooky is certainly missed within the home.



During what was a difficult time, Mr Michael Kiwi passed away during the flood event of March 2022. Michael had called NHHF home for over 10 years and his love for all things formal is certainly missed.



Mr Keith Brown passed away in June 2022 after joining the organisation 12 months prior. Keith came to NHHF to gain additional support in his daily life following a deterioration in his health. Keith had a gentle and calming presence within the home.



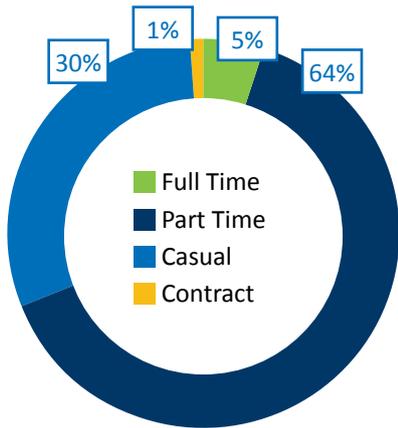
Mr Shaun Aldenhoven said farewell to the organisation at the conclusion of 2021 to return to his family home. Shaun is reported to be doing very well with the support of his mother.



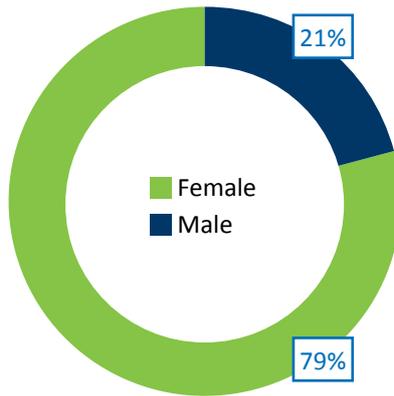
In January 2022, NHHF welcomed its youngest client, Mr Boston Clarke to a Richmond site. Boston has settled in very well and continues to develop his personal skills.

CEO'S REPORT

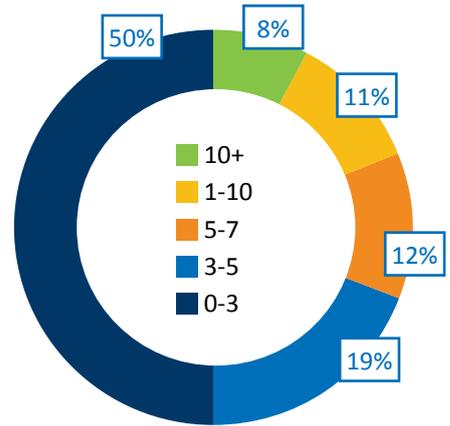
The current staff population is made up of a reliable, dedicated, and diverse group of people. The below graphs illustrate the diversity amongst all our staff.



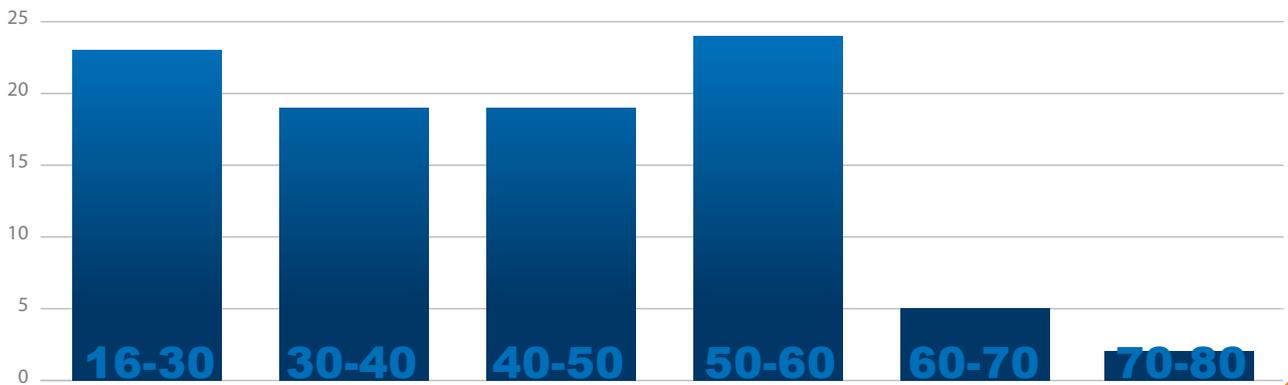
Employment Status



Gender Diversity



Tenure (years)



Age Diversity

Significant Work Anniversaries

Several staff members celebrated service milestone this year and we would like to recognise and acknowledge their tremendous dedication and support to the organisation.

Darren Wurth 5 years

Yvonne Lewis 5 years

Matthew LeBrock 10 years

Amanda Betteral 5 years

Michelle James 5 years

Jackie Chapman 15 years

Rhys Eudale 5 years

Megan Johnson 5 years

Lyn Gill 20 years

A diverse range of training courses were implemented over the past year. Due to the constraints of both COVID-19 and the floods, some courses were delivered successfully online as e-learning modules. The main purpose and benefits of such training included:

- › Building a more skilled and confident workforce – employees are given the opportunity to refresh essential skills
- › Providing staff with a clear understanding of roles and responsibilities
- › Increasing efficiency and quality of work
- › Reducing supervisory needs to be able to work more independently
- › Increasing accountability
- › Improving communication and increasing team cohesion
- › Improving safety awareness and standards
- › Establishing a consistent company standard and expectations in line with policies and procedures
- › Enhancing staff engagement to improve company culture and job satisfaction
- › Providing compliance training in line with legislative and industry standards

Some of the training conducted to fulfil the above objectives included:

Mandatory Training

- › Fire Attack Training
- › Accredited Adminstrating Medication
- › Bullying and Harassment Training

Skill Set Courses

- › DSC Online Modules
- › Centro Assist Knowledge Assessments
- › Restrictive Practices
- › Computer Skills Course

Professional Development Courses

- › Understanding Dementia
- › Diabetes
- › Working with Mental Health Issues

Company Specific tTraining

- › Emergency Management Training
- › WH&S

Employee of the Quarter

NHFH appreciates the efforts of all employees and recognises and thanks each member of the team for their continued efforts. In line with our strategic goals, NHFH recognises this commitment through the Employee of the Quarter Award. I would like to congratulate each of the following recipients for 2021/2022.



Winter 2022

Kirsten Hartup

Kirsten is a team player who is extremely thorough in her duties. She displays professionalism in administering medication and isn't afraid to stay back to ensure all jobs are complete.



Autumn 2022

Margaret Carusi

Margaret is a reliable, warm, and very efficient support worker. She cares deeply for all clients and goes above and beyond in her role. When Margaret is on a shift you can rest assured that the clients will have the highest level of care.



Summer 2021/22

Eric Maastricht

Eric received three nominations and was voted the winner unanimously. Eric's nomination acknowledged his wonderful dedication and focus on providing high-quality person-centred support.



Spring 2021

Marilou Casavalls

Marilou is incredible at her role as a support worker. She goes above and beyond for the clients in so many ways and genuinely cares on every level. She also takes the time to listen to clients in such a caring yet professional manner. Marilou helps others to learn and is always kind and compassionate.

CEO'S REPORT

It is very pleasing to report that New Haven Farm Home is in a strong financial position, recording a surplus for the financial year 2021/22 of \$393,936. The organisation recorded a total income of \$ 9,574,033 up approximately 8.4% on the previous year. Additionally, net assets for the year ending 2022 is \$14,034,802. Further details relating to the organisations finances can be found later in the report and the full set of financials are available on the organisation's webpage.

New Haven Farm Home takes pride in ensuring all our facilities are of a high quality and well maintained. With the support of the Department of Communities and Justice, six of the bathrooms at Reserve Road were completely renovated due to inadequate waterproofing at the time of original construction.

A special mention goes to Ann Hair who spent countless hours writing and editing the history of New Haven Farm Home. After several setbacks, Ann's hard work came to fruition in the publishing of her book, *Bill and Lola's Vision Becomes a Reality*. The book provides a history of how the organisation came to be and its founders through to the present-day organisation. It also provides an insight into what disability support entailed approximately 60 years ago, demonstrating how far advanced the organisation was in its delivery of services. This book is available to purchase for \$25. If you would like a copy, please contact the Administration office.

I would like to acknowledge and thank all Directors for their commitment and dedication to the organisation over the preceding 12 months. A special mention goes to Mr Ian Graham for his incredible service and dedication to the organisation. Ian has been a strong supporter of the organisation for many years, as a Director on the Board for over 35 years and some of that time spent as Chairman. Ian supported the organisation through significant periods of change. For all his efforts, we owe a huge debt of gratitude. Sadly, Ian passed away recently. We pass on to his family our sincere sympathies whilst acknowledging the significant contributions he made.

New Haven Farm Home is fortunate to have the support of several businesses and organisations throughout the community. Support and contributions have been made by:

- › Commonwealth Bank
- › Pinnacle Office Supplies
- › Danny Hopkins Plumbing
- › LMF Electrical
- › Urban Bespoke Homes
- › LewCon Airconditions
- › Blooms Chemist Richmond
- › Good Price Pharmacy McGraths Hill
- › Fire Protection Specialists
- › Harvey Norman McGraths Hill
- › Windsor Auto Group
- › Windsor Country Golf Association – Women's Division

I'd like to thank our large team of staff and stakeholders for their ongoing commitment and support of New Haven Farm Home. I trust you enjoy reading the accomplishments and achievements of our clients and the organisation.

Best Wishes

Annette Allen,
Chief Executive Officer





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**NEW HAVEN FARM HOME
TAKES PRIDE IN ENSURING
ALL OUR FACILITIES ARE
OF A HIGH QUALITY AND
WELL MAINTAINED.**

AROUND THE SITES

WINDSOR STREET

Windsor Street has had a busy 12 months and clients have been working hard to achieve goals and maintain their current skills. With the end of lockdowns, they have all returned to their day programs and supported employment.

A new client joined 378 Windsor Street–Boston Clarke. Boston is extremely independent and works as a bricklayer's apprentice. He was successful in gaining his P plates recently.

Doug and Roy have managed to get themselves on the local radio station, comparing the top ten songs of the month with their own top ten favourites. Meanwhile, Doug and Dennis have been very active attending Aboriginal ceremonies and getting taught by Aboriginal elders.

Alistair, Peter, and Tony have weekly visits to the library, church and out and about in search of trucks, trains, and old cars. Joe continues to work on his health and fitness by boxing. All the clients enjoy getting out in the gardens, helping to mow lawns, prune and plant new flowers.

The clients and staff are looking forward to an exciting next 12 months at Windsor Street.



Ben has been enjoying some extra one-on-one time with staff recently and working on his fitness and weight loss. Ben loves to visit museums and went to the new Warragamba Dam Museum where he was very intrigued with its history. He completed the big walk of stairs to the bottom of the dam, before enjoying a healthy lunch. Ben is our resident gamer and is into LEGO and collectables. Ben is looking forward to attending the local Warhammer Club.



Peter has been attending his reading and writing course on a Friday with support from staff. Peter frequently visits the local library at Penrith to borrow two books each week and goes to the local cafe for lunch with his housemates.

On Wednesdays Peter goes to Oasis at Windsor to have a swim with his housemate Tony. He is looking forward to visiting his mum as it's been a while since he last saw her due to COVID-19.

**WINDSOR STREET HAS HAD
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AROUND THE SITES



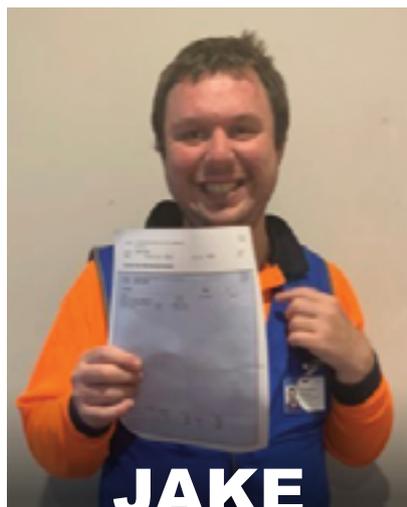
BOSWORTH STREET

Amidst the floods and lockdowns of the past year, Bosworth clients showed resilience and adapted to the changes well. Clients got to make many memories and were busy with an array of activities.

Movie nights on the projector were a big hit and remains a regular feature. Arts and crafts, walking and cooking have been utilised as stand out therapy for the clients and staff as everyone can participate and show off their skills. Crazy Hair Day, Pyjama Day and Superhero Day saw clients and staff dressing up and rewards were given for the most creative costumes. Weekends involved coming together to BBQ and clients got to participate in their very own Olympics before watching the Beijing Games on TV to support the Olympians.

Christmas was a success, with all three homes coming together on a beautiful warm day. Invitations were extended in the hope that families could attend and spend quality time altogether. The catering was organised, and clients made their own family gifts to give to their loved ones. All the families enjoyed the new style of the NHFH Christmas Party as it was more personal and exclusive to Bosworth's clients and family.

Bosworth hosted family gatherings for each home later in the year, which was another way of bridging the gap of absence from lockdowns and ensured families and their loved ones stayed connected. Clients planned and organised their menus and a theme for morning tea and a BBQ with the help of their Villa Coordinator.

**JAKE**

Jake has been maintaining a stable and successful position at his supported employment. He was eager to have his own money, and this provided him with motivation to gain a job.

With the help of his Villa and Support Coordinator, Jake got a position at Access Industries. This has given him a sense of belonging and independence while developing his confidence in social situations. Jake wakes early on Monday and Thursday mornings to get himself ready for work and is improving his emotional and social interactions in the hope of taking on more days at his employment.

Regular check ins with Jake's work supervisor have provided us with progress updates and shows he is able to commence more workdays soon. Jake was particularly pleased when he was able to make cupcakes and take them to work to celebrate his 28th birthday with his new colleagues, not to mention his first pay slip.

**JOHN**

John works three days a week in supported employment with Endeavour Industries and has learnt to establish a routine that gives him the independence to prepare himself for work each day. With a great passion for acting and performing on stage, John's weekly drama lessons encourage his animated and vibrant personality to shine through and be socially active. During recent lockdowns, John was able to continue online drama lessons through Zoom with his classmates but was delighted when face-to-face lessons finally returned. A highlight for the year was when John was able to perform his mid-year performance in front of a live audience once again.

John enjoys a social and active lifestyle and won't pass up an opportunity to spend valuable time with his friends. John recently experienced the atmosphere of the circus and the Hawkesbury Show. An avid ten pin bowler, he is a part of a local league and has a great reputation for getting many strikes during a game.

**WARD**

Ward is a very active, talented and kind man who keeps himself busy by maintaining supported employment at Access Industries. Ward has a few hobbies and interests, including playing the drums and the piano. He has his own drum set to practice as well as playing the house piano for everyone. Ward is also a member of the Sydney Opera House where he has visited the orchestra on occasions.

Ward regularly visits his mother on weekends and is an avid city person who enjoys wandering around Sydney, going out for dinner and enjoying everyone's company.

AROUND THE SITES



RESERVE ROAD

From pushing through another lockdown to welcoming new clients, new team members and of course achieving many goals, the 2021/2022 year has been full of many ups and downs for NHFH's Reserve Road clients.

Starting off the year in lockdown due to COVID-19, the team continued to be resourceful and creative in passing the days confined to Reserve Road. The clients always enjoy spending as much time outside as they can in the beautiful surrounds. Steve the coffee man visited a few times a week in his van making some killer cappuccinos and hot chocolates. Each week a different Villa would host a BBQ lunch for all to share, which brought everyone together and provided much needed camaraderie. The clients at Reserve

Road collectively engaged in activities including candle making, painting plant pots, making candles and fashioning some tie-dye t-shirts.

Once again the animal care responsibility at The Farm was in full swing, looking after the three cows, four chickens, horse and Jack the cat. Memorable events this year at Reserve Road included celebrating Halloween in October, with plenty of arts and crafts, and decorations in the lead up. The same can be said for December – Jon in Villa Two sought out a real Christmas tree for their house and Villa Three hosted a family Christmas event for family and friends. Christmas Day at Reserve Road was low key but enjoyed by all. Glenn D and the rest of the staff did a fantastic job with the food and decorations, including a wonderful photo memory wall.

Over January many of the staff came up with their own themed days for the site to participate in, this included:

- Asian Day was a hit with delicious food created and shared
- Clay Day was an opportunity to bring out the creative side of the clients
- On Adventure Day clients ventured out to Berowra to ride the ferry and appreciated a BBQ lunch
- Sports Day was a highlight with JT smashing sixes in the cricket

- Music Day included making and playing their own musical instruments
- Scavenger Hunt Day saw the deciphering of clues to find a prize.

In March a group went to the Premier's Gala Concert and everyone in the audience was singing along to performances by Phil Burton from Human Nature, Christine Anu, Shannon Noll and many more favourites. Easter celebrations at Reserve Road saw everyone get together and enjoy the food trucks!

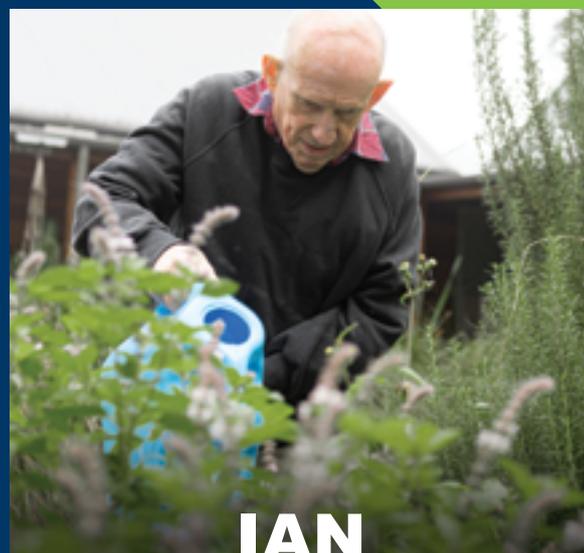


KEITH

Keith joined NHFH in late-June 2021. It was Keith's first venture into supported accommodation, after previously living independently or with family, before his early-onset dementia diagnosis. Keith transitioned well into Villa Two. Keith has always been willing to try new activities and foods, having not had a whole lot of exposure to different things in the years prior to his arrival. It was commendable how Keith adapted to his new group living conditions.

Keith is affectionately known to become a shadow to our staff when in the home. Keith was very friendly to staff and his housemates. He enjoyed a coffee and a chat and adapted to farm life very well. Keith would walk around the property and enjoy the sunshine and feeding the horse.

Keith regularly accessed the community with support workers as well as his community support workers through an external company. He received the news that he was going to become a grandfather in 2021. It is great that Keith was able to meet his grandson before his passing earlier this year.



IAN

Ian has been at Reserve Road for more than 60 years now, and yet he is still learning and trying new things. In the past 12 months Ian has been attending his social program 'Flourish in Penrith', where he enjoys arts and crafts, bingo, and animal therapy.

At home, Ian is always mindful and courteous of staff and his housemates. This past year he has jumped on Zoom a few times to catch up with his sister Dawn. Ian has been regularly walking around the property to keep up his mobility and vitamin D. At home, Ian cooks up a bread-and-butter pudding just like his Mum used to.

Ian made a huge change, moving from Villa Three to Villa One, where he is thriving and seems happier with his surrounds, showing that no matter what age, change can be a great thing.

JON AND WILLIAM HAIR

Before I was employed back in September 2019 I took my due diligence and researched the organisation I was applying to work for. The NHFH website history read:



Bill and Lola Hair started New Haven as an accommodation service back in 1960. Having two sons with a disability, they wanted to provide a secure and caring environment for their loved ones. It was a welcome alternative to the existing services that were available at the time. Bill and Lola erected buildings that housed our first clients in a home-like environment. Some of those original clients are still living at NHFH today...





When I was employed I saw 'Bill and Lola's Walk' and met their sons, Jon and William. I thought it was amazing that these two gentlemen would still be supported by the same organisation, and I felt I was in the right place. I didn't spend much time with the Hair brothers in my first year as I was based in Richmond, but I was told plenty of stories from my peers. Moving to Reserve Road in September 2020, I was able to spend much more time with the John and William. When I became part of Jon's support team, I was immediately aware of how much Jon loved and respected his parents, particularly his mother. He was always sharing positively glowing stories from the past about her.

What stood out to me from the beginning was their cheekiness and wit. I was constantly losing things in Villa Three that William decided would look better elsewhere, or I would get locked out of the home because William decided to scoot around the home and lock all the doors. Even today with his decreased mobility, Billy has continued to keep Villa Three secure with the close monitoring of the doorways.

Jon was quick in his mind and quick with a comeback. I remember informing Jon, who opted to rarely visit the community, that we were under COVID-19 lockdowns again, and the government had asked everyone to stay home for a month. Jon swiftly replied that he

was planning 101 outings over the next month and it was not an option to cancel them. I said I'd try and call the government to get him an exemption, to which he replied, "Don't bother with those people".

Both John and William enjoyed the simple things, whether it was a Tim Tam for William or a Western film for Jon. They didn't take life too seriously but enjoyed life and lived it to their fullest potential. What a pleasure to have met and known them both.

Sam Clenton
Site Manager



THE POWER OF MUSIC





Music transcends cultures, aids in communication and is incredibly inclusive. But what exactly is it about music that makes it a great way to connect with and help those with a disability?

The remarkable thing about music is it's processed in many regions of the brain simultaneously. The Cognitive Neuroscience of Music shows that when making music, the sensory cortex, auditory cortex, hippocampus, visual cortex, cerebellum, amygdala, prefrontal cortex, and motor cortex are all firing at once.

Having so many parts of the brain on alert, it's no surprise countless studies associate music with a myriad of benefits:

- Calms anxieties and creates a positive coping strategy when stressed
- Breaks down barriers and equalizes people socially
- Stimulates learning as music is a multi-sensory experience engaging auditory, visual, kinesthetic and tactile systems
- Being non-verbal, music creates a space for those with limited speech skills to communicate and express themselves

- Offers meaningful and enjoyable experiences that build social confidence and reduces the feeling of isolation
- Helps focus a person's attention
- Provides a sense of satisfaction, strengthening self-esteem

NHFF encourages clients to participate in musical activities throughout the year and are lucky to have some talented musicians among our clients. In Bosworth Street, Ward and Gareth are both vision impaired, yet Gareth plays the guitar by learning through sound, and Ward plays the piano and drums. Ward has his own drum set to practice on and plays the house piano for everyone to enjoy. Over on Windsor Street, Douglas excels at the harmonica and comes from a very musically talented family, while Alistair sings and plays the Harp, bagpipes, violin, and piano - what a talent.

NHFF, with the support of our clients is delighted to be able to harness the power of music to the benefit of everyone within our team.

ANNE O'BRIEN'S JOURNEY

FROM SUPPORT WORKER TO SITE MANAGER

Anne O'Brien has been with NHH since the early days and has witnessed many changes over her near 10 years of service. She started as a nightshift Support Worker before transitioning to House Manager at The Farm on Reserve Road. In 2020 Anne progressed to her favourite role yet – Site Manager.

"My current role involves staff management, rostering and overseeing the Villa Coordinators, who look after all the programming, health plans and budgets. I couldn't do much without my team – they're at the forefront of the site and we all work well together. They allow me to work at the standard I do," said Anne.

Alongside her extensive experience, Anne holds a Cert IV in Disability, a Diploma in Community Services, and an Advanced Certificate in Social Welfare. Becoming an enrolled nurse back in the 80s, it's clear Anne has always been passionate about helping people.

"It's been great seeing the organisation grow and develop over the 10 years I've been here. When I first started, we were in a hostel and now we've transitioned to group homes, and just seeing the client growth in these fit for purpose settings has been an amazing experience."

"At New Haven Farm Home, clients can remain as independent as possible. They can still access the community if they would like to, go to the bank, walk around town, do their shopping, work in the community, and feel safe doing so. They love the feeling of independence," said Anne.

Anne enjoys the varied age range of the clients at the two Windsor Road residences as it keeps her on her toes and enables the use of different skill sets. Over the years she has come to find different aspects of the job rewarding.

"Seeing the clients achieve goals that we helped them with is extremely rewarding. But in my new role it's nice to see the new staff come through and be a mentor for them," she added.

Anne enjoys exercising daily, camping, music festivals, and is hoping to get back into softball. At age 54, she has also started to learn to ride a motorbike.





I HAVE A CB500X ADVENTURE BIKE AND AN OFF-ROAD DIRT BIKE. IT HELPS ME STOP THINKING ABOUT WORK – WHEN I’M ON THE BIKE IT HAS MY FULL CONCENTRATION.



LYN GILL REFLECTS ON 20 YEARS OF SERVICE

AT NEW HAVEN FARM HOME

Lyn Gill has been working at NHFH for an incredible 21 years this October. She started her role as a carer before moving into the kitchen for 15 years, cooking up a storm on a Sunday for clients and staff alike. She returned to her role as a carer, which she has been in since.

She splits her time between Richmond and The Farm. Over the years she has seen many changes but appreciates how well cared for the clients are at NHFH.

“When I started, there was 17 chalets and one big house with a big kitchen and big dining room, it was more of a group atmosphere. But now with the one-on-one setup, clients get a lot more attention. They are so well cared for and in all the years I’ve been there I’ve only seen good things.”

“The introduction of the NDIS has also made their life a lot easier and given them a lot more choice. They have a lovely social life; they can nominate where they’d like to go and what they’d like to do. It’s great,” said Lyn.

Lyn has fond memories of working in the gardens with the clients, especially Ziggy.

“It was wonderful watching Ziggy learn over the past 5 years. He’s very competent around the yard. He uses his initiative and takes a lot of pride in the garden. He reminds me what we need to do that day and that sort of thing sticks with me,” said Lyn.

The biggest struggle was COVID-19. Lyn found that it affected the clients as they didn’t understand initially why they couldn’t go out into the community.

“It was a bit of a challenge. They missed their social life, coffee days and drives. It was a bit of a shock for them to have to stay home all day, but they bounce back well,” she added.

Having worked for the organisation for 21 years, it’s clear Lyn adds a lot of stability to the clients’ lives.

“The clients benefit from that continuity of care and feel more secure. A client I used to work in the kitchen with knew exactly when I was coming in next, and I think that routine is nice. Change isn’t good when you age,” said Lyn.

Lyn is blessed with an active social life and enjoys going on holidays with her high school friends and gardening. She’s not looking forward to the day she retires as she loves her time at NHFH.

BOARD OF GOVERNANCE



Warren Chalker
Chairman



Joan Fernando
Treasurer



Ian Graham
Director



Kim Ford
Director



Scott Rogan
Director



Rob Ewin
Director



Steve Mortimer
Patron

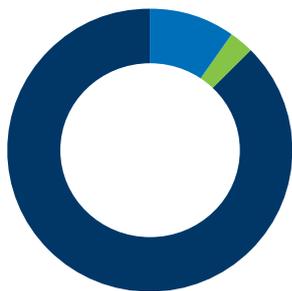


Ken Moroney AO APM
Patron



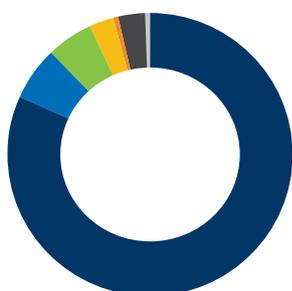
FINANCIAL SUMMARY

Total Incoming Resources



Service Revenue	\$8,368,502	87.4%
Rent & Lodging	\$926,608	9.7%
Other Revenue	\$264,081	2.8%
Interest	\$4,625	0.0%
Profit On Sale Of Fixed Assets	\$10,217	0.1%
Total	\$9,574,033	100%

Total Outgoing Resources



Employment Costs	\$7,499,110	81.7%
Administration	\$569,959	6.2%
Depreciation	\$481,681	5.2%
Client's Expenses	\$262,295	2.9%
Motor Vehicle Expenses	\$46,876	0.5%
Property Expenses	\$288,383	3.1%
Interest	\$31,793	0.3%
Total	\$9,180,097	100%

BALANCE SHEET

Assets	2022	2021
Current Assets	\$3,054,808	\$2,519,558
Non-Current Assets	\$13,555,547	\$13,970,250
Total	\$16,610,355	\$16,489,808
Liabilities	2022	2021
Current Liabilities	\$1,237,667	\$1,432,918
Non-Current Liabilities	\$1,337,886	\$1,416,025
Total	\$2,575,553	\$2,848,944
Net Assets	\$14,034,802	\$13,640,864
Total Equity	\$14,034,802	\$13,640,864



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