

ANNUAL REPORT

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NEW HAVEN
FARM HOME



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CHAIRMAN'S REPORT

I am delighted to present my Chairman's report for the financial year ending on 30 June 2023. This past year has been relatively uneventful, marked by the absence of significant natural disasters affecting New Haven Farm Home (NHFH).

While we did face a flood event in July 2022, thanks to our prior experiences with similar challenges, NHFH effectively adjusted and modified our operations to minimise any impact on our residents, their homes, and our dedicated staff.

Over the past twelve months, we organised three wonderful family days, each with a high turnout of families and friends. By introducing food trucks and diverse food options, everyone enjoyed themselves, fostering a sense of togetherness and camaraderie among our residents. These events harken back to the days of community gatherings at Freemans Reach.

I want to extend my heartfelt gratitude to Karlie Goodwin and her team for their exceptional efforts in making these family days a resounding success.

As of 30 June 2023, NHFH employs 65 full-time and part-time staff members, along with 13 dedicated casual workers who together constitute our remarkable NHFH team. Every member of our NHFH team works tirelessly to ensure that our residents lead fulfilling lives.



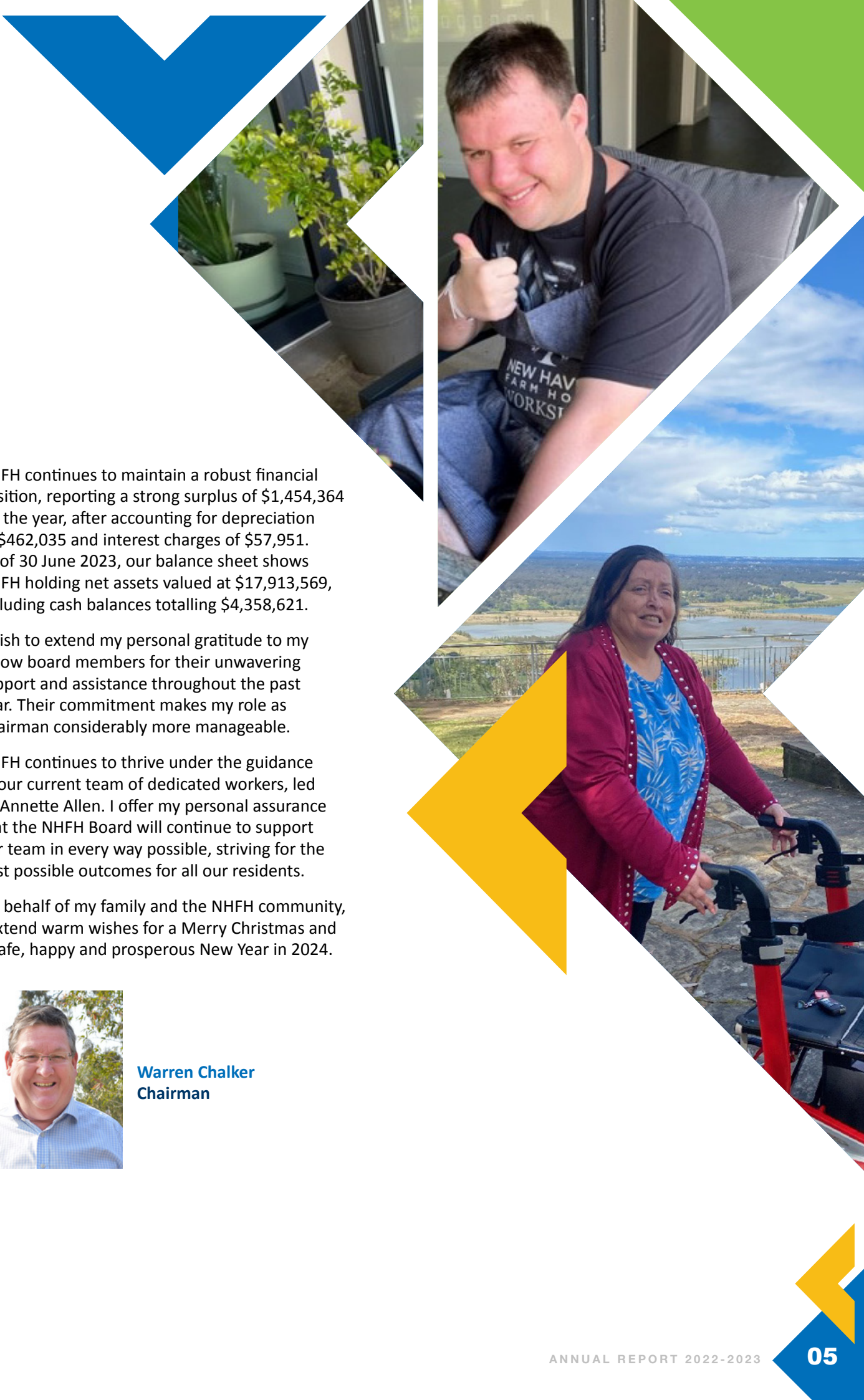
On behalf of myself and my fellow Board members, I would like to express our sincere appreciation to each team member for their invaluable contributions to NHFH. Additionally, I want to personally acknowledge Ms. Annette Allen for her outstanding leadership and tireless dedication. Her organisational prowess is truly remarkable, and she deserves congratulations for the accomplishments of the past year.

Our senior management team also deserves recognition for their unwavering commitment and significant contributions to NHFH's success. The Board of NHFH is truly fortunate to rely on such an exceptional group of senior managers who consistently achieve remarkable outcomes for our organisation.

As of 30 June 2023, we currently have 38 residents, with capacity for up to 42. NHFH is actively working to welcome new SIL funded residents into our community, and we consistently receive inquiries and leads. Annette and her team are diligently conducting interviews and providing assistance with NDIS funding inquiries. NHFH also offers respite care as opportunities arise.

This year, NHFH organised a successful Race Day in collaboration with Peppercorn Services Inc at the picturesque Hawkesbury Race Course. The event raised over \$10,000 for NHFH, and we are planning another such event in May 2024. I encourage all families and friends to attend as it promises to be a fantastic social event and memorable day out.

In memory of our late Board member, Mr. Ian Graham, we have introduced a new NHFH service award. This award recognises individuals who have gone above and beyond in their service to NHFH, providing care, assistance, or support that has improved NHFH and benefited its residents. The award is open to anyone, and the recipient will be selected by the senior management team at NHFH. A magnificent perpetual trophy accompanies this honour, and the winner will be announced at the Annual General Meeting.



NHFH continues to maintain a robust financial position, reporting a strong surplus of \$1,454,364 for the year, after accounting for depreciation of \$462,035 and interest charges of \$57,951. As of 30 June 2023, our balance sheet shows NHFH holding net assets valued at \$17,913,569, including cash balances totalling \$4,358,621.

I wish to extend my personal gratitude to my fellow board members for their unwavering support and assistance throughout the past year. Their commitment makes my role as Chairman considerably more manageable.

NHFH continues to thrive under the guidance of our current team of dedicated workers, led by Annette Allen. I offer my personal assurance that the NHFH Board will continue to support our team in every way possible, striving for the best possible outcomes for all our residents.

On behalf of my family and the NHFH community, I extend warm wishes for a Merry Christmas and a safe, happy and prosperous New Year in 2024.



Warren Chalker
Chairman

CEO REPORT

Welcome to NHFH's Annual Report for the 2022/23 year. It is with great pride that we present this report for all our families, friends and stakeholders. Moving on from previous years that had been influenced by pandemics and natural disasters, it is very pleasing to be able to report that NHFH has had a very positive year overall.

NHFH has been very fortunate to have the support of a wonderful Board of Directors throughout 2022/23. We would like to extend our sincere thanks for not only the support they provide the organisation on an ongoing basis, but also the skills and expertise they share and diligence with which they govern our organisation. Thanks to our Chairman, Mr Warren Chalker for his never-ending commitment along with our Directors, Mr Robertson Ewin, Mr Scott Rogan, Mr Kim Ford and Mrs Joan Fernando. In addition, we would also like to extend our sincere thanks to our two patrons, Mr Steve Mortimer and Mr Ken Moroney, whose support of our organisation is tremendous.

NHFH firmly believes in its vision to provide a service that delivers excellence in support to our clients. As an organisation, we take pride in this vision and work tirelessly to deliver on it. As testament to this, we have welcomed four new clients into the organisation. I would like to introduce you to Rebecca Korzeniowski, Norman Bottle, Karl Ranger and Alvin Shankar.

Rebecca joined NHFH in March 2023 with a huge smile. She loves dancing, singing, social interactions and cooking.

Norman joined in January 2023 and found himself right at home at Reserve Road with the animals, gardens and work sheds.

Karl joined in early February 2023 at Reserve Road and loves partaking in walks around the property.

Alvin joined formally in December 2022 at site 55/57 Windsor Street after a transition

period. Alvin continues to astound everyone with the new skills he is developing.

We continue to work with members of the community, assisting them to navigate through the NDIS to gain the necessary funding and support requirements to meet their needs. We are very much looking forward to welcoming additional new clients in the second half of 2023 and into 2024.

In May 2023, NHFH completed a mid-term audit in accordance with our NDIS registration requirements. Without surprise, the organisation was awarded its accreditation with no non-conformance matters listed. The auditor commented on how well the organisation functioned.

It is very pleasing to report that NHFH is in a strong financial position, which is crucial given the current economic climate. The organisation recorded a total income of \$11,005,743, with a surplus for the 2022/23 financial year being \$1,545,364. Further details relating to the organisation's financial position can be found later in this report or via our website.

Throughout the year great progress has been made on achieving the strategic goals of the organisation through varied projects and endeavors. Initially, a significant focus was placed on the development of an engaged and capable workforce. This strategic goal is viewed as paramount in being able to

achieve our vision and therefore much work has been completed in this area. Initially, a full review into employee position descriptions has been completed with key performance indicators being updated to be outcome focused, ensuring all staff have clearly identified expectations of their role. This was then utilised to complete performance appraisals and recognise the staff members that performed outstandingly across a twelve-month period. Furthermore, staff engagement has been increased through several means such as regular staff surveys and check ins, additional staff bonding and interaction sessions such as R U Ok? Day, Melbourne Cup sweeps, Christmas decorating competitions, Harmony Day, painting evenings and Australia Day celebrations where clients and staff competed in the thong throwing competition with client Joesph Sultana winning with an amazing throw of 13.9 metres. These events have been very successful in increasing staff engagement across the organisation.



EMPLOYEE OF THE QUARTER

As another means of developing our workforce, NHFH considers it important to recognise significant milestones and achievements of staff. Proudly, we were able to acknowledge the following team members as Employees of the Quarter throughout 2022 and 2023:



**Geraldene
Oyanoghafo**
Summer Quarter

There is no doubt that Geraldene always gives 110% to her work and she is always putting in the effort to improve on herself as a professional. This does not go unnoticed. Covering Villa 3 for the period of Georgia's maternity leave was not an easy task. Geraldene flew in and provided unwavering support to Clients and staff over what could be perceived as a difficult period for this Villa. Congratulations, Geraldene. We thank you for everything you do for NHFH to make this place better for Clients and the organisation as a whole.



Madison Lewis
Autumn Quarter

Maddie was voted by her peers for always being helpful and going above and beyond to ensure the workload is lighter for her colleagues. She works very well as a part of the team. Maddie has grown professionally within her role and always takes initiative. She makes a conscious effort to spend time with the clients to ensure their needs are met and to help them reach their goals.



Schae Satchwell
Winter Quarter

Schae was voted Employee of the Quarter for always being helpful towards the clients and staff. She is an excellent staff member in all areas of NHFH.

Schae is always on the go, pleasant to have around and is always engaging with the clients – both in a fun way and by encouraging their continued independence. Schae works hard, is always consistent, reliable, confident and open to learning about clients and how best to support them.

The competition is fierce for these awards, with well over 15 nominations presented each quarter. This is a testament to the efforts of all our staff and we extend a sincere thanks for their efforts daily.

INAUGURAL AWARDS

Additionally, inaugural awards were introduced to align with our organisational values of Excellence, Working Together, Respectfulness and Continuous Improvement. Pleasingly, we were able to present these awards at our staff Christmas party, which was held at Crown Plaza.



Michael Chacksfield

The Continuous Improvement Award

Michael Chacksfield is proactive in his engagement with clients and the site to maximise support benefits. He always listens to clients' wants and needs and passes on suggestions in client meetings.

Casey Packer

The Respectfulness Award

Casey has come very far in the past 12 months with her quality of work as well as how comfortable she is working with her peers. She is amazing with the clients and is always eager to make them happy. Casey is a very impressive young woman who views no task as too much to handle.

Kylie Karakizos

The Working Together Award

As a Villa Coordinator, Kylie has a style of work and communication that includes all parties internally (staff, clients) as well as externally. She has the ability to bring everyone together and have them work well with one another. Kylie is a great listener and learner and always provides a positive atmosphere for those around her.

Grace Boyle

The Excellence Award

Grace always demonstrates a high quality of work. She is extremely reliable and consistent, and a valuable member to any team she is a part of. She always shows initiative and commitment to her everyday duties and consistently completes them in an efficient and effective manner.

STAFF TRAINING

We consider investing in our staff crucial to ensuring that our clients continue to receive the highest level of support.

For this reason, we have provided extensive training to staff both in person and online. The primary purpose of engaging in training is to ensure staff are skilled and confident in their roles. Examples of some of the training that has been completed this year includes:

- › Supporting clients with dementia (due to the prevalence of this condition amongst our newer clients)
- › Administration of medication training and managing difficult conversations
- › Palliative care training (this is a growing area within our organisation)
- › WHS training
- › Fire protection training
- › Behaviour support training along with many online upskilling courses such as nutrition and meal time management.

STAFF RETENTION

Several staff members celebrated significant employment milestones this year and we would like to thank and acknowledge their tremendous dedication and support.

**5
YEARS**



Kim Ford (Director)
Kylie Karakizos
Margaret Carusi
Lisa Dibley

**10
YEARS**



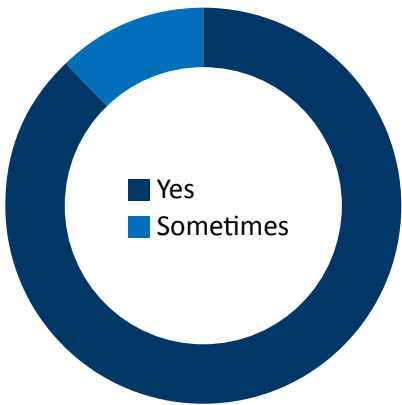
Anne O'Brien



STAFF DIVERSITY

The current staff population is made up of a reliable, dedicated and diverse group of people. The below graphs illustrate the demographics of the organisation.

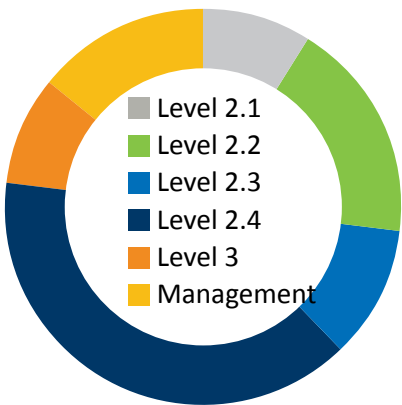
You will note there has been a significant move towards permanent part time employment with minimal casual staff. As through engagement with our staff, it has been determined that for the majority of people, permanent employment is the preferred option.



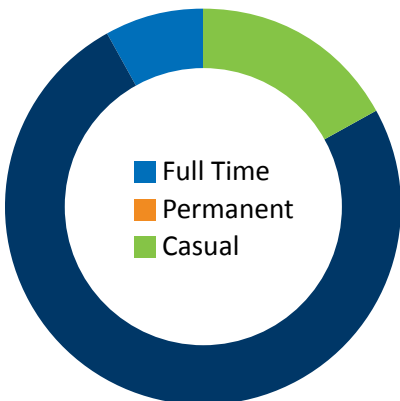
Job Satisfaction



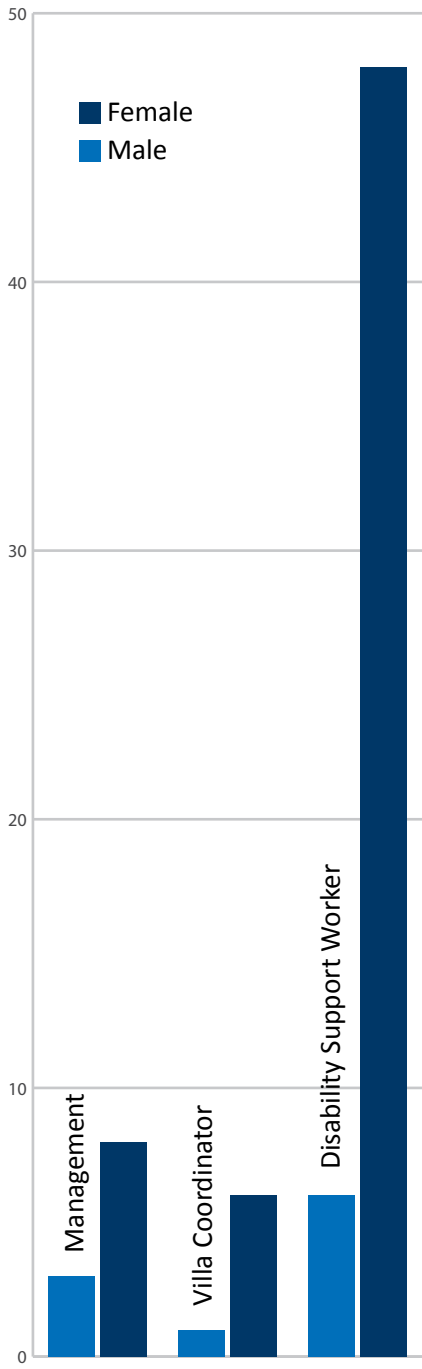
Job Role Split



Pay Level / Experience



Employment Status



Gender Diversity



NEW PROJECTS

Research has been completed to determine what is the best course of action for the expansion of SIL services within the Hawkesbury region.

A number of possible projects were investigated and researched at locations in Windsor and Richmond. However, it was determined that whilst they had some positive attributes, they were not ideal in meeting the strategic goal of suitable expansion. Consequently, a pivot was made and investigations and research commenced into expanding our SIL services whilst utilising the land already belonging to the organisation. A conclusion, derived from surveys and enquiries, is that the overwhelming majority of the population seeking SIL prefer the rural remote setting of Freemans Reach. Work has commenced regarding feasibility studies in expanding onsite. Concept drawings have been created, along with surveys and investigations into service provision to new houses onsite.

Community involvement and recognition of the organisation within the community is important to its overall longevity. Success has been achieved in this area through the use of social media platforms, newsletters, signage as well as a slight refresh of staff uniforms. All these measures assist in ensuring NHFH is known in its interactions. Furthermore, a partnership was developed with another local provider, Peppercorn Services Inc, to host a Charity Race Day in April 2023. The event was held to generate donations for both organisations but also as a platform to create, recognise and build on community relationships. The day not only generated generous donations and established a great partnership with Peppercorn Services Inc, but also assisted in commencing partnerships with other community bodies and businesses. Thanks goes to all who donated time, prizes and cash to this wonderful endeavor. From the funds raised, a hoist was purchased for the onsite swimming pool to ensure that all clients, regardless of their mobility levels, are able to access the water and reap the benefits of recreational or rehabilitative swimming.



NHFFH is very fortunate to have some incredible facilities. As such, it is important to ensure the homes and environments of our clients are maintained to a high standard. Activities like internal painting of homes, staining of external timber surfaces, regular deep cleaning, installation and removal of shower screens within bathrooms as necessary, gutter cleaning and the upgrading of the older vehicles are just some of the maintenance works that have been completed in order to ensure the homes of our clients are maintained to a high standard.

Additional improvement projects have also been completed including the installation of hand rails to improve access to buildings, installation of a front gate, improved concrete around the pool to avoid potential trip hazards over the unsettled pavers that were originally in place, installation of solid awnings to create usable all weather outdoor areas at Windsor Street and the smaller cottage buildings at Reserve Road, installation of improved decking on the smaller cottages at Reserve Road to ensure safe entry and exit from these buildings, along with fence repairs to the rural site and the removal of barb wire to ensure clients, staff and visitors are free from harm as they move around the property and enjoy the animals.

Perhaps one of the most welcomed upgrades is the installation of a concrete floor, benches and work spaces in the large green shed, which has allowed for the men's shed project to thrive. Thanks goes out to one of our team members, Mrs Lou Packer who initiated the concept of a men's shed and works tirelessly to support any interested client to complete many and varied woodwork projects. The shed is an absolute hive of activity between the projects being completed, the friendly BBQs, trivia games and general camaraderie that occurs in this location. This activity is a testament to both the quality of staff and clients as everyone loves to get involved, share their skills and assist one another.

Anyone familiar with the Reserve Road property will appreciate that internet provision at the site has been a long-standing concern for both staff and clients. The instability and, at times, lack of internet access was considered a weakness

and limited the ability to ensure we are able to create a resilient organisation. The physical location of the premises created many difficulties in securing a stable, reliable internet connection. However, after much research and many trials (some of which failed), and with the assistance of the wonderful team at Sydney ICT, we have been able to install satellite internet known as Starlink. This installation has generated a fantastic outcome with a strong, fast and reliable internet connection now available. In doing so, we have mitigated all risks around connectivity, ensuring a resilient organisation was achieved.





EVENTS

Families and friends are incredibly important to our clients, so we love to celebrate this. As such, we enjoyed many family days throughout the year. In late November 2022, we had the largest attendance at a Christmas function ever, despite the event starting with a heavy downpour of rain. Many thanks to all who attended and made it a fantastic day for our clients. At the time, we shared delicious food and coffee from local food truck companies, great music, misting tents and great company. Additionally, we also hosted a lovely family day in May where we enjoyed a lovely BBQ, some yard games, great music and, most importantly, even better company.

At NHFH we are very fortunate to have the support of many wonderful businesses and organisations. We extend a massive and sincere thanks to Hollywood Tattoos in Richmond who very generously and, unbeknown to us, ran a fundraising day where their staff kindly donated their time to complete tattoos for the public. As a result, they made a very generous donation of \$6,000. This money was utilised to provide the clients with a phenomenal experience of African Drumming, which is an experience our clients had never had and potentially would never have had without this kind donation.



THANK YOU

We extend a sincere thanks to our many supporters:

- › Windsor Rotary
- › Crown Plaza Windsor
- › Hawkesbury Race Club
- › Harmony Radio
- › Hollywood Tattoos
- › Pinnacle Office Supplies
- › Commonwealth Bank
- › Danny Hopkins Plumbing
- › LMF Electrical
- › Urban Bespoke Homes
- › LewCon Air Conditions
- › Blooms Chemist Richmond
- › Good Price Pharmacy McGraths Hill
- › Fire Protection Specialists
- › Windsor Auto Group
- › Richmond Uniting Church
- › Kuschert Painting Services
- › Sydney ICT
- › Brilliant Logic

May I finish by extending our thanks to all our members, family and friends and wish you all the very best.

I hope you enjoy seeing a snapshot of yet another fantastic year at NHFH.



Annette Allen
CEO





RESERVE ROAD

Reserve Road has had a busy 12 months with clients achieving goals and the implementation of new activities like the workshop.

The large paddock on the corner of the property has been fenced allowing for more space for the farm animals and some new additions - Nigerian dwarf goats will soon call the farm home.

Unfortunately, NHFH recently lost Bessie the horse after she passed away of old age. Bessie was a much-loved member of NHFH and helped clients to develop animal care skills for many years.

A standout event at Reserve Road this year was the spring high tea. Clients all helped decorate and prepare yummy treats for their family and friends.

Reserve Road were proud winners of the NHFH R U OK? Day trifle making competition, with the men in the cottages taking out the prize.

Reserve Road had a significant client achievement these past 12 months with Brian gaining supported employment. This has been a goal of Brian's for quite some time now.

Brian was very happy to start working again and has been a model employee since joining Thorndale Industries where he does packaging and recycling. This position has been perfect for Brian who is an avid recycler. Working has helped to keep him physically active and maintain a daily structure.

In February 2023, Reserve Road welcomed Karl Ranger. Karl had previously been living with family before his diagnosis of early-onset dementia. He has transitioned into supported accommodation extremely well, enjoying the Bill and Lola walk as well as tending to the care of the farm animals.

Karl's favourite activity is bushwalking and exploring all the local trails and lookouts. Karl likes to assist with cleaning and household duties, which helps to keep him as independent as possible and maintain his daily living skills.



Reserve Road also welcomed Norman Bottle in January 2023. He has come along in leaps and bounds since he first moved to Reserve Road. Having grown up on a farm, Norman loves the farm life and has a certificate in horticulture which has been put to good use with his very own raised garden bed behind the cottage where he lives. Norman is growing vegetables that he is excited to share with all houses at Reserve Road.

Having struggled with weight gain in recent years, Norman has been able to lose 12 kilograms since joining NHFH due to his active lifestyle of gardening and woodwork projects. He is currently working on a coffee table. He has also been attending the secret garden where he does potting. He is looking to find even more local gardening projects to become involved in.

Further, Norman has learned to make yummy pancakes from scratch. He likes to have his treats but has also been making excellent choices with his diet and eating lots of fresh fruits and veggies.

Norman has a wealth of knowledge and likes to share this with everyone he meets, educating fellow residents and staff members on all things horticulture.



Bradley Barnes
Site Manager

BOSWORTH STREET



Bosworth Street has been an eventful site over the past year. We saw Matt, Jake and Joy move on to other sites in NHFH, and have welcomed Glenn, Hazel and a new client in Rebecca.

Our Villa Coordinators, Hannah and Kylie, have been mainstays over the year. They utilised their knowledge, planning and creativity to set up the site for plenty of memory making activities.

In the back half of 2022, we enjoyed several exciting events including a family lunch at Crown Plaza, a visit to the Grounds of Alexandria for the Alice in Wonderland event, Robert honing his skills in the kitchen and Colin and Paul enjoying local events on the weekends. We had a friendly competition between the villas on Halloween to see who could decorate the spookiest, with Villa A coming out on top. In November, the group went to Sculptures by the Sea. Colin went on a P&O cruise, which he absolutely loved. We built a scarecrow and celebrated Christmas.

Into 2023, we continued to attend local events every weekend. Hazel and Ward went to Raging Waters in Western Sydney. Hazel, Gareth and Ward went sailing, everyone went to the Hawkesbury Show, Vicki joined me at a fundraising race-day at Clarendon, Robert enjoyed weekly 1:1 adventures, Hazel and Shane attended the ANZAC Dawn Service and Ward visited his father and the theme parks in Queensland with Hannah and Grace. Glenn and I got to go to the new Allianz Stadium in

Sydney to watch the Panthers crush the Roosters. Glenn played tennis again, everyone enjoyed a trip along the Nepean River on the Nepean Belle using the funds raised through Return and Earn and we finished off June with a site painting afternoon.

We have celebrated plenty of birthdays, with the notable mention of Robert's 50th back in August (2022).

We have residents who are still actively working in supported employment, and others who are regularly attending day programs for community and social participation. Vicki, Colin and Shane have continued their weekly Cook and Connect Program.

Many of the clients at Bosworth Street have been focusing on their health and fitness. Rob and Rebecca can often be seen walking around the block, with Colin walking to the local shops. Vicki, Glenn and Hazel have exercise physiologists who visit them through their NDIS plans, whilst Gareth and Ward regularly go to the gym and swimming pool for their exercise fix. We have also had the continued focus on independence, particularly through activities of daily living. Shane has been washing the cars and Colin keeping the lawns looking good. John has rolled up his sleeves and got in the garden, Robert and Ward have improved their shopping skills and Hazel has been vacuuming her home.



REBECCA

After a short term stay in February 2023, Rebecca Korzeniowski moved to NHFH (Bosworth Street) in March 2023. Rebecca joined Villa A with fellow female residents.

Rebecca transitioned from a previous group home in the Hills to Richmond in order to be closer to family, and receive high quality person-centred support from the team at Bosworth Street. With the support of her Villa Coordinator Kylie, Rebecca transitioned to new resources within her new local community including doctors, swimming and a day program.

Rebecca loves her day program, which she has been attending three days per week in Penrith. There she is able to make friends and socialise, whilst participating in a range of activities. Rebecca has other goals too, such as exercise and weight loss, which she works on with staff through activities like walking around the block, using the at home exercise equipment and attending aqua aerobics locally on Thursday nights. Rebecca also enjoys art and craft, movies and going to shows and musicals.

ROBERT

Robert has been a resident at Bosworth Street since 2018. In 2022/2023, Robert's Community Participation funding in his NDIS plan was utilised in a different way, where Robert now spends his Tuesday's receiving four hours of 1:1 funding from a NHFH support worker. Each week, Robert is able to choose what he does, making his activities much more enjoyable and meaningful to him.

Robert's choices included going to Bondi Beach and Bare Island with Grace, rock climbing and Sydney Zoo with Tameekah, and doing the Penrith Lakes walk with Eve.

Being able to deliver person-centred support means that clients feel a greater sense of self, positive moods and autonomy in their life. For Robert, his mood has relaxed as he is able to do something he is interested in.



Sam Clenton
Site Manager

378 WINDSOR STREET

The clients at 378 recently celebrated eight years since moving into their beautiful new homes in Richmond. Time was spent reminiscing about life at the farm and how much their lives have changed for the better living here.

Peter has been to many different places over the year including Thirlmere to see the 6040-steam train, Wisemans Ferry and Warragamba Dam to name a few. Peter has also been supported to explore his interests by visiting car and truck shows. Peter likes to go to the local pub to play a game of pool and enjoy a nice burger and chips.

The clients at 378 are taking charge of their health and are often seen walking and exercising around Richmond. Tony has joined the gym and has fun working out while taking care of his health.

Ali is supported to attend his fortnightly harp lesson and also loves to go to the libraries in Penrith and Windsor and enjoys having lunch at the cafe.

Joseph is loving his day program at Castle Hill where he does various activities. He is hoping to secure employment there for a couple of days a week in the new year! Joe enjoys spending time going on a bushwalk, SPD bowling and other fun activities for his 1:1s and continues to be a part of the Windsor Bowling League.



55 WINDSOR STREET

Windsor Street Site 55 is always evolving and this year has been no exception with the clients joining in on group activities while supporting each other within the community. The Windsor Street Site has always been a beautiful site with both our wonderful clients and staff members maintaining the Villas and the gardens. Ziggy especially does, assisting staff with the upkeep of the property being very much his specialty. Each and every client at 55 have different personalities and interests. As support workers, we help them to identify their likes and dislikes to promote not only independence, but also skills that help them integrate in the community.



JAKE

Jake moved into 55 Windsor Street back in August 2022, he is now working four days a week, which helps to promote independence and autonomy over the services he decides to take part in. Jake has blossomed since the move and has shown staff and his peers how helpful, fun and friendly he can be.



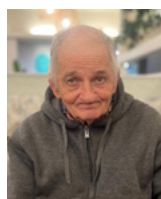
BENJAMIN

Ben is certainly having a lot of fun with his 1:1 activity where he is trying out new things, exploring different areas, deciding where he would like to return and what he is happy to tick off his bucket list.



**DOUGLAS &
DENIS**

Douglas and Denis have both returned to Koori Art with some rock art on the cards for their first day back. After having two weeks off, they were eager to get back. Denis is really enjoying being retired, spending his time relaxing or going out into the community with his housemates. Denis recently celebrated his 70th birthday by heading to the local RSL Club for some dinner accompanied by staff.



KEITH

Keith has been doing very well with his job, he has recently received an award for 20 years of service which is such a special achievement. Keith has recently expressed to me that he would like to do more arts and craft activities in his spare time. The staff will support Keith to achieve these goals. Keith has agreed that his first project will be to master some Halloween and Christmas decorations. Keith has big plans for his 75th birthday this year, he is hoping to celebrate with all of his housemates and enjoy some cake at a small get together.



Georgia Sheridan
Site Manager

LADIES OF NHFH

Across 2022/2023, NHFH have broken through the glass ceiling with their continued efforts to take on female residents.

Vicki has spent the past year at Bosworth Street, whilst Joy started the year at Bosworth and moved to Reserve Road. Hazel, Vanessa, and Rebecca have all lived at Bosworth Street in the past year. Sue-Ellen moved to NHFH in March 2021 after being diagnosed with early-onset dementia, meaning this financial year NHFH have supported a total of six female clients.

NHFH was established as an all-boys home some 60+ years ago, but through the years, and particularly the introduction of the NDIS, change in the industry has continued. This change has given clients and their families choice on where to live and what support they receive.

In the early days, Sue-Ellen enjoyed gardening and has her own gardens. Since the dementia has progressed, Sue-Ellen has started music therapy which helps her to relax and regulates her mood. Sue-Ellen still enjoys outings, including visits to the hairdresser, and also enjoys pampering sessions with staff including nail painting and massages. She enjoys the peaceful surroundings and serenity at the farm and can often be seen soaking in the sun and enjoying the fresh air.

Having females enter Bosworth Street has presented fresh opportunities and challenges for the organisation. In the beginning at Bosworth Street, we had an opportunity to group the ladies together in Villa A. At times, this worked a treat. They shared common interests and goals in the activities they wanted to participate in, and even television shows they watched. They enjoy accessing the community for local events and

markets. The afternoons in particular would be characterised by lots of laughter in the common space. They taught each other skills – Hazel gained skills in turn taking/sharing with common spaces/items, Vicki expanded her confidence and is spending much more time outside of her bedroom, and Rebecca learnt structure in her routine, particularly in the mornings, through modelling from her housemates. There was an aura of creativity in the delivery of supports from staff, to maximise the outcomes with these residents. Unlike a lot of New Haven Farm residents, who have developed routines and expectations over a long period of time, these ladies are generally novel to the world of group homes for people with disabilities. Simply, it is their “home”, and we are supporting them each day in their home, however that works for the individual.

As we learnt more, a simple fact rang true – people are more than just their assigned gender, so in May (2023) we were able to plan, present, discuss and then reshuffle some of the client’s homes at Bosworth Street, so that individuals were grouped with others who were most compatible with them. This resulted in two mixed gendered homes, which for many was the first experience outside of the family home living with the opposite gender. However, we have seen great domestic relationships form between clients built on shared experiences and respect.

It has been great to have the opportunity to introduce these new female clients, and support their lives at New Haven Farm. The learnings we can all gain from looking through different perspectives has been enjoyable and treasured.





THE WORKSHOP

The NHFH workshop has been a big hit with all the residents since the project was started in late 2022.

The existing green sheds at Reserve Road were transformed to make a larger space. It had previously been one bay where Stephen Baynham would complete his woodwork projects. Now, the workshop is three bays providing enough area for all NHFH residents to join in. Stephen has taken a lot of satisfaction in helping make this project possible, from constructing the sign to sharing his knowledge of woodwork and building.

Each Sunday everyone is invited to the workshop to complete a different woodwork project as well as themed trivia and bingo games followed by a BBQ lunch.

The workshop is great for morale building and social interaction which improves mental health, lowers the risk of dementia and promotes a sense of safety, belonging and security.

Woodwork projects boost mood and mental sharpness, reduce anxiety and stress along with improving cardiovascular health and fine motor skills.

A special thanks to staff member Lou Packer and resident Stephen Baynham for their dedication and hard work in not only kickstarting the project, but also for the ongoing support in keeping the workshop in operation.



STAFF FEATURES



COREY SILK

At NHFH (NHFH), one man has been a silent guardian of the greenery, shaping the spaces where clients find solace and joy. Corey, Reserve Road's groundsman, has nurtured NHFH's landscapes for 15 years, making an indelible mark on the organisation.

When asked about the most rewarding aspect of working at NHFH, Corey believes it's not just about maintaining the grounds; it's the atmosphere, the clients, the managers, and the staff that make NHFH exceptional. Corey cherishes the opportunity to create spaces that clients can enjoy, contributing to their wellbeing and happiness.

Corey brought with him to the role a qualification in arboriculture. Recognising Corey's unwavering dedication over the years, NHFH sponsored him to obtain his Cert III in Horticulture to complement the skills he's mastered tending to gardens, grounds, and lawns.

Reflecting on the profession's changes over 15 years, Corey acknowledges the evolution of NHFH. He witnessed the hostel's existence in

the early days, with the Richmond site yet to be built. One of the most memorable moments of Corey's journey takes him back to the early days when clients would join him in mowing and gardening. The transformation of the NHFH space, from dusty and bare to vibrant and green, is a source of immense pride for Corey.

The heart of Corey's story lies in his longstanding service to NHFH. NHFH was initially a temporary haven for Corey, a helping hand to lift him out of a rut. Little did he know that this temporary role would become a lifelong passion. His connection with the clients and the land kept him tethered to NHFH for well over a decade. Corey has gained a deeper understanding of the disabled community and says his role has given him the privilege of breaking down barriers and fostering inclusivity.

Outside of work, Corey enjoys spending time with his young children. He values quality family time and, a greenie at heart, enjoys being out in the great outdoors.



YVONNE (EVE) LEWIS

For over six and a half years, Eve has been a pillar of support at NHFH. Her journey, filled with compassion and dedication, has not only transformed her career but also the lives of those she touches.

As a support worker, Eve's primary mission is to empower NHFH's clients by nurturing their independence. She takes them on crucial daily excursions, from the bank to the grocery store, ensuring they receive their medications and the assistance they require throughout the day.

Eve's career has been a remarkable progression that mirrors her commitment to making a positive impact. Having been in Australia for 12 years, she initially began her journey in Wales as a support worker. Upon arriving to Australia, she delved into early childcare. However, her heart brought her back to her role as a support worker, where she thrived in the diverse and dynamic community setting.

When asked about her most rewarding moments at NHFH, Eve speaks with a warm smile. She shares that many of the clients have no family, and a simple conversation or a moment of shared time can hold immeasurable

significance. The essence of her role lies in spending quality time with the clients, listening to them and fostering connections.

In the realm of memorable moments, Eve's stories are endless. She vividly recalls a car trip mirroring James Corden's Carpool Karaoke, where three clients enjoyed an impromptu singalong.

Eve's encouragement for those contemplating a career in the disability sector is wholehearted. She highly recommends it, emphasising the importance of empathy and sympathy. She underscores that what may seem clear-cut to the rest of us can be quite different for the clients. Adaptation and not taking things personally are vital skills in this line of work.

Beyond her work, Eve's life is enriched by her love for reading and long walks. Her seven grandchildren, ranging from the tender age of two up to 12, keep her thoroughly engaged. Family is her sanctuary, and the time she spends with her loved ones is the most precious. Though her busy life leaves little room for hobbies, she cherishes moments with friends over coffee or a glass of wine.



GLENN DEVERY

Glenn's story is a testament to the transformative power of a career in the disability sector and the joy of embracing newfound passions.

Over the years, Glenn has been an indispensable part of NHFH. His journey, however, has seen its share of twists and turns. Nine years ago, he embarked on his NHFH adventure, only to take a hiatus for four years before returning five years ago.

Although Glenn is a chef by trade, he has worked in the disability sector for almost four decades. His background as a chef has equipped him with a unique skill set that complements his current role as Disability Support Worker. Drawing on his diverse expertise, Glenn now holds a Cert IV in Disability.

When asked about the most rewarding aspect of his role at NHFH, Glenn says it's being an integral part of his clients' daily lives. Many of the clients share his age, so he enjoys making them feel like they're just hanging out with a mate. Glenn values the fine balance between setting boundaries and keeping things real. He knows the importance of establishing trust and genuine connections.

Glenn's journey has seen the disability sector evolve remarkably since his introduction to it in Queensland in the 80s. He recalls picking up clients in an unregistered 2-seater Kombi, a far cry from the modern industry standards of today.

Glenn has witnessed NHFH's incredible transformation from an institution to the current independent living environment – a change he considers a significant improvement. One of Glenn's favourite memories is linked to the demolition of the institution. Watching it crumble to the ground was a symbol of progress and a brighter future. During the demolition, around 30 of the clients and staff went up to the Central Coast and stayed in a resort before relocating. Glenn says it was the most fun they've had.

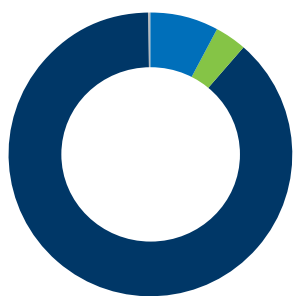
Glenn's admiration for his team is evident. He notes the presence of young people in the industry who astound him with their intelligence and skill. The evolving landscape of the disability sector has brought about a new generation of support workers who are exceptionally talented.

Outside of work, Glenn spends time with his furry companion, Basil, a white Maltese terrier with a knack for singing 'Happy Birthday'. Glenn recently ventured into the world of music, picking up a guitar he bought for his 61st birthday. He believes that music is a potent tool in the disability sector and is committed to mastering it.

Glenn's inspiration for learning the guitar came from a NHFH client, Gareth. Gareth is legally blind yet is an incredible guitar-playing talent. In Gareth's ability, Glenn found the motivation to embrace music and defy age-related limitations. He says he's in the industry where there is no such thing as 'cannot'. You've just got to apply yourself.

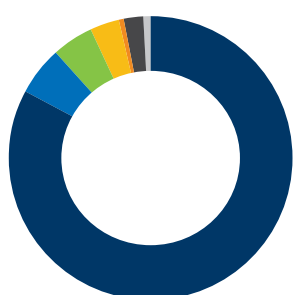
FINANCIAL SUMMARY

Total Incoming Resources



Service Revenue	\$9,728,956	88.4%
Rent & Lodging	\$862,454	7.8%
Other Revenue	\$371,325	3.4%
Donations	\$8,650	0.1%
Interest	\$21,848	0.2%
Profit On Sale Of Fixed Assets	\$12,510	0.1%
Total	\$11,005,743	100%

Total Outgoing Resources



Employment Costs	\$7,903,924	82.8%
Administration	\$537,859	5.6%
Depreciation	\$462,035	4.8%
Residents' Expenses	\$316,916	3.3%
Motor Vehicle Expenses	\$66,705	0.7%
Property Expenses	\$205,988	2.2%
Interest	\$57,952	0.6%
Total	\$9,551,379	100%

BALANCE SHEET

Assets	2023	2022
Current Assets	\$4,678,546	\$2,998,135
Non-Current Assets	\$13,235,023	\$13,555,547
Total	\$17,913,569	\$16,553,682

Liabilities	2023	2022
Current Liabilities	\$1,165,211	\$1,180,996
Non-Current Liabilities	\$1,259,193	\$1,337,885
Total	\$2,424,404	\$2,518,881

Net Assets	\$15,489,165	\$14,034,801
Total Equity	\$15,489,165	\$14,034,801

BOARD OF GOVERNANCE



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Joan Fernando
Treasurer



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Rob Ewin
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