



NEW HAVEN
FARM HOME



ANNUAL REPORT

2024/2025



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CEO REPORT



Annette Allen, CEO

As we close the books on the 2024/25 financial year, I am pleased to present this CEO's report—a look back at a year defined by resilience, growth, and continued dedication to our mission.

Over the past twelve months, our work in the disability sector has unfolded amid dynamic market conditions, ongoing technological innovation, and evolving policy landscapes.

Despite these complexities, our organisation has demonstrated an unwavering commitment to its mission, achieving significant milestones while laying a robust foundation for sustainable future growth.

Our progress this year has been underpinned by the diligent leadership of our Board of Directors, chaired by Mr Warren Chalker. Their guidance ensured our decisions always aligned with our vision and values, and client wellbeing remained our priority. I'd like to thank Mr Warren Chalker, Mrs Joan Fernando (Treasurer), and Directors Kim Ford, Robertson Ewin, and Scott Rogan for their invaluable contributions.

New Haven Farm Home has achieved strong financial results, underpinned by disciplined cost management, innovation, and a steadfast focus on our clients. The organisation recorded a total income of \$12 742 218 with a surplus of \$1 725 548 for the 2024/25 year.

A summary of our financial reports are included later within this report. A complete copy of the financial report is published on the organisation's website for your reference.

As of 30 June 2025, the organisation was supporting a total of 41 clients, both male and female in a combination of Supported Independent Living, Specialised Disability Accommodation, Community Participation and Disability Support for Older Australians funding programs. It has been inspiring to witness our clients achieve personal milestones over the last 12 months, be it partaking in activities they enjoy, maintaining or securing employment, gaining and developing skills... the list is endless. Throughout this report you will have an opportunity to share in just some of our client achievements.

In October and November 2024, New Haven Farm Home undertook and successfully completed a comprehensive audit process under the National Disability Insurance Scheme (NDIS). This achievement reflects the organisation's ongoing commitment to maintaining high standards in service provision and regulatory compliance.



Over the past year, the organisation has made notable strides in its strategic initiatives. Although progress has sometimes been slower than hoped, important milestones have been reached in expanding our Supported Independent Living services at Reserve Road. This has included months of obtaining essential reports—covering areas such as waste and stormwater management, fire safety, surveys, and utility locations—as well as making necessary revisions to our original plans based on these findings. We are pleased to report that the development application has now been accepted by Hawkesbury City Council, and local feedback is currently being reviewed by the council, with a response expected soon. In anticipation of the new homes, landscape improvements have already been completed to provide future clients with optimal views and to enhance the aesthetic appeal of the site.

New Haven Farm Home has played an instrumental role in assisting families to navigate the complexities of the NDIS system, resulting in positive outcomes for clients. The organisation has facilitated successful transitions for clients from home environments

into its services, as well as transitions between services when necessary. In addition, families have been supported to secure appropriate funding to meet each client's unique needs. Where changes to funding have been required, New Haven Farm Home has advocated on behalf of clients and their families to ensure ongoing, tailored support.

New Haven Farm Home acknowledges the vital role that Disability Support Workers play in the success of the organisation. To support and empower our staff, a strategic emphasis has been placed on ongoing professional development and recognition. Staff benefit from a variety of initiatives designed to promote wellbeing and foster a sense of belonging.

Accessible, confidential counselling services are offered to all employees at no cost, ensuring staff have the necessary support to thrive both professionally and personally. In addition, regular training opportunities are provided, further strengthening the team's skills and capacity to deliver exceptional client support.



In recognition of this milestone, significant efforts have been devoted to refreshing and maintaining our properties across all sites. These improvements have focused on tasks such as upgrading fencing, repainting interiors, and enhancing access points. Each initiative has been undertaken with the goal of ensuring our homes remain both functional and visually appealing, so that we continue to provide our clients with environments of exceptional quality and comfort.

Recognising the organisation's growth and the increasing need for functional spaces, particular attention was given to the Administration Building. Previously, the layout was not suitable for hosting large staff gatherings, meetings, or training sessions. To address this, significant renovations were undertaken, resulting in the creation of a spacious, open-plan area. This improvement now allows all staff to come together comfortably for events and meetings, while maintaining the original footprint of the building.

Ensuring the safety of every individual on site remains a top priority. In pursuit of this goal, comprehensive upgrades have been made to our CCTV systems across all locations. These improvements were carefully planned and executed with a steadfast commitment to maintaining client privacy while providing robust coverage throughout our facilities.

The enhanced CCTV infrastructure enables heightened awareness of site activity, increases the overall level of safety, and allows for prompt response to any incidents. We have taken great care to balance the need for security with respect for client confidentiality, ensuring all monitoring practices are discreet and appropriate.

Employee achievements are celebrated across multiple areas, including attendance and performance, through formal recognition and awards programs. Demonstrating appreciation for staff efforts helps cultivate a positive and motivated workplace culture. Team bonding activities such as R U OK day, Australia Day Events and Town Hall meetings offer further opportunities for staff to connect, share experiences, and build mutual support.

By investing in staff development, New Haven Farm Home ensures its team remains engaged, valued, and prepared to meet the evolving needs of clients with excellence.

2025 marks the tenth anniversary of the Stronger2gether redevelopment program, which brought about the creation of the group homes—excluding Bosworth Street—that serve as the foundation of our residential services today.



By continually reviewing and refining our safety measures, the organisation demonstrates its ongoing dedication to safeguarding all who live, work, and visit our properties.

Building on previous efforts to integrate solar energy across the organisation, New Haven Farm Home is progressively upgrading its vehicle fleet with a focus on sustainability. When a vehicle is due for replacement, the organisation is opting for electric alternatives. Currently, two vehicles within the fleet are electric, enabling the organisation to maximise the benefits of its solar energy system by using it to charge these vehicles. This transition not only supports environmental objectives but also helps to reduce ongoing vehicle operating costs.

Ensuring that New Haven Farm Home continues to honour its proud history, the Freemans Reach site remains a warm and inviting space for all who visit. Recent upgrades to the pool area have improved accessibility, making movement in and around the space easier for everyone. Complementing these enhancements, the outdoor BBQ area has been fully completed and now provides a comfortable and well-equipped outdoor kitchen, ideal for gatherings and family visits.



These communal areas are available to any family wishing to spend quality time with loved ones in a welcoming environment. Further enriching the site's atmosphere, the addition of a lamb born onsite last December highlights the ongoing connection to the property's rural character and spirit.

Looking ahead, our strategic plan for 2025–2028 positions us to build upon the strong foundation we have established. Guided by the insights of our clients, staff, and stakeholders, this plan is designed to enhance the quality and reach of our support and services. By expanding our Supported Independent Living Services, investing in workforce development, embracing innovation, and extending our impact, we aim to create even greater opportunities for our clients. These priorities will ensure that our organisation not only sustains its achievements but continues to evolve and lead with purpose into the future.

Please don't hesitate to reach out at any time should you have an interest in supporting New Haven Farm Home in anyway be it as a volunteer, a member of the organisation or as a Director on the Board.

I would like to express my deepest gratitude to our dedicated employees, whose passion and commitment drive our success every day. To our clients, thank you for your loyalty and trust in our organisation. And to the Board of Directors, your guidance and stewardship have been invaluable.

In closing, FY 2024/25 has been a transformative year—one in which we have strengthened our position, delivered outstanding results, and created a platform for future growth. I am confident that, together, we will continue to thrive in the years to come.

Best wishes

Annette



CHAIRMAN'S REPORT

I am delighted to present my Chairman's report for the year ended 30 June 2025. The past year has been a great year for New Haven Farm Home (NHFH) and the residents.



Warren Chalker,
Chairman

It is hard to believe that it is now 10 years since NHFH was redeveloped into the home model that it is today. My gratitude to the instigators and visionaries that made this all happen. The main drivers of this was the late Mr Ian Graham and his committee. Special mention also goes Mr Charlie Caruana who spent many days and hours making this project succeed. NHFH has marked the occasion with small celebrations at each of the sites.

Obviously the success of the homes and the subsequent wellbeing of all our residents, is essentially due to the major funding NHFH receives from the NDIS. NHFH is an outstanding example of what the NDIS can do for those who qualify for support, and is a shining example of what can be achieved from hard work and genuine care.

The rorts and illegal activities of people around the NDIS funding is hurtful and tends to tarnish everyone in the disability support sector. Hopefully the current NDIS Ministers Mr Mark Butler and Mrs Jenny

McAllister can make a difference and eliminate the illegal activities and rorts.

When we talk about the success of NHFH I am in no doubt it is because of our wonderful team of workers. They are ably lead by Annette Allen and her senior executive including Matt Lebrock , Erica Regan, and Kylie Montgomery.

Without their amazing leadership and inputs NHFH would not be as successful and a place to which people with a disability are wanting to live. I and the other members of our Board wish to express our sincere gratitude and thanks for everything that you all do.

To the members of the team who help look after all our residents in such a wonderful and safe environment we also wish to pass on our gratitude and thanks.

As at 30 June 2025 we had 41 residents living their best lives at NHFH. There are currently no vacancies, but we do have a short waiting list for future residents.



We currently have 82 employees who are employed either full time or permanent part time. We also have a number of casuals who we can call upon when necessary. The average age of all our employees is 39, and most people have been working with NHFH for a minimum of 179 weeks (which is almost 3.5 years). This is indeed a testament to the hard work of our recruitment team and

the equally hard work of their leader Erica Regan. It also indicates that NHFH is definitely a place where people want to work and establish a long term work and career path.

NHFH has had a number of family functions during the past twelve months. The Christmas Party was well attended, as was the Easter Fun day. The best thing about these days, are the residents spending time with family



& friends and having a great time overall. The weather has been kind to us as well this year, making the events even more enjoyable. A big thank you to everyone who attended and also the organising team at NHFH.

The Ian Graham NHFH service award was awarded to Sam Clenton at our last AGM. He was a very worthy recipient and was most shocked and expressed great gratitude for this honour. The award will be given each year and the perpetual trophy will be presented to the winner by Ian's family. If you would like to nominate a person for this award, simply contact Annette at NHFH and she will assist you with the nomination process.

NHFH continues to maintain a strong financial position, reporting a surplus of \$1,725,548 for the year after depreciation of \$552,540. As at 30 June 2025 our balance sheet shows NHFH net assets are valued at \$19,931,872 including cash balances of \$6,083,122.

I want to personally thank my fellow board members for their support and assistance over the past twelve months. Their commitments and efforts certainly make my role as Chairman much easier. Thank you for everything that you all do.

NHFH continues to progress and thrive from the guidance and efforts of our dedicated team. Annette has done an amazing job leading and guiding the team. Once again thank you to all, for everything that you do.

I offer my personal assurance that the Board of NHFH will continue to support our team at NHFH in every way possible, with the ultimate goal of our residents living their best lives.

On behalf of my family and the NHFH team, I wish to extend very warm wishes to everyone for a Merry Christmas for 2025 and a safe, happy, and prosperous New Year in 2026.





ASM RESTRUCTURE

New Haven Farm Home has recently undertaken a strategic organisational restructure aimed at enhancing leadership capacity and operational efficiency across its sites. This restructure includes the formal removal of the Villa Co-ordinator role and the introduction of the Assistant Site Manager position.

Why the Change Was Made

The Villa Co-ordinator role was originally designed to support a client-centric approach, focusing on individual needs and aspirations. Over time, however, the role expanded to meet broader organisational demands. Following a comprehensive review, it was determined that the role no longer aligned with the organisation's strategic direction.

The Assistant Site Manager role has been introduced to provide direct support to Site Managers, allowing them to focus on innovation, continuous improvement, and strategic planning. Assistant Site Managers will assist with delegated responsibilities and contribute to a stronger leadership structure.

ORGANISATIONAL RESTRUCTURE: TRANSITION FROM VILLA CO- ORDINATOR TO ASSISTANT SITE MANAGER ROLES

Role Responsibilities

Assistant Site Managers are responsible for:

- Staff management and performance resolution
- Comprehensive staff training across business areas
- Roster oversight and optimisation
- Proactive safety issue resolution
- Driving innovation and strategic improvements
- Leading procedural changes

This role is distinct from the Villa Co-ordinator position, with broader responsibilities and a stronger emphasis on strategic alignment and leadership.

Appointments to the New Role

We are pleased to announce the appointment of the following individuals to the newly created Assistant Site Manager positions:

- Abby Wilson
- Schae Satchwell
- Natasha Kallins

These appointments reflect the organisation's commitment to recognising talent and strengthening site-level leadership.



We would like to introduce the Assistant Site Managers to you:



Abby Wilson

55/57 Windsor Street and Reserve Road

Since day one, I have found the Assistant Site Manager role to be an incredibly rewarding experience. Every day brings new challenges and opportunities to grow, and I genuinely love what I do. My background as a Registered Nurse, having graduated university earlier this year, has equipped me with a strong foundation in leadership, communication, and crisis management—skills that translate seamlessly into site operations and team coordination.

I currently work across 55/57 Windsor Street and Reserve Road, where I thrive in a fast-paced environment that demands both strategic thinking and a hands-on approach. Whether it's overseeing daily logistics, supporting staff, or ensuring safety and compliance, I bring a calm, solutions-focused mindset to everything I do.

Outside of work, I'm all about staying active and balanced. You'll often find me weight training, running, or flowing through a Pilates session—movement keeps me grounded and energised. I'm also an avid reader, always chasing stories that spark curiosity or offer fresh perspectives. And at home, I've got my sidekick: Kevin, my gorgeous British Shorthair cat who's got more attitude than most humans I know.



Natasha Kallins

Reserve Road

I feel so grateful to work in such a beautiful setting surrounded by nature, beautiful views, farm animals and an amazing team. What I love most is getting to work closely with both the clients and staff, and the chance to help create an environment where everyone feels comfortable, supported and happy.

I bring a calm, empathetic and compassionate approach to my work, with a strong focus on supporting each client's overall wellbeing and putting a smile on their face every day. With a background in the aged and disability sector, I have a genuine passion for making a difference in people's lives. For me, even the smallest positive impact in someone's day is a success.

Outside of work I love spending time outdoors, snorkelling and being with my animals.

I feel incredibly lucky to be part of such a dedicated team and to share the journeys of our amazing client's and I look forward to the future here!



Schae Satchwell

Bosworth Street

I bring over three years of experience in the disability sector to my role as Assistant Site Manager. I'm passionate about fostering inclusive, welcoming environments where every individual feels respected, valued, and supported. My work is guided by a strong commitment to person-centred care, and I strive to support both clients and staff with empathy, integrity, and professionalism.

What inspires me most is helping people with disabilities pursue their goals and celebrating their achievements along the way. Being part of their journey is incredibly rewarding and reinforces my dedication to this work.

Outside of work, I love spending time at the beach, walking my dogs, and catching up with friends. These moments help me recharge and stay connected to the things I enjoy most.





AWARDS

VALUE AWARDS



Excellence

Finn Cooper

For delivering excellence across all aspects of his role both in the supports that are delivered to clients as well as in his management of staff and operations of the site.

Continuous Improvement

Tameekah Nutall

For displaying significant improvement in her overall commitment to her role and for utilising feedback to significantly improve the support she provides to clients.

Respectfulness

Tina Powell

For her dedication to our clients and her continued efforts to deliver high quality individual support according to a clients desire whilst always striving to improve an individual's daily life.

Working Together

Abby Wilson

For always displaying positivity and being proactive and flexible in her approach to ensure all outcomes are achieved and doing so across a variety of locations and shifts.



SERVICE AWARDS



**5
Years**

**Bradley Barnes
Frida Irungu
Hannah Kessler**

**10
Years**

**Kathy Pawliw
Monique Baker
Lou Packer
Leanne Elliot
Leanne Davey**



IAN GRAHAM AWARD



Sam Clenton

In recognition of your outstanding efforts and dedication to New Haven Farm Home, upholding its values through the delivery of high quality individual supports to its clients along with your management of staff and support of the organisation at large.



EMPLOYEE OF THE QUARTER

To further enhance our workforce development, NHFH values the recognition of significant milestones and achievements of our staff. We are proud to celebrate the following team members as Employees of the Quarter during 2024 and 2025



Stephanie Kiernan

Stephanie is always positive, friendly and helpful to anyone she works with. She does things the right way and it is refreshing to see the way she works.

I very much enjoy working alongside Stephanie, her attention to detail, reliability, and genuine care for clients and colleagues alike has not gone unnoticed. Stephanie often takes the lead in ensuring tasks are completed thoroughly and on time, and she's known for her willingness to train, guide, and uplift others.



Abby Wilson

Abby is an exceptionally dedicated and intelligent team member. She builds strong relationships with both clients and colleagues, demonstrates meticulous attention to detail, and consistently offers her support wherever needed. She is truly an invaluable asset to the organisation.



Rhiarna Payne

Rhiarna is helpful and respectful to all clients and she is consistently putting clients first with no hesitation. I believe she does everything in her reach to help clients meet their full potential, assisting with daily goals and strategies to help set future goals to ensure a fulfilled life.



EVENTS

EASTER



CHRISTMAS





AWARDS NIGHT



LEADERSHIP TRAINING DAY



R U OK? DAY



CLIENT/FAMILY EVENTS



THANK YOU

We would like to extend a sincere thank you to the following people and businesses for your ongoing support:

- Barbara Tarnawski
- Black Marlin Electrical
- Bespoke Homes
- Blooms Chemist
- Brilliant Logic
- Bunnings McGraths Hill
- Coloursmart Solutions
- Commonwealth Bank – Windsor and Richmond
- Daacon Building
- Danny Hopkins Plumbing
- Events Made Easy
- Fire Protection Specialists
- Five Star Septic
- Flooring Xtra
- Good Price Pharmacy
- Grime Free Cleaning
- Hawkesbury Catering Company
- Kuschert's Painting
- LewCon Airconditioners
- North Richmond / Kurrajong Rotary
- Penrith Party Hire
- Penrith Solar
- Pinnacle Office Supplies
- Sciberra's Fresh Produce
- Sydney ICT
- Top Shelf Excavations
- Windsor/Richmond Taxi's





WELCOMING NEW FACES

NATHAN AND KYLE JOIN OUR COMMUNITY

This year, we were delighted to welcome two new clients—Nathan Campbell and Kyle Lambert—into our community. Their arrival has brought fresh energy, new connections, and meaningful opportunities for both staff and fellow clients to grow and engage.

Welcoming Nathan and Kyle has been a highlight of the year. Their transition into our services reflects the dedication of our team and the strength of our person-centred approach. We look forward to continuing to support them as they settle in, pursue their goals, and thrive within our community.



Nathan joined us in July 2024 and quickly became a valued member of our community at Bosworth Street. He is deeply devoted to his faith and family, and brings a warm, engaging presence to everyday life. Nathan enjoys being supported to live independently and never shies away from a friendly chat—his openness and positivity have made him a joy to be around.



Kyle joined us at the start of the new year in 2025, following a series of transition visits. It was a significant milestone for Kyle, marking his first time living away from home. Kyle now calls 55/57 Windsor Street home. He has embraced the change with enthusiasm and confidence, and is an absolute pleasure to be around—full of energy, warmth, and good humour. You'd be hard pressed to find a more loyal Penrith Panthers fan, and his passion for the team is infectious.



RESERVE ROAD

What's Been Happening Around the Site?

It's been a big year at Reserve Road! We've had renovations, new animal arrivals, heartfelt goodbyes, and plenty of celebrations.

- Cottage One, Villa One, and Darrell's bedroom got a makeover with new flooring - thanks to everyone for your patience during the works.
- We have received our new electric vehicle – the Mifa! This is very exciting for the clients of Villa One who cannot wait to take a trip in it.
- We said goodbye to 9 of our chickens due to an unfortunate fox attack. Our final chicken is doing well and has made great friends with our cat, Adam!
- Our sheep and cows are doing very well! The clients continue to enjoy feeding and tending to them
- We've recently had multiple visits by a big family of kangaroos in our back paddock – so keep an eye out next time you are on-site and you might have a surprise.

Resident Highlights

Our residents have had a fantastic year full of achievements and adventures:

- Darrell took home first prize (again!) at the Hawkesbury Show for his chocolate cake.



- Stephen impressed the judges yet again with his woodworking and earned a “highly commended” award. Stephen has some big ideas on his future projects for his woodworking shed.
- John finally got to enjoy his 90s-themed cruise and is now planning a trip to New Zealand!
- Karl had a blast paddle boating and cheering at the horse races. Karl has a weekend away planned for a trip on the Central Coast which will be fantastic.



- Ronald, Ian and Harry have been loving their monthly events at Penrith Panthers. They've had a ball whether it's been an Elvis tribute show, or a John Farnham one. There has been lots of dancing with all the music in the air!



- Norman has continued to hone in on his woodworking skills as well – creating multiple bench seats/chairs for around the site. It's great to see his creative juices flow and to see his hard work come to life.

Events & Celebrations

We've had some brilliant moments together:

- Spring High Tea was a hit. The residents decorated and baked for their guests.
- R U OK Day saw our cottages win the trifle competition (go team!).
- Harmony Day was full of orange outfits and meaningful chats and games amongst the clients.
- As mentioned earlier, the Elvis Tribute Show had everyone singing and dancing. This has been a big hit across the sites with multiple clients attending.
- Our annual Christmas party was also a hit – Our clients look forward to catching up with all their families and friends during this time period

Looking Ahead

With our animals, expanded activities, and a strong team, we're excited for what's next. The workshop is buzzing, the paddock is lively, and our community is stronger than ever.



Finn

Site Manager

Hi, I'm Finn – Site Manager at Reserve Road.

I joined the Reserve Road team in April and have felt right at home ever since. It's a truly beautiful location, and I'm proud to be part of it.

Prior to this role, I managed services at 55 Windsor Street and 378 Windsor Street. I've worked in the disability sector for nearly seven years, across a range of roles including day programs, support coordination, and accommodation services. I completed my Certificate IV in Disability Support in 2019, during which I also volunteered to gain hands-on experience.

I'm passionate about problem-solving and take a person-centred approach to build strong rapport and trust with the people I support.

Outside of work, I stay active through weightlifting, hiking, and training in Brazilian Jiu Jitsu – a discipline I've been committed to for over five years. When I'm not on the mats or exploring nature, I've been enjoying creative pursuits like painting and drawing, with a particular interest in abstract expressionism.



BOSWORTH STREET

The Bosworth Street site continues to thrive in 2024/25, remaining a vibrant hub of activity and connection. Our clients have once again shown incredible enthusiasm and commitment to their work, programs, and daily routines, it's truly remarkable how much we accomplish together. We remain dedicated to supporting our clients in developing and maintaining essential daily living skills. These skills ranging from cooking and money management to domestic and social abilities are tailored to everyone's interests and strengths. This personalised approach fosters independence and enhances long-term well-being.

Bosworth Street started in 2024/2025 year with 11 clients, but it only took eleven days for us to officially welcome our newest client, 35-year-old Nathan to Site. Nathan joined housemates Rebecca, Ward, and Colin in Villa A. Nathan attends day program with Hazel. He loves his Nescafe Blend 43 coffee in the morning, he has very strong family values, and many interests he loves sharing including cooking, lawn bowls, and medical studies.

Some highlights of our clients include:

- Ward went to a few shows at the Opera House.
- Colin meals on wheels volunteer celebrations (high tea, appreciation certificates).
- Regular visits to the farm for activities including woodwork, craft, BBQs, and swimming,

- The Olympic Challenge with photos and activities.



- Vicki and Hazel have continued going to the Sydney zoo.



- We all enjoyed the annual Hawkesbury Show, with clients attending over the three days.
- Ward, Shane and Gareth continue their supported employment, meanwhile Hazel, Nathan, Rebecca, Robert, Paul and John have continued with various day program activities to keep themselves busy through the week.

- Rebecca, Paul, Robert and Colin continue with the league bowling each Saturday in Windsor.



- Shane, Vicki and Colin continued their cooking class, moving from Lawson to Jordan Springs in 2025.
- Ward and Gareth have continued their music lessons. In late 2024 their Kingswood classes closed up, so they moved to a new class in Windsor.
- Gareth and John continue to participate in drama performance group.
- We have celebrated birthdays, Christmas, and Easter in the best way possible.
- Colin went to Gold Coast in June 2025 for a holiday to the theme parks.

On site, we have upgraded one of our vehicles to a fully electric van. We have also installed a second gate and security cameras for extra safety for all individuals on-site.

Villa Coordinators were shuffled around early in the financial year, which saw the promotion of Schae Satchwell to Villa Coordinator (and later to Assistant Site Manager). Schae has been a great addition to Bosworth Street. Whilst already familiar with client routines, particularly of an



Sam

Site Manager

I'm Sam, the Site Manager at Bosworth Street, where I have been for the past 3 years. Before that, I had different roles at both Reserve Road and 378 Windsor Street. My day-to-day is all about making sure the team is supported and resourced appropriately, the site is safe, and the clients are being challenged to learn and grow. I enjoy the challenge of juggling logistics, people, and progress—it keeps me on my toes and makes every day very different.

Outside of work, I love playing soccer. It's a great way to stay active, clear my head, and enjoy some friendly competition with friends. This winter season that just recently finished, we won the grand final, which was just my second time in 20-something years of playing.

afternoon, Schae has streamlined processes to be more efficient and incorporated each person's preferences and goals into their weekly activities, both at home and in the community.

We said goodbye to Rebecca in May 2025, who moved to a home closer to her parents.



378 WINDSOR STREET

Hello Everyone,

Welcome to 378, where we take pride in being a vibrant and supportive community you can call home. Here, growth, joy, and unforgettable experiences are at the core of everything we do. Over the past year, we've witnessed remarkable progress, enjoyed delightful outings, and celebrated special events that have brought us even closer together. This is a beautiful home set in the heart of Richmond, and we are committed to ensuring it remains a place of comfort, warmth, and cherished memories.

We look forward to another year filled with joy, growth, and treasured moments at 378.



One of the highlights of our year was welcoming a new resident, Pasquale "Percy" Virtu. Percy has settled in beautifully, finding comfort in our peaceful home and warmth among his fellow residents. We're thrilled to be just a stone's throw away from his family—his wife Robyn and grandson. Percy has truly

made a mark on our community, especially on Tuesdays, his designated "cooking day," when he shares his favorite recipes with the staff and lends a helping hand throughout the week. His passion for cooking is evident and has been a wonderful addition to our home.



Joseph has also embraced a wonderful new rhythm this year. He's thriving in his roles at Thorndale and Learning and Lifestyle in Penrith. At L&L, he enjoys walking into Westfield with his new friends—a simple routine that has brought him great joy. Additionally, Joseph has joined the Gig Buddies program and recently attended an event at Darling Harbour during Vivid. It turned into a very late night as they took a walk around and enjoyed all the festivities.

Jake always managed to bring an energetic presence to site, balancing work and 1:1 activities. Budgeting skills is an area of interest for Jake and he would often utilise the collection of cans to save up a little extra money to treat himself to something fun like a night out with mates.



Anthony continues to maintain an active lifestyle with great enthusiasm. He attends the gym regularly and enjoys the rowing machine, Zumba, and sessions with his Exercise Physiologist for some light-hearted boxing. Anthony's energy and dedication are truly inspiring to us all.

Allister continues to enjoy his structured schedule with the occasional change. He is learning to take better care of his personal appearance at home and loves going out to enjoy new foods or rediscovering old favourites he hasn't had in a long time.

We've also shared unforgettable group experiences together: from a Zig Zag train ride up to Clarence, a steam train adventure at Thirlmere, playful picnics in the park, the vibrant Hawkesbury Show, to relaxing days at the farm. Most notably, we celebrated a major milestone—10 wonderful years at 378, each filled with laughter, memories, and heart.

Together, we've built a caring home where residents grow, connect, and create meaningful memories, all while we meet their needs through gentle, person-centered support. Here's to another year of joy, growth, and cherished moments at 378.



Tina

House Manager

My name is Tina. My caring for others journey began over 28 years ago, first in Aged Care where I completed my Certificate III and devoted seven years working as an AIN. Afterwards, I spent 13 years in disability care, where I honed my skills in compassion, advocacy, and leadership.

For the past 21 months I've been part of the NHFH team—starting as a Support Worker and, as of January 2025, stepping into the role of House Manager. It's been a rewarding leap forward, and every day I push myself to grow—both as a manager and as a person—to embrace new challenges and broaden my impact.

When I'm not working, You can find me at the beach on a Friday but mostly I treasure time with my family—especially hanging out with my little sidekick, my grandson. He keeps me grounded, brings out my joy, and reminds me that the best moments are often the simplest.



55-57 WINDSOR STREET

Hey Everyone,

As we wrap up another fantastic year, I wanted to take a moment to look back on our journey and share some of the amazing milestones we've achieved at Site 55. This year was extra special because we celebrated our ten-year anniversary, marking a decade of dedication, hard work, and commitment to our mission.

Our ten-year celebration was a true testament to the incredible progress we've made together. From our early days of setting up the group home to becoming the thriving community we are today; every step has been a team effort. We've seen growth in our programs, welcomed more residents, and strengthened the bonds within our community. This milestone isn't just about our past; it's an inspiration for our future endeavours.

Throughout the year, we've introduced several new initiatives to enhance the quality of life for our residents. We've added new recreational activities, expanded support services, and developed personalised care plans. Our dedication to continuous improvement has been evident in the positive feedback we've received from residents and their families.

Looking ahead, we're excited about the opportunities the future holds. We'll continue focusing on creating a nurturing and supportive



environment for our residents, fostering a sense of belonging, and ensuring that Site 55 remains a place where everyone can thrive.

I'd like to give a shout-out to some of the wonderful individuals who make Site 55 their home:

- Keith is a hardworking guy who enjoys his job at Endeavor and attends four days a week. He keeps fit with daily walks into Richmond.
- Denis loves to joke and chat, sharing stories with the staff and trying his luck at the pokies. He also showcases his creative side with Koori art once a week.
- Pat, one of our newer residents, has settled in nicely, enjoying sweet treats and listening to his Favorite tunes.

- Roy, one of our oldest residents, is very active in the community, attending church and engaging with many members.
- Doug loves his weekly Koori art sessions, creating beautiful pieces to display in his house. He also enjoys fixing clocks and attending live music events.
- Ziggy is well-known in the community, enjoying horse riding weekly and exploring Sydney, meeting new people, and discovering new places.
- Kyle, a Panthers supporter, attends many of the Panther's games, enjoying meals and watching the game with fellow fans.
- Ben, a gamer, loves his games and attending local bushwalks, museums, and Comic-Con. He enjoys catching the light rail to the city.
- Alvin attends work and a day program throughout the week, leaving weekends to explore Sydney and visit family.

Thank you all for your dedication and hard work. Together, we've built a strong foundation, and I'm confident we'll continue to achieve great things in the years to come.

Warm regards,

Michelle Laban



Michelle

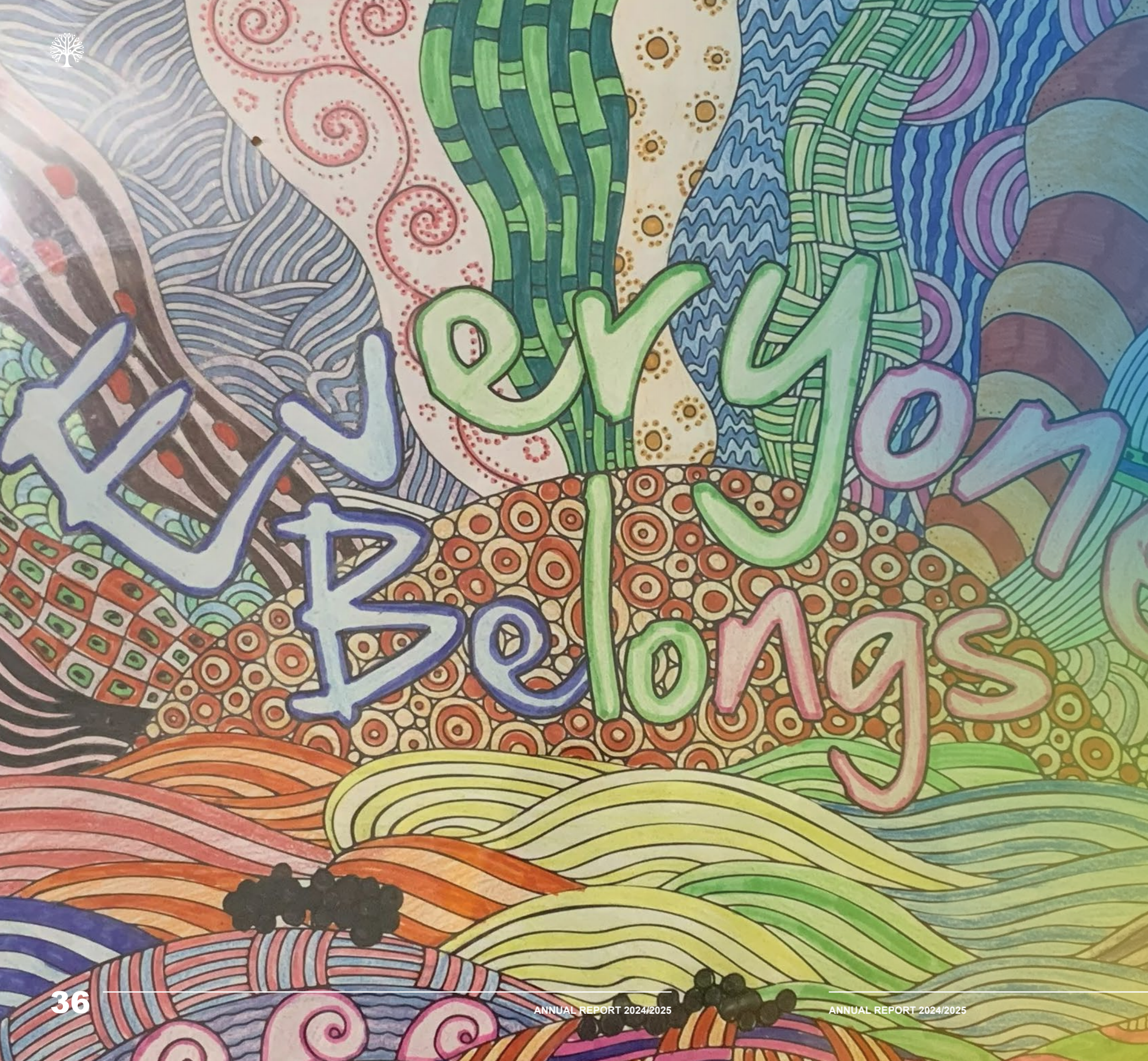
Site Manager

My name is Michelle Laban, and I'm proud to be the newest member of our team. With a strong background in the disability sector, I bring a wealth of experience and dedication to my role. My journey has included meaningful positions as an Assistant in Nursing (AIN) and various roles across diverse disability support settings.

To further strengthen my practice, I hold a Certificate IV in Mental Health, which equips me to provide compassionate and tailored support to individuals with a wide range of needs. I'm deeply committed to ongoing professional development and have completed several leadership courses that continue to shape my ability to lead and support teams with confidence and care.

Outside of work, I love spending quality time with my family, cheering on my kids at weekend sports games, and taking them on fun-filled adventures. I'm excited to bring my energy, enthusiasm, and experience to this role and contribute positively to our community.





Lou

Weekend Manager

I'm Lou Packer, and I began my career nearly 12 years ago as an Assistant in Nursing (AIN). Not long after, I started volunteering at New Haven Farm. What was meant to be a six-week experience quickly evolved into a long-term passion—I've now been a dedicated member of the team for almost 11 years.

Over the years, I've taken on a variety of roles, including Support Worker and Villa Coordinator, and I currently serve as the organisation's Weekend Site Manager. In this role, I enjoy visiting all sites and checking in with clients over the weekend. I thrive on the variety this role offers, embracing the fact that no two days are ever the same.

Outside of work, I love spending quality time with my family, especially my grandchildren. I enjoy holidaying in our caravan, exploring new locations, meeting new people, and visiting different shopping centres. I bring warmth, experience, and unwavering commitment to my role.



MEET THE BOARD



Warren Chalker

Chairman

I'm someone who enjoys watching all kinds of sports and am a proud member of the SCG. I'm especially looking forward to the upcoming ASHES series in 2025/2026. As a loyal Wests Tigers fan, I'm thrilled we avoided the wooden spoon this year—it's been a season worth celebrating!

Outside of sport, I love to travel and take overseas holidays whenever possible. I also enjoy reading a good crime or thriller novel, with James Patterson and David Baldacci among my favourite authors. Spending time with family and friends—whether at a restaurant or around the BBQ—is something I truly value. I also enjoy building Jecka Projects, which are fun and creative building brick sets for both kids and adults.



Rob Ewin

Director

I grew up on a wheat and sheep farm in Condobolin, central west NSW, alongside my six siblings. After completing the Higher School Certificate at Canterbury Boys High School in 1971, I began a successful 42-year career with The Bank of NSW (now Westpac), retiring in 2014. My wife Toulia and I have lived in Kurrajong since 1997 and are proud parents of three adult children and grandparents to four.

I enjoy music, collecting wine, travelling, and spending time with family. I'm a keen supporter of community organisations and have been actively involved with Rotary since 1998, serving twice as Club President. I also sit on several boards and was recently honoured with an Order of Australia Medal (OAM) for service to the community. Whether it's heading off-road with lifelong mates or relaxing on the verandah with Toulia and a glass of wine, I bring warmth, dedication, and a strong sense of community to everything I do.



Kim Ford

Director

I enjoy partaking in a variety of sports including baseball, tennis, squash, softball, soccer, gymnastics, and Hapkido—especially when it involves my four kids and eight grandkids. Whether it's cheering them on or sharing in their excitement, being part of their sporting journeys is something I truly treasure.

Beyond sport, I have a love for good food and great company. Some of my favourites include seafood, ice cream, duck, lamb, curries, and a nice glass of red wine. I also enjoy catching up with friends over lunch, participating in charity fundraiser car rallies, and exploring history in all its forms. These interests keep life rich, meaningful, and full of connection.



Scott Rogan

Director

I've lived in the Hawkesbury for over 35 years, where my wife and I have raised two wonderful children—our son now lives in New York, and our daughter is based in Sydney. Family means everything to me, and I'm proud to see them thriving in their own lives.

I'm passionate about travel, photography, and sport, especially rugby union and cricket. Over the years, I've been fortunate to play, referee, umpire, and take on administrative roles in both games, which has deepened my appreciation for teamwork, discipline, and community spirit.

Professionally, I bring extensive experience in child protection and safeguarding, with a strong governance background through my work on the boards of New Haven and a domestic violence service. I'm committed to creating safe, supportive environments for vulnerable people and believe in the power of community-led solutions.



Joan Fernando

Treasurer

In addition to my role as Treasurer on the New Haven Farm Home Board, I am also the Treasurer for Randwick Meals on Wheels, where I've proudly volunteered for over 12 years. Meals on Wheels provides more than just a meal—we offer connection, care, and support to our clients, which is something I'm deeply passionate about. Currently, I also serve as the President of the NSW Past Pupils Association of the Good Shepherd Convent, Sri Lanka. In this role, I help organise fundraisers to provide scholarships for underprivileged girls, giving them access to education at the school. We also support an elders' home in Sri Lanka, ensuring that those in need receive ongoing care and dignity. In my local community, I assist at St Fiacre's Catholic Church in Leichhardt.

Outside of my volunteer work, I enjoy cooking—especially spicy food—listening to music, and watching my 12-year-old grandson play soccer. I also love socialising with friends and attending fundraisers, dinners, and dances. These moments bring me joy and keep me connected to the causes and people I care about.



HUMAN RESOURCES



Gender Ratio		Tenure		Employment Status		Age Diversity	
Female	75%	0-2 years	51%	Casual	33.5%	21-30	33%
Male	21.5%	2-4 years	17%	Part Time	57%	31-40	19.5%
Neither	3.5%	4-6 years	15%	Full Time	9.5%	41-50	24.5%
		6-8 years	6%			50+	23%
		8-10 years	2%				
		10+ years	9%				



2025 AUDIT REPORT



Director:
Peter Belcastro CA
B. Eco. JP

Accounting & Audit
Taxation Services
Advice & Planning
Business Valuations
Management Consulting
Fringe Benefits Tax
State Taxes

AUDITORS REPORT

NEW HAVEN FARM HOME LTD FOR THE YEAR ENDED 30 JUNE 2025

We have audited the accompanying financial report, being a special purpose financial report, of New Haven Farm Home Limited which comprises of the income statement, statement of changes in equity, balance sheet as at 30 June 2025, and statement of cash flows of the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the directors.

Directors Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial report, are consistent with the financial reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012 and are appropriate to meet the needs of the members. The director's responsibility also includes designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free of material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to the audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001.

We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of New Haven Farm Home Limited, would be in the same terms if given to the directors as at the time of the auditor's report.

Auditor's Opinion

In our opinion the financial report of New Haven Farm Home Limited is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- Giving a true and fair view of the company's financial position as at 30 June 2025 and of its performance for the year ended on that date; and
- Complying with Australian Accounting Standards to the extent described in Note 1, and the Corporations Regulations 2001.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial responsibilities under the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for any other purpose.

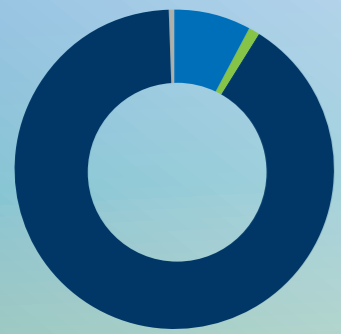
GBS Partners
13 The Crescent
PENRITH NSW 2750

Peter Belcastro CA
Dated: 23/09/2025



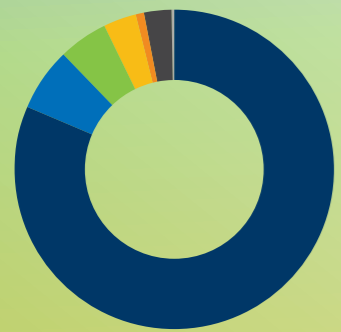
FINANCIAL SUMMARY

Total Incoming Resources



Service Revenue	11,527,771	90.5%
Rent & Lodging	\$998,514	7.8%
Other Revenue	\$62,263	0.5%
Donations	\$2,000	0.0%
Interest	\$147,706	1.2%
Profit On Sale Of Fixed Assets	\$3,964	0.0%
Total	\$12,742,218	100%

Total Outgoing Resources



Employment Costs	\$9,009,450	81.8%
Administration	\$688,929	6.3%
Depreciation	\$552,450	5.0%
Residents' Expenses	\$381,990	3.4%
Motor Vehicle Expenses	\$71,859	0.7%
Property Expenses	\$311,963	2.8%
Interest	\$29	0.0%
Total	\$11,016,670	100%



BALANCE SHEET

Assets	2025	2024
Current Assets	\$6,781,156	\$4,819,193
Non-Current Assets	\$14,411,866	\$13,326,451
Total	\$21,193,022	\$18,145,644
Liabilities	2025	2024
Current Liabilities	\$847,061	\$857,615
Non-Current Liabilities	\$414,089	\$452,328
Total	\$1,261,150	\$1,309,943
Net Assets	\$19,931,872	\$16,835,701
Total Equity	\$19,931,872	\$16,835,701



STAFF TRAINING

Training Completed by NHFH Staff (FY 2024–2025)

1. PEG Feeding Training

All staff completed both the Formal PEG Training and the Online NGO PEG Training, equipping them to support a client introduced to PEG Feeding over the period.

2. Manual Handling Training

Villa 2 hosted a manual handling session on 20 June 2025.

Conducted to advise staff on the effective use of Hoists, lifters, slide sheets and methods of movement to prevent injury to themselves and the client.

3. Fire Attack Training

Scheduled as part of upcoming safety training.

4. Infection Control

Implemented updated infection control policy and procedure which included the introduction of commercial industry recognised cleaning products to be used consistently across all sites to decrease the risk of spreading infectious diseases.

5. NGO Platform Training

The NGO Training Centre is a professional development platform offering over 100 online courses tailored for the NDIS and Aged Care sectors. It is designed to support compliance, skill-building, and workforce readiness for disability support professionals—from entry-level to executive roles.

Key features include:

- Disability Support: Person-Centered Active Support, Positive Behaviour Support, Autism Spectrum Disorder.
- Health & Safety: Infection Control, Emergency and Disaster, Safe Food Handling.
- Leadership & Communication: Managing Difficult Conversations, Leadership Foundations, Coaching Skills.
- Mental Health & Complex Care: Bipolar Disorder, Emotional Intelligence, PEG Feeding
- Staff are followed up regularly to ensure they are completing mandatory courses which are in line with NDIS Quality Standards and provided opportunity to complete training outside of this scope to further their confidence and service in their role and for their own personal development.

6. Induction Training

New staff underwent onboarding that included:

- NDIS Safeguard Training
- Online NGO modules
- Drivers Check
- Mandatory documentation review
- Internal system setup
- Buddy Program Training (shadowing)

7. Town Hall Training Sessions

Town Hall meetings – all staff training run on a quarterly basis focused on outstanding training components and addressing any issues or concerns staff need resolved to better support the clients of NHFH.





NEW HAVEN FARM HOME



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