



Inclusion

News from New Haven Farm Home

S U M M E R 2 0 2 6



A NOTE FROM THE CEO

Dear Families and Friends

We hope you all enjoyed a wonderful Christmas season. It was a joy to come together once again for our celebrations, and we extend our heartfelt thanks to everyone who attended and contributed to making the event so special for our clients, families, and broader community. Your involvement continues to strengthen the warm and supportive environment we value so deeply.

As we begin a new year, we are pleased to share that the organisation held its Annual General Meeting late last year. Thank you to all who attended and took part in these important discussions. Your engagement and interest in the future of New Haven Farm Home is truly appreciated.

If you are not yet a member, we warmly encourage you to consider becoming a member of the organisation. Membership does not require you to take on any formal role or obligation. Rather, it provides an opportunity to vote on key matters that influence the direction and priorities of the organisation. Your support in this way is greatly valued and helps ensure that our community is the voice that guides our ongoing work.

Looking ahead, 2026 will continue to be a year of growth, opportunity, and purpose. We remain committed to expanding our services to welcome new clients, while striving for excellence in the support we provide to those already. Across all programs, our focus remains on fostering skill development, strengthening independence,

and creating meaningful opportunities that enrich daily life for each person we support. An exciting example of this is being able to support a long-term client to partake in a special achievement. Allister Graham recently enjoyed a long-dreamed-of and much-anticipated holiday to New Zealand. This milestone involved extensive preparation, including organising his passport — which formally confirmed the correct spelling of his name as Allister. He was deeply involved in planning his adventure, thoughtfully selecting the places he wanted to visit and contributing to the details of the trip. It was a wonderful demonstration of independence, confidence, and personal accomplishment, and we are incredibly proud of him.

As part of our upcoming activities, please save the date Sunday 12th April 2026 for our Easter Celebration. Further details will be shared soon, and we hope you can join us for this meaningful community event.

In the coming days, you will also receive a short Survey Monkey questionnaire via email. We strongly encourage you to complete it, as your feedback plays an important role in shaping our services, events, and continuous improvement. If you experience any difficulties accessing or completing the survey, please reach out — we are more than happy to provide it in an alternative format to ensure everyone has the opportunity to contribute.

We are pleased to share that recent staff training sessions have focused on strengthening skills, refreshing practice

knowledge, and continuing our commitment to high-quality, person-centred support. Staff participation has been positive and engaged, and we thank our team for their dedication to ongoing learning and growth. Their commitment directly enriches the experiences and outcomes of the people we support.

Over the summer period, we have been busy ensuring all our sites are maintained to a high standard with works in refreshing the gardens at all Richmond sites as well as continuing clearing of overgrown vegetation around Reserve Road making the paddocks and the dams much more attractive both aesthetically and to the wildlife. It is amazing what a difference some TLC and woodchips can make.

As you read this edition of Inclusion, we hope you enjoy sharing in some of the wonderful achievements our clients have made recently. Their progress, creativity, and joyful moments are at the heart of why we do what we do — and we are delighted to celebrate these milestones with you.

Best wishes,



Best wishes
Annette Allen

SECTOR UPDATE

2025 STATE OF THE DISABILITY SECTOR REPORT

This 2025 State of the Disability Sector Report paints a stark picture: financial pressures, policy uncertainty, and operational challenges continue to test the resilience of our sector.

Nearly half of providers reported a financial loss in 2024–25, and 81 per cent say they cannot continue delivering NDIS services at current prices. Despite these pressures, quality providers remain steadfast – delivering essential, often unfunded, supports because it is the right thing to do.

KEY FINDINGS INCLUDE:

- 81 per cent cannot sustain NDIS services at current prices
- 63 per cent made a loss or just broke even last year
- 77 per cent delivered unfunded services, at an average cost of \$460,000 per provider
- 4 per cent say the NDIA is working well with providers
- 93 per cent are looking to increase productivity

THE NDIA HAS RELEASED ITS 3-YEAR PRICING WORK PLAN

It is taking a staged approach to pricing reform from 2025 to 2028. The plan is built on pilots, evidence-building and targeted reviews in areas like Disability Support Worker supports, therapy, Supported Independent Living and intermediary services. The NDIA's stated goal is to

make sure pricing reflects the real-world complexity of delivering quality supports, while keeping the market sustainable and giving participants meaningful choice. One of the big changes is timing. The NDIA will announce annual pricing outcomes in March, giving providers and participants more time to prepare before the pricing comes into effect on 1 July. For Disability Support Worker supports, the March announcement will include an early signal about indexation, though final price limits will depend on the Fair Work Commission's wage determination. Providing earlier advice on pricing and pricing arrangement changes is an issue NDS has been advocating for over many years, and this is a welcome announcement.

CHIEF EXECUTIVE OFFICER OF THE NATIONAL DISABILITY INSURANCE AGENCY

The National Disability Insurance Agency (NDIA) has announced the appointment of Graeme Head as its new Chief Executive Officer. Mr Head brings a wealth of experience in public service leadership, having served as the inaugural NDIS Quality and Safeguarding Commissioner from 2018 to 2021. More recently, he held the role of Secretary of the NSW Department of Customer Service and, prior to that, was the NSW Public Service Commissioner.

Graeme Head succeeds former CEO Rebecca Falkingham, who stepped down from the position due to illness. His appointment signals continuity and strong governance for the NDIA as it navigates the next phase of service delivery and quality assurance.

RESERVE ROAD

Hello families, friends, and supporters - what a fantastic summer it has been at Reserve Road! From a joyful Christmas to warm days spent keeping cool (and dry on those rainy days!) and recharging, our homes have been full of connection, comfort, and care. Here's a wrap-up of the season and what's coming next as everyone eases back into regular routines, work, programs and community access.

CHRISTMAS AT RESERVE ROAD: MOMENTS THAT MATTERED

Christmas Day was a wonderful celebration across the villas. With festive music, decorations made by clients, and plenty of favourite foods, the day was filled with smiles and relaxed togetherness. We had plenty of visitors from the other sites to join in on the celebrations. Staff created calm, sensory-friendly spaces for anyone who needed a break, ensuring everyone could enjoy the day at their own pace. Thank you to everyone who visited, sent cards, or shared treats over this period - your thoughtfulness made it extra special for everyone.

BEATING THE HEAT AND TAKING TIME TO RECHARGE

With summer temperatures climbing sporadically, clients and staff leaned into smart, safe ways to stay cool: shaded outdoor areas and relaxed indoor activities to beat the heat. Many people enjoyed quieter days with movies, music, crafts, and gentle walks during the cooler parts of the day when we were battling the weather. This downtime was intentional - a chance to rest, reset and start the year feeling refreshed. Everyone has been excited to get back into the swing of their usual routines!



BACK INTO THE RHYTHM: WORK, PROGRAMS AND COMMUNITY ACCESS

As the holiday period wound down, clients began stepping back into their regular weekly rhythms. Community access is ramping up again now that everyone is out of holiday mode and everything is open again - from local shops and cafés to parks, social events at local RSL clubs and other activities of interest.

Warm regards,



Finn Cooper
House Manager



STAFF AND CLIENT

BOSWORTH STREET

It was a pleasure to welcome so many friends and family members of our Bosworth Street residents throughout the festive period. This included not only our annual Christmas celebration at the farm, but also a number of individual visits and short holidays enjoyed by residents over the Christmas and New Year period. These opportunities for connection are highly valued and contribute significantly to the wellbeing of those we support.

As Bosworth Street moves into 2026, we remain committed to delivering high-quality, person-centred support that enables individuals to live fulfilling lives in their own homes. A key focus continues to be supporting residents to remain active, visible, and engaged within the broader community.

Many Bosworth residents regularly participate in supported employment opportunities or social day programs with external providers. In addition, New Haven provides a range of Community Participation supports, delivered either one-to-one or in small group settings. These supports

are guided by individual choice and voice, ensuring residents have meaningful input into how they spend their time.

Over the past three months alone, residents have achieved a wide range of community-based activities, including:

- Ward attending Luna Park
- Vicki attending the Manpower Show in Penrith
- Hazel, Vicki, Gareth, and Ward attending Raging Waters
- A group outing to view Christmas lights
- Paul, John, and Colin visiting the Zig Zag Railway
- Vicki, Ward, Colin, Nathan, and others regularly visiting their family

These experiences reflect our ongoing commitment to enabling meaningful participation, connection, and enjoyment for all residents.

CLIENT SPOTLIGHT: JOHN

John moved to Bosworth Street back in 2019 and has since lived in all three homes of Bosworth Street at different times as the site continues to evolve and change. John is currently in House C with Glenn, Colin, and his best friend Paul. John spends three days a week at his social program Thorndale in Werrington, where he enjoys activities like Zumba, music therapy, cooking, gardening, bowling, and outings. John attends a drama group in Penrith each Friday, which is the highlight of his week.

February marked a very special milestone for John, celebrating his 60th birthday. The day was filled with plenty of joy, connection, and celebrations from morning through to evening. John enjoyed spending time at Thorndale, where he celebrated with cupcakes.

Adding to the excitement, John was thrilled to welcome a new pet bird into his life, which has quickly become a source of happiness and conversation for him. He has named him "Elvis".

The celebrations continued into the evening back at home, where John enjoyed a pizza party and birthday cake with his housemates. There were plenty of smiles, singing, and shared moments, making it a memorable way to mark such a significant birthday.



Sam Clenton
Site Manager





ALVIN'S BIRTHDAY



STAFF KEEPING COOL

55 WINDSOR STREET

Hello families, friends and community partners.

My name is Tash, and I've stepped in to cover Michelle's maternity leave at 55. I feel grateful to be at such a special site that is so clearly filled with happiness! I have come from the role of Assistant Site Manager at Reserve Road and look forward to this new opportunity.

Happy New Year! 55 has launched into 2026 with excitement, connection and plenty of smiling faces. The start of the year is always a special time, a moment to reflect on how far we've come and to look forward to the wonderful experiences ahead.

A FRESH START, FULL OF POSSIBILITIES

Our clients are enthusiastically settling back into routines and diving into the activities they love. The houses have been buzzing with laughter, conversations and anticipation for the year ahead.

One of the highlights of life at 55 is just how active and engaged our clients are. They've embraced a lifestyle full of outings, social opportunities, creativity and shared



experiences, making the site a joyful and lively place each day.

Our regular lunch outings have become a favourite, a chance for everyone to explore new cafés, enjoy good food and build confidence in the community. These outings have helped create meaningful routines the guys look forward to each week.

We've also continued attending shows and live entertainment at the local club. These events are a wonderful way for clients to experience music, performances and community life, often returning home excited and eager to share their favourite moments.



DEN AND ROY



ZIGGY

At home, the energy remains high. The group enjoys gardening our outdoor spaces, planting, watering and taking pride in watching things grow. Indoors, board games, puzzles and group activities bring fun, connection and plenty of friendly competition to ordinary afternoons.

WHAT'S COMING UP IN 2026

This year, we're looking forward to:

- More community outings and new experiences
- Continued growth in skills, independence and personal goals
- Fun activities, concerts, sporting events and shared celebrations
- More opportunities for clients to express themselves, explore interests and enjoy meaningful moments

A FEW HIGHLIGHTS ALREADY THIS MONTH

- Kyle is ready for another year of footy fun and community outings.
- Ben has shown enthusiasm for trying out new games and outing locations.
- Alvin is having lots of "thumbs up days"!
- Pat and Denis continue to progress with confidence.

- Keith has already found treasures on afternoon walks and remains one of the hardest workers we know.
- Ziggy brings big smiles with his cheesy grin and warm presence.
- Roy has been enjoying outdoor time and reconnecting with his routines.
- Doug has been living his best life singing, dancing and socialising with staff.

We're only a few weeks in, and the year already feels full of promise.

THANK YOU FOR BEING PART OF THE SITE 55 FAMILY

We are grateful for your continued trust, support and connection. We're excited to share the journey of 2026 with you, a year filled with new adventures, beautiful moments and plenty of reasons to smile.

Warm regards,



Natasha Kallins
Acting Site Manager

378 WINDSOR STREET

SUMMERTIME AT 378: SUNSHINE, SMILES & NEW ADVENTURES

As 2026 kicked off at 378, we welcomed the year with fresh energy, stronger connections, and plenty of reasons to smile. The summer season has already brought some new memories from Ali's big NZ holiday, Percy looking for the perfect pie, Tony visiting Penrith Beach for the very first time, John starting at Thorndale, and Joe finishing the bridge to bridge.

Looking ahead, there's so much to be excited about! We're planning more picnic catch ups at local parks, lunch visits to other sites, finding new places to visit of course visiting some old favourites. We've also introduced Monday catch-ups when everyone is home bringing both houses together for dinner, sharing what's happening, and planning the week ahead as a team. These moments have already helped strengthen our sense of connection.

With long sunny days and bright summer vibes, 378 continues to grow closer, making this season one filled with joy, discovery, and unforgettable experiences.

GOALS FOR 2026

Joe

- Build stamina
- Enjoy more bush walks
- Go on a holiday

John

- Return to hydrotherapy
- Continue physiotherapy

- Keep socialising with housemates
- Stay connected with old friends

Tony

- Afternoon walks
- More craft time
- Visit somewhere with horses
- Swim more

Percy

- Build stamina for longer walks
- Continue fitness journey

Ali

- Be more active with church
- Continue playing the harp
- Book another holiday QLD

Spotlight on Percy (Pasquale)

Percy grew up in Marrickville, raised in a Italian household alongside his three sisters. He is married to Robyn and is a proud father of three children, as well as a loving grandfather.

In 2014, Percy was diagnosed with Frontotemporal Dementia (FTD), a condition that can affect behaviour, language, and judgement. In November 2024, Percy moved into 378, where he has continued to settle into a familiar and supportive routine.

Percy is a quiet, gentle man who enjoys life's simple pleasures. He loves a good pie, ice cream, and cooking, and values time to relax. Weekends are often spent with Robyn, as well as visiting his children and grandchildren moments he truly treasures.

Each Wednesday, Percy spends time out in the community with his external support worker. Every fortnight, he also works with an Exercise Physiologist, supporting his ongoing fitness and wellbeing.

WHAT HELPS PERCY FEEL HIS BEST

- Percy prefers to wake up in his own time, although a gentle reminder is helpful on days when he has an outing planned.
- When heading out, Percy likes to look neat and well presented. Closed in shoes, a hat, sunglasses, and his bumbag are essentials.
- On home days, Percy may need a little encouragement to get motivated. Offering suggestions or asking, “What would you like to do today?”, and allowing him to choose often works very well.
- After lunch and his midday medications, Percy can become tired in the afternoon.

In the afternoons, Percy attends his 378 gym session, where he completes his exercise program. He is also actively involved in dinner preparation and cooking giving him meaningful tasks supports his engagement and sense of purpose.

Later in the afternoon, Percy enjoys a supported shower. Most evenings, he is awake when night staff arrive, relaxing and watching television. Please remember to leave Percy’s bedroom door open overnight.



Allister just got back from the most amazing 14-day adventure in New Zealand and it was absolutely unforgettable! His days were packed full of fun, from exploring incredible art galleries and discovering local culture at the church and museum, to riding the Glenbrook Vintage Railway and paddling around in a paddle boat. He even zoomed up the mountain on a gondola for breathtaking views!

He loved wandering through the library and soaking up every bit of Kiwi charm, but his favourite moments were definitely up at Ruapehu. The hotel he stayed in there was a dream he could see the mountain right from his window! Those days felt magical and were hands-down the best of the whole trip.

And now? Allister’s already planning his next big escape... this time to Queensland!

Warm regards,



Tina Powell
House Manager



ALLISTER IN NEW ZEALAND

EMPLOYEE VALUE AWARDS

THE “IAN GRAHAM” AWARD

In memory of our late Board member, Mr. Ian Graham.
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.



Lou Packer



THE “WORKING TOGETHER” AWARD

This employee is a strong advocate for inclusiveness, working together. The definition of a Team Player. Shows strong leadership qualities and has the ability to bring everyone together and have them work well with one another.

Lilu Griffin (middle)

THE “EXCELLENCE” AWARD

The employee who strives for excellence in everything they do. They should be assertive and thorough in their work. They always show initiative and commitment to their everyday duties and complete them in an efficient and effective manner consistently.

Leanne Hutchison (left)

THE “CONTINUOUS IMPROVEMENT AWARD”

This employee is always making effort to better themselves and the business. They are a proactive person, a good listener and through this approach will always find a way to make improvements.

Rhiarna Payne (right)



THE “RESPECTFULNESS” AWARD

This employee stands out when it comes to promoting inclusiveness and independence of our clients in the community. They are a strong advocate for the Disability Industry and what New Haven Farm Home represents and is trying to achieve for its clients. They are the leader for evolution within our industry and are always respectful and professional in all their dealings.

Dingba Ukiwe

EMPLOYEE OF THE QUARTER

SERVICE AWARDS



Tameekah Nuttall



Eric Maastricht

5 Years



MOST OUTSTANDING SPECIALISED BUSINESS

**Local Business Awards
2025 WINNER**



GET INVOLVED: VOLUNTEER WITH NHFH

At New Haven Farm Home, we believe that community is built not just by the people who live and work here—but by those who choose to give their time, energy, and heart to support others. Volunteering with NHFH is a chance to make meaningful connections, learn new skills, and be part of something truly special.

Whether you have a few hours a week or just want to help out at events, we'd love to hear from you. Volunteers play a vital role in helping us deliver high-quality, person-centred support to our clients. From assisting with activities and outings to lending a hand at our community BBQs or house parties, there's always a way to contribute.

KNOW SOMEONE WHO WOULD BE A GREAT FIT?

If you have a friend, neighbour, or family member who might enjoy being part of our vibrant community, please encourage them to reach out. We welcome people from all walks of life and are happy to chat about how they can get involved.

To express interest or learn more, contact us at:

info@newhavenfarm.org.au

(02) 4579 6131

Or simply drop by our office at 94 Reserve Road, Freemans Reach.

Together, we can continue to create a place where everyone feels valued, supported, and connected.



SUN
12
APR

EASTER CELEBRATION

12:00-2:00pm



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