



NEW HAVEN
FARM HOME

ANNUAL REPORT

2020-2021



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CHAIRMAN'S REPORT

NEW HAVEN FARM HOUSE CHAIRMAN'S REPORT FOR THE YEAR ENDED 30 JUNE 2021

Welcome to my Chairman's Report for 2021. This year has been greatly influenced by another 12 months of the pandemic and COVID-19 safety regimes. The way we manage our Clients, and their day-to-day activities have changed greatly, and I suspect will never go back to the way it was before the beginning of the pandemic.

The good thing is that 98% of our Clients have received at least one dose of a COVID-19 vaccine, and we are hoping to achieve a 100% vaccination rate within the next three months.

As per the NSW Health orders, all staff at New Haven Farm Home (NHFH) have received at least one dose of the vaccine and, again, we hope to have 100% of our staff vaccinated within three months. The PPE rules and engagement protocols in place at NHFH have meant that we have had no COVID-19 cases at any of the NHFH sites.

This is despite the fact that COVID-19 is now prevalent in the greater Hawkesbury local government area. Expenditure on our PPE equipment still remains high, and we are receiving reimbursement for some of these costs through the various government agencies.

During the current year, the Board took the unanimous decision to appoint Annette Allen as the full-time CEO of NHFH for the next three years. She has performed her job with much diligence and skill over the past 12 months under very difficult circumstances given the COVID-19 pandemic. The Board congratulates Annette on her appointment and we look forward to working with her over the next few years.

I would like to congratulate and thank Annette and her team on the outstanding job they have done in looking after our clients over the past twelve months. When they interact with our Clients, it is always done with a smile on their faces. This is fantastic given the COVID-19 pandemic and the general effects of the various lockdown rules and NSW Health regulations.

A good example of how the team at NHFH go the extra mile was when we had the Hawkesbury floods in March 2021. Obviously, our Freemans Reach site is on the other side of the Hawkesbury River, and you would have thought our team would have experienced difficulties in getting to work. But, in fact, it was staffing our homes in Richmond that caused the biggest dramas as many staff at that site lived in areas outside of Richmond and could not get to work.

Luckily, the team was able to combine a number of the sites and have everyone meet at our Bosworth Street site. By all accounts, all the Clients had a great time and were not greatly affected by this move. This could not have happened except for the dedication of all of our staff and the hard work of Annette under very difficult circumstances. As an aside, NHFH has invested time and money in establishing a business continuity management plan/strategy which will help with processes should any business interruptions occur in the future.

These interruptions could include fire, floods, crime, computer hacking, etc. It is important for the organisation to be prepared and ready if such an event were to occur.

The organisation recorded a surplus of \$121,611. This was after depreciation of \$537,791 and interest of \$34,025. This is a terrific outcome for the organisation. Obviously, our major expense is staffing, and this expense is continuously monitored and analysed to make sure we are minimising that cost. Our net asset position is \$13,640,864 which shows that NHFH is in a strong financial position.

We continue to encourage all team members to improve their skills, so they can perform their tasks more efficiently, and also increase their opportunities for promotion and higher job satisfaction. The pandemic has made those opportunities difficult this year, but once the lockdowns are eased it is our intention to again resume CPD training at the Freemans Reach site.

Concerning my report of 2020, we are very close to finalising our 60th anniversary book. The photo book titled "NHFH – 1960-2020: Celebrating 60 Years" has finally come together, and we look forward to sharing it with you all in the very near future. Again, can I thank Ann and Bob Hair for their hard work; not to mention the outstanding efforts of Annette in getting this mammoth project to fruition. I am confident that anyone who gets a copy of this book will be pleasantly surprised at the great memories it will bring back.

NHFH has a great tradition of celebrating Christmas every year, with a fantastic Christmas party and traditional lunch. Unfortunately, due to NSW Health restrictions and current COVID-19 rules, this celebration will not be able to be held this year. Obviously, the wellbeing of our Clients and team members is our paramount concern.

NHFH for each house intends to have a small Christmas celebration, whilst still observing the applicable COVID-19 rules. The Clients will determine the form of that party.

It is the intention of the Board, once COVID-19 restrictions are eased, to arrange for family gatherings to occur in the New Year. The number of attendees and the style of get-together will be determined once guidelines have been issued by NSW Health. We intend to get everyone together as soon as possible after lockdown rules have eased.

On behalf of the Board, once again, I wish to thank all of the team at NHFH for all their hard work and efforts during this very trying year.

I would also like to thank my fellow Board members for all their efforts and assistance throughout the year. Their efforts certainly make my role easier to perform as Chairman.

From my family to yours, we wish you all a Merry Christmas and a safe, healthy, and COVID-free New Year!

Warren Chalker,
Chairman
22 September

CEO REPORT

May I extend a very warm welcome to all members, families and stakeholders who are receiving this report. It is with much pleasure that I present the CEO report for the year ending 30 June 2021. In what has potentially been the most unsettled 12 months ever, I would like to both acknowledge and thank all who have supported the organisation. The Board of Directors have provided fantastic governance throughout a tumultuous year and the ongoing support and assistance which they provide to the organisation has been tremendous and I thank them for this.

Following the COVID-19 pandemic and outbreak that occurred during 2020, I think it is safe to say that no one expected that a much larger and further reaching outbreak would occur during 2021. Unfortunately, the COVID-19 situation of 2020 impacted many planned efforts, seeing the cancellation of most. We were fortunate to be able to come together albeit in a different and much smaller style than we would previously have done to celebrate Christmas in December 2020. It was still a lovely opportunity to be joined together in a relaxed style.

It is with much sadness that 2021 continued to be impacted by the COVID-19 situation, making large functions not a realistic possibility and at the time of reporting, there is a significant large dark cloud still hovering and impacting the possibility of coordinating any larger scale event. That said, the year has not entirely been without events.

Being situated predominately on the western side of the Hawkesbury River, the organisation has experienced many floods. In March 2021, the Hawkesbury area experienced significant flooding. Whilst none of the properties are within flood zones and therefore not at any threat of flooding, access to Freemans Reach was totally cut off for a number of days as well as many other access routes in and around Richmond also being cut. The organisation responded to this emergency situation in a number of ways. We were able to engage the support of emergency services such as SES and online access to grocery items to ensure essential supplies were available at Freemans Reach.



Perhaps a little serendipitous in nature, however a significant project that the organisation has undertaken this year is the development and implementation of business continuity management plans. This project involved identifying any risks to the organisation and planning strategies and processes to deal with any risk (be it a natural disaster or otherwise) as well as the implementation of such.

We would like to extend our thanks to the Nemesis Consultation Group, and in particular Mr Ken Moroney for his support and assistance with this project. NHHF takes immense pride in the efforts of all members of staff. We are very fortunate as an organisation to employ a large workforce of incredibly dedicated, diligent and caring people who embrace the philosophy of the organisation on a daily basis in the way they conduct themselves and support our clients.



In order to extend our thanks to all members of staff for their commitment to the organisation, NHHF provided a Christmas celebration where their efforts were acknowledged at a celebratory lunch. Such an event has not been held for many years as it requires considerable co-ordination to ensure all clients are supported whilst staff are rewarded. In December 2020, this was achieved by Administration and management staff filling the roles of Support Workers whilst Support Workers were able to participate in the celebration.

I would like to both acknowledge and congratulate each and every member of staff for their commitment to their roles, for the flexibility they have had to show and the ease with which they quickly adapted to any change and for the continued high standard of service delivery.

As an acknowledgement of how greatly we value our members of staff, the organisation operates an employee of the quarter award which recognises one employee who consistently performs to a high standard. The employee of the quarter is nominated by their peers which allows staff to acknowledge and appreciate the efforts of those people that they work beside on a daily basis.



THE FOUR EMPLOYEES WHO HAVE BEEN RECOGNISED FOR THEIR ONGOING COMMITMENT AND HIGH SERVICE PROVISION THIS YEAR ARE:



Michelle James

was recognised for the way she manages to bring all the staff together to work as a team and she makes everyone feel appreciated and listened to. She offers a high level of energy, and this reflects in her work along with her genuine care about clients and staff needs.



Olivia Fenn

who was recognised for her gentle and kind approach to all clients and staff and her willingness and flexibility in supporting her peers through both her assistance in completing tasks and her eagerness to share her knowledge and skills with them. One of her peers has been quoted as saying 'watching her with clients shows me the true meaning of support'.



Glen Devery

was recognised for his ongoing commitment and dedication with particular notice to the high level of individualized support which he provides to all clients and his genuine ability to interact with each client (not to mention his cooking skills).



Lisa (Lou) Packer

was recognised for her unwavering commitment and dedication to all her clients. Often described as a 'pocket rocket', Lou brings a high level of enthusiasm and energy to her role, always willing to support not only her clients but also her peers in ensuring a very high level of support is achieved at all times.

In April 2021, NHFH held its first Anzac Day ceremony. This was an example of flexibility and adaptation where a lovely opportunity was created for clients to acknowledge and respect such an important time despite limitations around attending public events. The ceremony was held on the Freemans Reach site and with the support of staff, was conducted by the clients and we had the pleasure of hosting local dignities of Mrs Susan Templeman MP as well as representatives from the Serviceman's Association.



This year, following an extensive period of review, we have implemented a number of initiatives aimed at both improving efficiency and the employee experience. The focus of the review was to analyse current practices and determine if alternate service delivery methods could be implemented in order to optimise the provision of individual support for clients. The outcome of the review was that there would be a significant increase in the provision of individual support following the implementation of a Villa Co-ordinator within each home. As such, an organisational restructure occurred during October 2020. This restructure allowed for the organisation to align with the goals of our strategic plan. The restructure saw the dispersion of House Managers and the implementation of Site Managers.

Today, there are 3 sites across the organisation with each site being managed by a Site Manager. Additionally, the restructure also saw the implementation of the role of Villa Co-ordinator. In total, the organisation is extremely pleased to

appoint 9 Villa Co-ordinators. Each home within the organisation has an appointed Villa Co-ordinator whose role is to focus on the provision of individual support for each client. The implementation of this role has been very positive to date as it has a focus on a much smaller group size which allows for increased individual care and support. A diagram of the current organisational structure has been included within this report for ease of reference.

In August 2020, we embarked on a project to implement fixed rosters for all permanent staff. Prior to this, permanent staff did not have set shifts or locations and the feedback we received from staff was that this made it difficult for them to balance their commitments outside of work. Following the implementation of the fixed rosters, all permanent staff worked the same shifts at the same locations each week, providing both them and our clients with increased stability.

In January 2021, our annual staff survey was conducted with three key areas for improvement identified concerning training, communication, and recognition. A focus group was formed to investigate the issues raised and develop initiatives to address the areas identified.


Internal reviews of our processes throughout the year resulted in a decision to implement a Human Resource Information System (HRIS) to streamline our processes and increase transparency for our employees. This implementation was commenced in June 2021 and is anticipated to be completed by October 2021.

We have also invested significantly in staff training and development over the financial year, with focus areas identified based on staff requests and suggestions.



In the 2020/21 financial year funding continued to derive from two main funding streams being the National Disability Insurance Scheme and the Continuance of Service programs. NDIS is a nationally-funded program that is designed to provide individually tailored funding to clients in order to both support them in meeting their everyday requirements as well as supporting them to develop new skills and achieve personal goals.

This funding is applicable to any client who was under the age of 65 when NDIS was rolled out in their area and whilst NDIS is still in its infancy stages, it does continue to grow and develop in regards to its processes. The Continuance of Service program is funded and governed by NSW Health and applies to all existing clients of the organisation that did not qualify for NDIS at the time of implementation. This program concluded at 30 June 2021 and was replaced by the Disability Support for Older Australians funding program. The DSOA program commenced on the 1st July 2021 and forms part of the In Home Aged Care Division of the Australian Department of Health.



NHFH takes pride in ensuring all our facilities are of a high quality and are well maintained. Throughout the year, many of the clients across the organisation have had their flooring replaced in as general use over the years deteriorates the quality and aesthetics of such. Furthermore, all buildings had internal painting completed in order to provide a fresh and clean atmosphere. Order to provide increased safety and security, additional lighting has been installed along the driveway at Reserve Rd creating a very pleasant visual look to the entrance of the property also. Additionally, a large awning was placed between the two Cottages, creating a lovely and versatile outdoor area that is currently used for relaxing, meals and exercise opportunities.

In keeping with the history of the organisation, NHFH is an active member of the Hawkesbury Community, and this was acknowledged and supported by a number of local organisations throughout the year. I would like to extend sincere thanks to the organisations and companies that provide ongoing support to the organisation. These include but are not limited to The Richmond Commonwealth Bank Branch who presented a donation to the organisation under their community grants program following a nomination by a member of staff of the Commonwealth Bank who regularly supports clients with their banking matters; Windsor Country Golf Associates - Womens Golf Club; NSW National Servicemen's Association and Affiliates, The Hawkesbury District Sub-branch RSL; Itek: Harvey Norman McGraths Hill; Pinnacle Office Supplies; Blooms Pharmacy Richmond; Good Price Pharmacy McGraths Hill.

The conclusion of the financial year was 30 June 2021, this saw the organisation finish with a surplus of \$121,611.00. This is a credit to the entire team who worked hard to keep operations running smoothly in a year of many changes.

Overall revenue increased slightly to \$8,840,843 (2% increase) with stable client numbers. Significant time has been invested in recruiting additional support workers in order to increase the level of support NHFH is able to offer and provide to our clients. This is reflected in the increase in employment expenses to 80% of total expenditure (76% in 2020).

Administration expenses were able to be reduced overall by 42% compared to the 2020 year with a focus on ensuring funds are spent on client-focused services.

From January 2021, the interactions with the Short-Term Accommodation (STA) service at Freemans Reach was in a very positive position and continuing to grow. As a result of this and in order to further promote and grow the service, at the conclusion of May 2021 an appointment of a permanent part-time STA Coordinator. The role focus' on both positively promoting the service and engaging new and existing clients within the service. (During NSW Health mandated lockdown restrictions, the role of the STA Coordinator has been utilised to support our COVID management processes).

NHFH welcomed four new clients into the organisation. Mr Brian Sambell entered the Cottage in August 2020 following a Short-Term Accommodation stay. Similarly, Ms Hazel Tucker moved into one of the Windsor St properties in November 2020 also following a short-term accommodation stay. Ms Joy Jones entered one of the Bosworth Street properties in September 2020 and Mrs Sue-Ellen Blanch joined the Reserve Rd site in March 2021. We are very pleased to welcome all to NHFH. The organisation continues to grow and develop and at the conclusion of the financial year, we were operating with two full-time vacancies however both these vacancies were being utilised by new clients working through a transition program with the hope and intention to become full-time clients.

Further within this report are updates regarding some of the activities and actions that have been occurring throughout the year at the various sites as well as some of the achievements that the clients have made throughout the year. I trust that you will enjoy this, and I greatly look forward to catching up with everyone as soon as we are able to do so. Unfortunately, given the current COVID-19 restrictions, we are unable to plan any large gathering or event to celebrate either Christmas 2021 or the 60th Anniversary of the organisation at the moment like we would like to. As a small acknowledgement of this, we have arranged for a photo book of NHFH to be created to both celebrate the past and the present of the organisation's history. I trust you will enjoy this. Wishing you all the very best and may I extend my personal thanks to all for your ongoing support.

**Best regards,
Annette**

AROUND THE SITES

BOSWORTH STREET

As with all the sites, Bosworth has experienced some challenges with the COVID Pandemic, however, this has not stopped staff and clients from being very creative and maintaining a bright and cheery place with loads of craft and activities happening on site. After the first wave of the pandemic, Return and Earn played a big part in educating clients on the importance of recycling and saving money. With the help and assistance of staff and clients, Return and Earn helped clients save money for purchases such as a Halloween Party where everyone was able to make decorations and get dressed up for a fun occasion. This happy environment set the site up to participate in a Christmas Competition of the best house decorated and a prize being awarded for 1st place.

Our CEO Annette Allen had the tough decision in choosing the best-decorated villa. Everyone got involved and it produced an astronomical amount of dedication and support from staff to ensure our clients were able to participate in such a wonderful event. The outcome of this was great.

Creativity and support have not stopped throughout the year, we have had the pleasure of utilizing staff's qualifications in other industries and for them to utilize and maintain their skills for yoga, reflexology, hairdressing, counselling, specialised craft, and gardening just to name a few. Our staff have always ensured our clients remained supported in these difficult times.

With the extra support of our new Villa Coordinators for each Villa which came into effect August 2020, we have ensured Bosworth's clients, families, management, and staff are well supported. These roles have now given our clients extra support in areas of medical reviews, employment access, community access, and for each client to get closer to achieving their goals and aspirations they have desired by enabling full participation and social inclusion, having the Villa Coordinators on site has made a positive impact towards our clients receiving a person-centered approach continuously.



RESERVE ROAD

The past year at Reserve Road has been one of change, challenge, and celebration. COVID-19 challenged us all last year, and this has continued through this year. We have had to adapt to the fluctuating health advice, and recently move more activities on site. The creative juices are flowing with Stephen with his woodworking, Darrell with his scrapbooking, Ian with his craft, Michael with his cappuccino from the mobile cafe, and Sue-Ellen with her dance moves. It has been a challenge not to be able to see our family, friends, and move around our local community because of the health guidelines. We have been fortunate to live and work on such a nice property though. We have beautiful outdoor spaces that are in our backyard with animals to tend to, paths to stroll along, gardens and the swimming pool for an afternoon dip.

Although it is a fact of life that we are all getting older, at Reserve Road an emphasis is on continuing to support the Clients to be as independent and as involved as possible in front of mind. Activities such as peeling the vegetables to help make dinner, stripping the bed sheets as part of a weekly room clean, or tucking in your chair after the coffee van are all examples of small things we continue to encourage. Australia Day was lots of fun at Reserve Road with a lamington bake off and thong throwing competitions with the winner taking home the Golden Thong trophy!



WINDSOR ST SITE – 378 AND 55-57

Wow, what a year! The Windsor St site was formed in September 2020 with the joining of 378 and 55-57 under one Site Manager. It has definitely been a challenging year for the clients and staff with the 2020 COVID-19 outbreak and now with the current 2021 Delta strain. We have had to work differently as all the clients have spent most of the last year being at home with all their work, day programs and community activities closed for most of the last 12 months.

We had a female client join us in November 2020 that brought us to full capacity. The gentlemen have all taken her under their wings and she is a much-loved member of the 55-57 site.

The clients at Windsor Street have a love of gardening, woodwork, craft, and ball sports. All the staff have ensured that the clients retain their skills in all these areas. As well as learning new skills, we have celebrated some big birthdays this year. Roy has turned 80, Alistair turned 75, Doug turned 70, Peter turned 60 and Glenn turned 50. The villa coordinators have worked very hard to keep the clients entertained, amused, and kept the boredom at bay with most clients spending a lot of the year at home.

They have done this through the following activities, making candles, masks and soaps, decorating coffee mugs, creating a mosaic on a coffee table, learning new recipes to cook. Clients also got to use a sewing machine for the first time when making masks to wear. Motivation for exercise has been a challenge but clients have been going for daily walks. though Some have also been attending gyms as well swimming 2-3 times a week. A lot of fun was had by all clients!

CLIENT ACHIEVEMENTS

ANTHONY CONSTABLE

Since moving to 378 back in 2014, Tony (as he is called) has become a new person. He has gone from having everything done for him to making his own coffee, doing his own washing, and assisting to cook meals for himself and his housemates. Since also moving into a much smaller setting, his vocab has definitely increased as he is speaking a lot more.

After having a knee replacement in March 2021, Tony has improved his walking and during lockdown has actively kept moving. He is also an avid summer and table tennis player. All of these activities have helped immensely in his recovery from his knee replacement. This year, Tony won the bowler of the year award for U3A which was a great achievement and saw him receiving a trophy.



DOUGLAS BOYTER

Douglas is a very friendly, chatty man, who before COVID participated in many varied recreational activities in the community. This promoted belonging and independence whilst developing confidence in many social situations. Douglas had enjoyed Koori art groups, shopping, BBQ's, parties, and opportunity shopping.

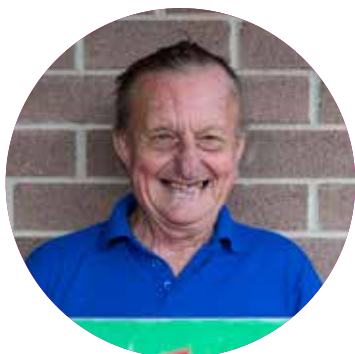
Douglas has complex health needs and being Indigenous, it's vital to improve on his health as he ages. He regularly visits the Aboriginal Health Centre to increase his life expectancy and maintain optimum health.

For Holistic development and for mental resilience, Douglas has been doing puzzles and memory games to train his brain and keep his mind active. Spiritually, he enjoys reading the Bible and Bible Trivia on Sundays with his housemates.

Due to COVID restrictions, it has been difficult to socialise lately for all clients. Douglas has been building on his emotional health and has been choosing one aboriginal word weekly to teach his housemates and staff. He really enjoys sharing his wisdom. This week's word is Wiradjuri it means hello. Douglas is very good at entertaining himself and always has a project on hand whether it be a Pointillism artwork on canvas or rock painting.

Physically, Douglas continues to walk with staff in his local area with a few rest spots along the way. This assists Douglas with balance, heart health and clearing his mind.





ZBIGNIEW MATUSZEWSKI (ZIGGY)

Ziggy has been enjoying painting to keep himself busy during lockdown and has made some masterpieces that he likes to give friends as gifts. He is keen to return to riding for the disabled as soon as lockdown has ended and has recently purchased a new helmet to ride with.

Ziggy likes to keep active and healthy by playing lawn bowls and is even a great player! As Ziggy likes to socialise and keep fit, he has also joined an aqua aerobics class this year which he really enjoys. Ziggy also enjoys gardening and always has the gardens at 55/57 looking great. He is particularly pleased with his strawberry patch.

SHANE SUTTON

Shane has been at Bosworth Street site since March 2019. In this time, Shane continues to work on his social skills by doing volunteer work at the Secret Garden Café and prior to COVID restrictions, Shane was working at the L2 Café at UWS twice a week.

Shane is supported to build on his cooking and hospitality skills by participating in a program called Cook and Connect run by Ben Roberts Café in Lawson. The program has encouraged Shane to build on social connections and teamwork skills. Shane's continued skill building in the kitchen has provided him with the opportunity to work at the café one day a week once restrictions are lifted.

Shane values social inclusion and community participation and can often be found trying new activities and contributing to the local community. Shane has made great improvements to adapt to a healthier lifestyle and sets daily step goals to improve his fitness, Shane has learnt to use a new smart phone with apps that allow him to track his progress.



VICKI VENN

Since joining NHFH in June 2020, Vicki's confidence and self-esteem have flourished as she learns new daily living skills that allow her to independently make breakfast, hot drinks of choice and attend to her personal care. Vicki's newfound independence continues to grow as she accomplishes many goals she set out to complete on her arrival to Bosworth Street.

Vicki's increased personal growth and confidence while in the community has allowed Vicki to build on her social skills. Vicki now attends a day program twice a week and looks forward to each day that provides the opportunity to experience group-based activities and to share good times with her housemates and clients at Bosworth.



COLIN IRNSIDE

Colin has been a volunteer for meals on wheels as a delivery man since 2017, Colin is able to be very social with the people he visits and is very confident whilst doing this role. When making his way to deliver the meals, he gives staff the correct directions for the food service places on his route. Colin likes to hold the board with all the addresses for the drop off meals and once at the destination Colin is very confident and advises staff to follow behind him, as he reminds staff it is his job which he takes seriously.

Colin recently purchased a new tablet (iPad) which he enjoys using and watching three stooges on it, staff are encouraging and guiding Colin on how to use his new device, with a lot of persistence and determination on Colin's behalf, he is able to use the iPad himself with only a small amount of support from staff. This has been a great achievement for Colin. Colin has a long term relationship with his Girlfriend Xandra, for many years they have been having regular lunch dates weekly at a different destination until our COVID lockdown. New routines have been formed to ensure their relationship remains connected by regular phone calls to one another.

Due to missing each other, Colin and Xandra have recently started to use FaceTime calls with each other so they can interact on a more personal level which they are enjoying these special calls.



JON HAIR

Jon has a passion for the spooky. In October, Jon threw his now annual Halloween party for all his friends. Jon loves the lead up to Halloween – planning everything from the guest list, decorations, his costume, and food. Jon ventures into the community, assisted by his support staff, to source what is required weeks before the party starts. He loves to see his house transform with decorations in the lead up to the event.

This year, Jon hosted his party at the farm. Everyone dressed up and enjoyed a BBQ lunch at Reserve Road. As the event was winding down, Jon had already begun to make plans for how to make things bigger and better for next year.



STEPHEN BAYNHAM

Stephen has lived in the Cottage since last May. He has kicked his smoking and drinking habits and replaced them with a thirst for creativity, both in the kitchen and in his woodwork shed. Whilst Stephen enjoys his take-out meals, he also has learnt many new skills and cooking techniques at home.

Stephen has had support from his staff in trying his hand making pies, soups, fried rice, cheesecakes, pasties, stir-fries, and his now famous layered cakes. Stephen has also loved learning new skills in his woodwork. Regular trips to Bunnings to stock up on supplies and browse new tools is one of Stephen's favourite activities. He has whipped together so many things, including seats, boxes, easels, and ladders – he has even managed to sell some of his creations.

With COVID-19 and lockdowns, Stephen has learnt skills to help his online. He and his housemate Brian have been supported by staff to complete their weekly grocery shopping online so to click and collect their food. Stephen has also been shopping online with Bunnings when required. His new technology skills have extended to YouTube, where he can watch cooking and woodwork videos to learn new skills and refine old ones.

SUE-ELLEN BLANCH

Sue-Ellen moved to Reserve Road in March 2021. She now lives in Villa Three with William, Ian and David. Sue-Ellen has two children, Olivia and Hayden, who she sees and speaks with often.

She has transitioned well into Villa Three and her true personality is shining through more each day. Sue-Ellen loves a hot drink (whatever is going) from the coffee van, a local café, or the comfort of her home. She enjoys listening to music and having a boogie – ABBA and Fleetwood Mac are some of her top picks. Sue-Ellen enjoys long walks around the Reserve Road property and conversing with others, whether it be her support staff or people within the community.



BOARD OF GOVERNANCE



WARREN CHALKER
CHAIRMAN



JOAN FERNANDO
TREASURER



IAN GRAHAM
DIRECTOR



KIM FORD
DIRECTOR



SCOTT ROGAN
DIRECTOR

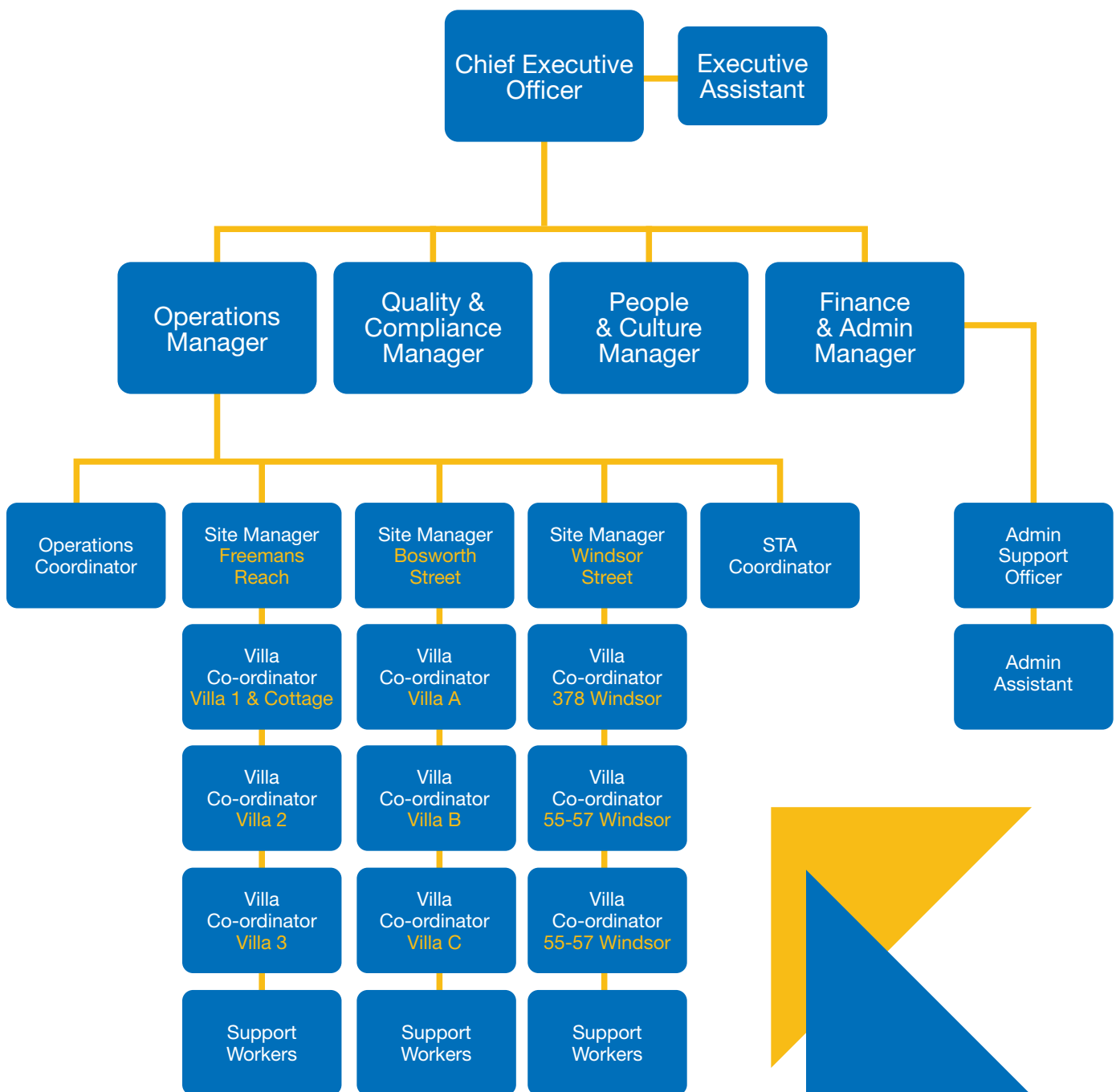


ROB EWIN
DIRECTOR



STEVE MORTIMER
NHFH PATRON

ORGANISATIONAL CHART

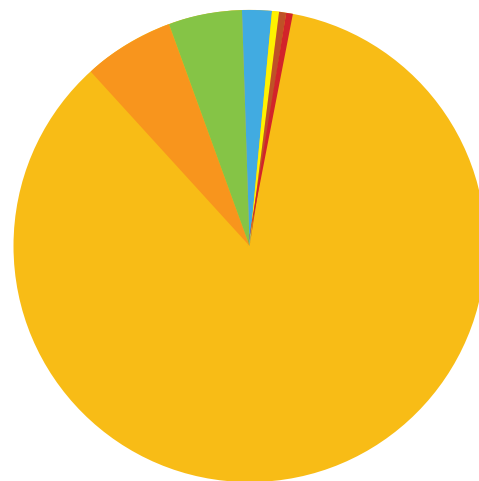
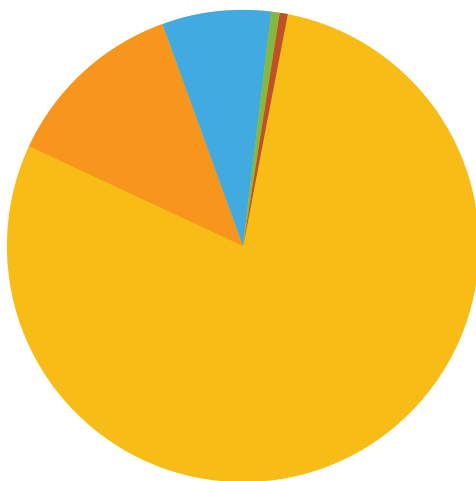


FINANCIAL SUMMARY

TOTAL INCOMING RESOURCES

SERVICE REVENUE	\$7,682,779	86.9%
DONATIONS	\$1,364	0.0%
RENT & LODGING	\$906,532	10.3%
OTHER REVENUE	\$237,141	2.7%
INTEREST	\$6,177	0.1%
PROFIT ON SALE OF FIXED ASSETS	\$6,850	0.1%

TOTAL **\$8,840,843** **100%**



TOTAL OUTGOING RESOURCES

EMPLOYMENT COSTS	\$7,030,668	80.6%
ADMINISTRATION	\$536,942	6.2%
DEPRECIATION	\$537,791	6.2%
RESIDENT'S EXPENSES	\$327,373	3.8%
MOTOR VEHICLE EXPENSES	\$48,643	0.6%
PROPERTY EXPENSES	\$203,790	2.3%
INTEREST	\$34,025	0.4%

TOTAL **\$8,719,232** **100%**

BALANCE SHEET

ASSETS	2021	2020
CURRENT ASSETS	\$2,519,558	\$2,408,395
NON-CURRENT ASSETS	\$13,970,250	\$14,349,118
TOTAL ASSETS	\$16,489,808	\$16,757,513

LIABILITIES	2021	2020
CURRENT LIABILITIES	\$1,432,918	\$2,070,883
NON-CURRENT LIABILITIES	\$1,416,025	\$1,167,377
TOTAL LIABILITIES	\$2,848,944	\$3,238,260

NET ASSETS	\$13,640,864	\$13,519,253
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TOTAL EQUITY	\$13,640,864	\$13,519,253
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NEW HAVEN FARM HOME



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