



**FAIRHAVEN SERVICES**  
discover | belong | celebrate

ANNUAL REPORT 2016-17

# Who we are

### Vision

To be the best provider of a diverse range of programs and options for people with disabilities throughout their adult life.

### Mission

To empower people with disabilities and other stakeholders to reach their highest potential and quality of life through the provision of sustainable businesses and services.

### Purpose

We exist so that people can experience the joy of discovery, belonging and celebration. We achieve this by providing opportunity, advocacy and independence for people living and working with a disability.

### Strategic Plan Goals

**Unity** – Establish and embed a ('One Fairhaven') collaborative, trusting and respectful culture that supports and empowers our people to deliver service excellence.

**Quality** – Deliver best practice, person centric services that delight and satisfy our participants.

**Sustainability** – Redesign individual business models to achieve organisation-wide viability, improve operational performance and generate capital for reinvestment and growth.

**Profile** – Raise Fairhaven's profile to top three awareness within the Central Coast charitable/NFP space by embedding the core elements of our brand message across all communication.

# What we do

From humble beginnings in 1962 as a school for children with disability, we have developed into a social enterprise that provides community participation, social skills, employment opportunities, accommodation and living supports.



On the cover: Back row; Aaron Pereira, Ryan McKellar, Chris Sibraa. Middle row; Sue Bennett, Monique De Gooijer. Front; Keith Farr.



# How we serve



## CLIENTELE

From Mannering Park to Narara and Umina Beach, over 150 people from far and wide choose to connect with Fairhaven for a range of disability supports, services, activities and opportunities.



## SUPPORT WORKERS

All around the Coast, day and night, across community spaces and residences, our stellar support team of over 50 people work with clients to help them achieve their goals.



## VOLUNTEERS

More than 70 people aged 22 to 70+ years give their time each week across a range of areas including retail, sorting, bingo, deliveries, events, admin, visual merchandising, gardening and maintenance.



## SUPPORTED EMPLOYEES

As the largest provider of supported employment on the NSW Central Coast, we provide jobs and work experience opportunities for over 120 people across our Pacific CoPack packaging and Re-Create upcycling work hubs.





# Highlights



## First Fairhaven client makes the transition to NDIS

September 2016: Raymond is a trailblazer as the new model of NDIS funding begins to roll out on the Central Coast.



## New CEO is appointed

January 2017: Interim CEO Tony Anderson hands the reigns over to Monique Cardon who said "Working with the participants of our services to ensure they have choice and control over their lives is something I am passionate about. I feel incredibly honoured and humbled to lead the Fairhaven team and thank the Board for the opportunity."



## Tuggerah factory sold

February 2017: It's business as usual for the northern Pacific CoPack site as we continue to operate under lease arrangement at Tuggerah.



## Five brand new accessible residences open at Kincumber

November 2016: In partnership with NSW Dept of Family and Community Services (Ageing, Disability and Home Care), this \$4.5m project offers five purpose-built homes designed to address the specific support needs of up to 15 people who live with intellectual and physical disabilities.



## Vintage Fair opens at Erina Fair

April 2017: Courtesy of Lendlease, the pop up shop showcases the creative abilities of our employees and helps raise funds for our cause. An NDIS kiosk, the first of its kind in the region, operated in the larger space for several months until the shop downsized. Vintage Fair went on to win the Gosford/Erina & Coastal Chamber Awards 2017 Excellence in Social Enterprise.

# From the Chair



We have had an extraordinary financial year of reformation and growth. We commenced the year with an interim CEO (Board member Tony Anderson on leave from the Board during this secondment) and ended the financial year with our newly appointed CEO Monique Cardon in place and well established. I extend my personal thanks to Tony for taking the challenge and guiding the necessary changes for our organisation to grow. The Board was very clear on a transformative approach being effected by a new CEO, and also clear about the support and resources that would enable strong leadership to deliver positive change while dealing with the challenges of successfully meeting the transition to the National Disability Insurance Scheme on the Central Coast.

As a Board member, I am keenly aware of the duty of care that I have accepted to fulfil the organisation's charter and to act in the best interests of the organisation and its members. As the Chair, I accept it is my responsibility to ensure the Board remains effective, professional and transparent in all its dealings. I am happy with the progress we have made in our Board dealings this year, with more robust strategic discussion occurring on key issues that are relevant and timely. Our Board is working well to support proper process and better guided decisions that meet our charter.

Our achievements this year include the completion of five new residential living units at

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*We have had an extraordinary financial year of reformation and growth.*

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Kincumber, the completion (and hopefully very soon – occupation) of the new five space living facility at Booker Bay. We have also sold our property interest in the Tuggerah facility to become lease tenants through to June 2018 with an optional extension to 2019. This has coincided with a revaluation of our other property assets which has resulted in a greatly strengthened liquidity and non-current asset position.

Overall, we have had a successful trading year, however the primary challenge that our Board and management team are presently navigating is to effect the necessary changes in the packaging business that will create a viable enterprise, or transition our supported employees to a more reliable and less difficult work environment. We continue to make progress with our retail precinct and modest capital improvements at our Point Clare site, as well as the long-term opportunity developments in the Re-Create furniture market.

While we are the largest supported employer on the Coast, we have chosen to encourage an open and collaborative approach to all local disability organisations by offering candid exchanges that may lead to shared opportunities that service our clients and our shared commercial markets. We believe

that this is the essence of proper sector leadership and we will report progress on these important exchanges.

Under Monique's leadership, we have made good progress in identifying needed operational and functional improvement, strengthening our stakeholder relationships and bringing together a high-performing leadership team. As a Board and management team, we are committed to making significant hierarchical, functional and operational changes that builds a more resilient enterprise.

Our organisation has also committed to a fresh strategic approach with a focus on four outcomes that the Board believes are best practice, financially responsible and fulfil our duty to our supported employees, our residents, our customers and the broader community. I personally believe the organisation is in the best position it has ever been in to achieve the changes that we all agree are needed, and I have every confidence in the current leadership, management and Board to ensure we deliver.

**Clive Blunt**  
Chair and Director

# From the CEO



Fairhaven Services has experienced significant change during the 2016-17 financial year. From July to January, Tony Anderson stood down from his Board position and took up an Interim CEO role following the departure of Jim Buultjens. This period of time enabled the Board to consider what the organisation needed in a CEO moving forward. At the end of January 2017 I joined the organisation with a mandate to transform Fairhaven into a viable, contemporary and innovative organisation able to thrive under the NDIS.

The roll out of the NDIS on the Central Coast commenced on 1 July 2016 and brought with it a raft of challenges for families and service providers like Fairhaven. Difficulties with the portal, changes in the planning process and the transition between funding bodies led to a stressful time which gradually improved as the year progressed. Despite the experiences in the Hunter trial site, the local rollout has been a steep learning curve for everyone and there is still some way to go as we begin to experience first plan reviews.

Early in the 2016-17 financial year we transferred our West Gosford Australian Disability Enterprise (ADE) over to our Point Clare 'top shop' site and leased out the Bowen Crescent factory. This meant downsizing our staffing profile and introducing split shift rosters to accommodate the number of employees we

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*Our community programs have gone from strength to strength and are centred around our vibrant Point Clare community hub which is packed with daily activities.*

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supported at that time. We thank our supported employees, their families and staff for their ongoing support.

During 2015 and 2016 five villas were constructed on the site of the old lodge at Kincumber and most of our residents returned to their new homes in early August 2016. This was followed by an official opening on 18 November by (then) Minister for Ageing, Disability and Multiculturalism, the Hon John Ajaka. The redevelopment was a partnership between Fairhaven, who provided the land, and the NSW Department of Family and Community Services (Ageing, Disability and Home Care) who funded the \$4.5 million build as part of their commitment to devolve large residential centres. Work on two more villas which will house five residents stalled at the Booker Bay Road site due to the cultural sensitivity of the site. Work has since recommenced and we hope the 'Koolewong ladies' can move into their new home before Christmas 2017.

The Board made the decision in mid-2016 to close our café at West Gosford (Ever Bean) and lease out the café at Point Clare (Fare

Cravin'). We welcomed Lorna and Arnold as the new proprietors who have since built up a loyal clientele with their tasty menu and ambient indoor/outdoor, child and dog friendly environment which all helps to support the Vintage Fair shopping village.

Early in calendar year 2017 we were fortunate to be offered rent-free retail space at Erina Fair, where we set up a pop up shop as an extension of Vintage Fair. The shop opened on Saturday 1 April, with a formal launch on Thursday 6 April. The pop up shop replicates the look and feel of the school house at Point Clare and showcases a range of wares designed and created from donated items. Our sincere thanks to centre management, Lendlease, for their continued generosity.

My first several months were spent orientating myself with the organisation – its history, its current status and its future. Most importantly, I needed to understand the engagement levels among staff, and what could be improved to ensure better outcomes for the people we serve. A staff survey was used to ask a range of questions





around communication, culture, leadership, professional development and training. This resulted in a 48 point action plan that is now a blueprint to ensure we are a values-based, mission-driven employer of choice that provides high quality services.

We achieved several grants this year for our Point Clare site which will support our new community kitchen (thanks to the Central Coast Council's Stronger Communities Fund); an awning between the op shop and school house (thanks to the NSW Department of Primary Industries); and an upcycling and packaging production shed (thanks to the Department of Family and Community Services (FACS) Community Building Partnership). We also partnered with Adssi HomeLiving Australia to successfully apply for a case management grant through the Commonwealth Department of Social Services to help some of the people working in supported employment to consider other day time activities that might provide better life outcomes than working in an ADE.

Our community programs have gone from strength to strength and are centred around our vibrant Point Clare community hub which is packed with daily activities. We expanded our community support worker team and now have 24 staff who support over 70 community clients, many of them new to Fairhaven.

Our factory at 4 Reliance Drive, Tuggerah, sold for \$2.2 million on 1 June 2017. Pacific CoPack continues to operate from that site on a lease-back arrangement with major clients Mars Food Australia and Pandora.

ProSIMS – the client management system that will provide a centralised point for all client relations – is rolling out in stages, supported by training and ongoing cultural change management. Staff now use the Time Online app to submit their timesheets which interfaces with payroll, rostering and NDIS claiming. The full system will be operational in the 2017-18 financial year.

Our strategic direction over the next 12-18 months will focus on four key areas:

**Unity:** Establish and embed a 'One Fairhaven' collaborative culture that supports and empowers our people to deliver service excellence.

**Quality:** Deliver best practice, person-centric services that delight and satisfy our participants.

**Sustainability:** Redesign individual business models to achieve organisation-wide viability, improve operational performance and generate capital for reinvestment and growth.

**Profile:** Raise Fairhaven's profile to top three awareness with the Central Coast/not-for-profit space by embedding the core elements of our brand message across all communication.

Heartfelt thanks to the Board, management team, staff, residents, supported employees and volunteers for making me feel so welcome and for supporting the vision of 'One Fairhaven'.

I have thoroughly enjoyed my first few months here and look forward to the 2017-18 year with great enthusiasm and to working with the leadership team of Miriana Barrie, Janie Cruickshank, Sarah Williams, Kerrie Friend and Lisa Exton who have proven themselves able to work together collaboratively and with meaning.

**Monique Cardon**  
Chief Executive Officer

# Achievements



## Kylie finds a new order

Having been a supported employee for several years at packaging hub Pacific CoPack, Kylie has worked across most of the production areas. With a tendency to continually handle the products, there have been some limits to the kinds of tasks she was able to take on.

But since starting her first NDIS Plan with funding in place for 'Finding and Keeping a Job', Kylie now has a dedicated support worker alongside during a shift one day a week. The result has been nothing short of fantastic!

The one-on-one guidance has enabled Kylie to focus on the packing process with minimal unnecessary handling. Support worker Katie is attentive and focused on helping Kylie to achieve her goals which has enabled her to manage a full day shift at work for the first time. "She's changed my life in a lot of ways, very helpful on the job. I love having her working with me" said Kylie.

With ongoing support Kylie's productivity and confidence continues to sky rocket. Kylie has progressed from simple packing and labelling to slightly more complex tasks like weighing product.

What Kylie really enjoys about working at Fairhaven is "the supervisors, the functions they have (BBQ, sausage sizzle), the carers at community. The nice people on the job. I like doing Pandora cushions."

Kylie's abilities do not enable her to do this work independently. Her life has changed with the support she receives in the workplace. "I enjoy everyone's company and they're very helpful, it's close to home too and I'm happy".





## Heather's new groove

A couple of months ago, Heather began learning to play the ukulele with self-described “musically curious” support worker Gareth. Right from the start, Heather displayed a great sense of rhythm (and style!), but had trouble strumming with her fingers or holding a pick. A keen artist, she had more success using a paintbrush, but the bristles didn’t give a particularly nice sound.

So, using simple materials and a little bit of ingenuity, Gareth designed a long-handled strumming device (aka “Pick on a Stick”) specifically for Heather’s ability; this made it easier for her to practise while developing her flexibility/dexterity – now, pick-in-hand, she’s strumming up a storm!



## Gareth sees the world

Gareth came to Fairhaven in 2017, initially as a volunteer, and then as a support worker. He says, “Since I’ve been a support worker at Fairhaven, my world has opened up more than I could have ever imagined. I’ve met some amazing people, made great friends, and have a job I’m proud of that makes a contribution to my community. I go to movies, festivals and galleries, op-shops and markets, bush walking, swimming, dancing and golf. I’ve taken up water-colours and the ukulele, and I’ve been learning about mobile technology and how phone apps can both make life easier and be a lot of fun too.”

“But the most profound thing I’ve learned is that people with disabilities almost always seem to be unusually enabled in certain ways. I never cease to be amazed how one person I support will cut through the voices in his head at any given moment to ask me if I’m all right! Or how another has this capacity for unselfconsciousness, for being wholly engaged in whatever’s making her happy, which is easily one of the most beautiful things I’ve ever seen.”



## Peter makes sparks fly

Peter has been a supported employee at Fairhaven for almost 20 years. With his positive attitude and exceptional attention to detail, he now leads a small upcycling team that produces a range of stylish hand made furniture pieces from reclaimed materials.

Over the last 12 months he has received workplace training in the use of electrical equipment such as a planer and angle grinder. Peter is eager to continue learning, his self directed goals for next year include gaining his forklift licence, learning metric measurement and to further develop tool and leadership skills.

“Peter is a private person by nature. He knows what he wants to achieve.” Re-Create Facility Co-ordinator Scott remarked. “It’s great to see Peter take on responsibility that empowers him.”



## Daniel makes a smooth transition

Daniel began supported employment at packaging hub Pacific CoPack this year. He had NDIS Plan funding in place for 'Finding and Keeping a Job'.

Daniel turned up to his first day on the job and easily settled in as if he had always been here. He is adept at doing the precision work. Some of the manual hand assembly tasks are quite complicated and require a high level of accuracy and attention to detail, for which he is perfectly suited. Daniel picks up new things instantly and works independently, he will often find a creative way of doing something quickly and efficiently. His contributions are invaluable. He enjoys coming to work here: "I like having a bit of variety and meeting new staff and friends."

Daniel has achieved a natural progression of life in his transition to work.





## Taking time with Adam

It's the simple things which happen in our everyday lives that are the most important of all. Having missed out on mastering some of the basic skills during his school years, support worker Leanne is helping Adam learn to tell the time and is now well on the way to achieving this.

"School never really had time for me. I can see that now," he said.

Adam began timeclock lessons with Leanne to develop his skills and confidence. He is really excited about his progress.

"I'm learning what I can do, to learn about things that everyone else just knows," he said. "When I'm at home now I actually look at the clock and I know what it means!"



## Deb finds fun in fundraising

In the five years that Deb has worked at the Point Clare op shop, she's seen a lot of changes. "The op shop has improved 100%, it looks fantastic and has a very welcoming atmosphere. And I've been blown away by the move toward upcycling and how well it involves Fairhaven's supported employees. It is fantastic the way people can make amazing things just from bits and pieces."

Having worked in childcare previously and other volunteer gigs, Deb now does three days a week at Vintage Fair Shopping Village and is happy get to involved with the fundraising events too. "Anything that looks like fun, I'm there! It is lovely to get to know the regular customers, they come in to shop and eat, are happy to support us and are always stopping by to say hello."

"Recently a few more supported employees have started working with us in the retail area and sorting room along with a support worker. It's been a great fit, everyone working together as part of one team. We have a lot of fun and many laughs."

"I recommend any one should come on board and volunteer with us. It's a great cause and it's awesome. Never a dull moment. Live life, love life!"



## Michael has choice and control

Michael lives in a share accommodation style supported residence. He does most things independently to live the life he wants, with some in-home support for occasional tasks.

Most days Michael goes to work at Pacific CoPack. This year he achieved his ambition of setting up a small local side business washing cars.

Fairhaven CEO Monique Cardon is one of Michael's regulars. She said, "Booking in for Michael's car wash on a Monday is a case of 'get in quick!' – everyone knows he does such a good job so if you're not booked in advance you miss out!" His support worker, Erika, oversees his work and the two of them are looking forward to the warm weather. "Michael's skills have improved and he always has a smile for his customers."

Michael's self confidence continues to grow as he enjoys the flexibility and support to choose how he spends his time.

# Awards

## Supported Employee of the Month Point Clare, Tuggerah:

JUL 2016	Julianne Brown, Chris Sibraa
AUG	David Burke/Daniel Perkovic, Michael Hawson
SEP	Sonia Byrnes, Chris Sibraa
OCT	Elisabeth Atton, Sean Blade
NOV	Bryce Guilbert/Darren Jones
FEB 2017	Chantelle De St Pern, Matthew Ward
MAR	Michelle Wardell, Kylie Cheney
APR	Michael Frame, Dallas Welling
MAY	Peter Secomb
JUNE	Craig Frazer, Nicole Brolly

## Supported Employee Encouragement Awards Point Clare, Tuggerah:

JUL 2016	Vanessa Neil, Bryce Guilbert/Jim Perry
AUG	Craig Frazer, Stephen Smith/Aaron Pereira/Duncan Bond
SEPT	Jish Malhotra, Ryan McKellar/Tim Lefoe/Heather Targett
OCT	Rodney Vidot, Darren Jones/Sue Richards
NOV	Chris Cook/Tim Lefoe
FEB 2017	Stephen Downing, Bryce Guilbert/Dean McDuff
MAR	David Orr, Aaron Pereira/Chris Sibraa
APR	Tetaake Brennan, Hannah Langbridge/ Janet Bromfield-Ross/Viki Bailey
MAY	Robert Chalkin/Penny Stout
JUNE	Jimmy Diamont, Monique DeGoojier/Sean Blade/ Danielle Clayton

## 2017 Volunteer Awards:

Guy Sherwood – Volunteer of the Year  
 Con Orfanos – Louder Than a Locomotive  
 John Milne – Best Director / Louder Than  
 a Locomotive  
 Ted Smith – Best Storyteller  
 Jess Duroux Johnson – Rockstar Rookie  
 Deb Hoyne – Energiser Bunny / Champagne  
 Award for Most Sparkly  
 Heather Brown – Queen of Tags  
 Helen Dlugosz – Good Sort Award  
 Inge DeVita – Customer Whisperer  
 Janet Murray – Cash Up Queen  
 John Nicholson – Statler and Waldorf  
 Jon Evans – Hide and Cheek

## 2016 Support Worker of the Year:

Bronwyn Lewis - Residential  
 Robert Patey-Downes - Community

## 2016 Staff Member of the Year:

Adrienne Prazauskas - Corporate Services  
 Judy Delbridge - Retail  
 Kylie Wanjohi - Contemporary Living Options  
 Grant Maloney - Pacific CoPack

# Anniversary Milestones

The following people have achieved a service milestone this past year through working or volunteering with Fairhaven. Thank you for your wonderful commitment and dedication:

## 10 Years Service

David Burke . . . . . Supported Employee  
 Dean McDuff. . . . . Supported Employee  
 David Meehan . . . . . Supported Employee  
 Dean Phippen . . . . . Supported Employee  
 Sheree Simmons . . . . . Supported Employee  
 Adam Tamsett . . . . . Supported Employee  
 Carlo Triegaardt . . . . . Supported Employee  
 Geoffrey Burnell . . . . . Supported Employee

Steven Hutton . . . . . Supported Employee  
 Thomas Nagle . . . . . Supported Employee  
 Sean Blade . . . . . Supported Employee  
 Paul Dickinson . . . . . Supported Employee  
 Jason Edmonds . . . . . Supported Employee  
 Christopher Williams . . . . . Supported Employee  
 Maureen Johnson . . . . . Volunteer

## 15 Years Service

Vicki Bailey . . . . . Supported Employee  
 Tye Dillon. . . . . Supported Employee  
 Keith Farr. . . . . Supported Employee  
 Steven Reneman . . . . . Supported Employee  
 Janet Bromfield-Ross . . . . . Supported Employee

Stephen Hancock . . . . . Supported Employee  
 Russell Goddard . . . . . ADE Staff  
 Greg Jeffries . . . . . ADE Staff  
 Helen Armstrong . . . . . Residential Staff

## 20 Years Service

Anthony Jackson. . . . . Supported Employee  
 Christopher McLean. . . . . Supported Employee  
 Kelly Williams . . . . . ADE Staff

## 30 Years Service

Louise Karen . . . . . Supported Employee  
 Michelle Waddell . . . . . Supported Employee  
 Jennifer Williams . . . . . Supported Employee



# Our Ambassador

## Liesl Tesch MP

Liesl competed in five Paralympic Games between 1992-2008 with the Australian wheelchair basketball team winning three medals, and was the first woman in the world to play wheelchair basketball professionally. She took up sailing in 2010 and went on to win back-to-back gold medals for Australia at both the 2012 London and 2016 Rio Paralympics. Liesl was appointed a Member of the Order of Australia in 2014.

In April 2017, Liesl Tesch was elected the Member for Gosford at the Gosford state by-election. We are delighted that, despite her busy schedule, Liesl continues as our ambassador since her appointment in December 2015.



# Our Board

## Mr Clive Blunt – Director/Chair

Clive was elected to the Board in November 2013, and appointed Chair of Fairhaven Services Limited in August 2015. He is also the Chair and non-executive Director of Adssi HomeLiving Australia, Chair of the Advisory Panel for SafetyWorks Group, Principal and joint business owner of Because Advisory, and joint Trustee for the Shirley Nepean Foundation. Clive holds an MBA from Monash University and is an accredited Six Sigma, MBTI and Sustainability practitioner.

## Ms Diane Dales – Director

Diane was elected to the board in 2004. She is retired. Diane has served on a number of community organisations including schools, sporting bodies, committees of Gosford and Wyong Councils and currently holds a number of positions on community boards. She was the Board's Honorary Secretary from October 2007 until March 2017 when the position was dissolved.

## Ms Anne Maree Daly – Director

Anne was elected to the Board in May 2011. She has a BSc from UNSW, a Grad. Dip. in Occupational Therapy from the Cumberland College of Health Sciences, and Cert IV in Frontline Management. She has worked in the disability sector for over 35 years in Public Health, Department of Education and non-government organisations. Anne has worked for the Cerebral Palsy Alliance (formerly the Spastic Centre) for 28 years. Anne is currently employed as a manager of Central Coast services for Cerebral Palsy Alliance. She was a former director of Fairhaven between 1985 and 1987 and is the sister of an employee and resident of Fairhaven.

## Ms Margaret Twyman – Director

Margaret Twyman has recently retired from practice as a Solicitor Advocate specialising in the Criminal Justice System as both Prosecutor and Defence Counsel for over 30 years. Margaret had a particular interest in advocating for clients with mental health/disability issues. She joined the Board of Fairhaven in March 2012 and has a keen understanding of providing service to the community of people with a disability.

## Mr Malcolm Angus – Director/ Vice Chair

Malcolm was elected to the Board in November 2013. He is currently a director of Evergreen Life Care. He was previously the CEO of Aged and Disability Support Services Incorporated (Adssi). Malcom holds a BA Comms. (Communications) from the University of Technology, Sydney, a Post Graduate Diploma in Adult Education from Sydney Teachers College and has a Certificate IV in Assessment and Workplace Training. He is also a volunteer bush fire fighter with the Rural Fire Service.

## Ms Jenni Allen – Director/Hon Treasurer

Jenni has worked in the Not for Profit sector for the last 20 years and currently serves as CEO of Adssi HomeLiving Australia. She has previously worked in the commercial sector in a number of areas including finance/banking; insurance, and in small-medium businesses. Jenni has an MBA and Master of Commerce (Professional Accounting) from the University of New England. She holds community advisory committee roles with Aged and Community Services NSW & ACT and the Central Coast Local Health District and is a Director of ACS.

## Mr Tony Anderson – Director

Until November 2014, Tony was the CEO of Inala, a disability organisation in Cherrybrook, Sydney. He was previously the General Manager, ANZ Professional Division of Kimberly Clark Australia and has extensive experience and qualifications in marketing, leadership and general management. Tony was Interim CEO of Fairhaven Services from July 2016 to January 2017.

## Ms Monique Cardon – CEO/Non-voting Director

Monique was appointed as CEO of Fairhaven in January 2017. She has over 25 years' experience in the not for profit sector at the senior level, and has worked across children's services, aged care, disability services and volunteering, as well as providing consultancy services through her own business. Monique holds a Masters of Business Administration from Southern Cross University, and has significant governance experience from her involvement on a range of community Boards. She is an active Rotarian through the Rotary Club of Gosford City.

## In Memory

This year we sadly bid farewell to several people who were part of the extended Fairhaven family:

Carlene Brzozowski - ADE Staff

Steve Jones - ADE Staff

Winnie Cook - Former Resident

Ralph Herman - Former Resident

Lynnette Stutchbury - Supported Employee

Howard Henler - Community Participant

Leith Skyring - Volunteer

Rachel Parsons - Volunteer



## Acknowledgements

There are so many people and organisations we would like to acknowledge, who have helped us to achieve our goals this past year either through supporting our ventures or generously donating time, cash or in kind:

### Funding Bodies

NSW Dept of Family and Community Services (Ageing, Disability and Home Care)  
Department of Social Services  
National Disability Insurance Scheme  
Training Services NSW (DAAWS – Disabled Australian Apprentice Wage Support program)

### Partners and Supporters

2GO FM  
Active Edge Promotions  
Aldi  
Apex Laboratories  
Better Homes & Gardens  
Bunnings  
Central Coast Express Advocate  
Coast Community News  
Coast FM  
Erina Leagues Club  
Ettalong Bowling Club  
Everglades Country Club  
iMag  
Jason Hodges  
Kokonut Pacific  
Lendlease  
Mars Food  
Max Employment  
NSW Trains  
Pandora  
Reed Exhibitions  
Rhema FM  
Rotary Club of Gosford City  
Star FM  
The Coast Bar & Restaurant  
The Salvation Army  
Employment Plus  
Volunteering Central Coast  
What's On Central Coast

### Donations / Grants Received

Public Reserves Management Fund  
Family and Community Services Community Building Partnership  
NSW Department of Primary Industries

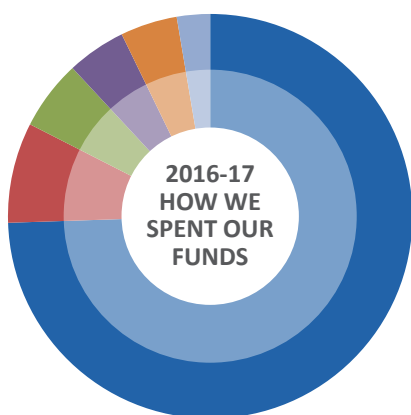
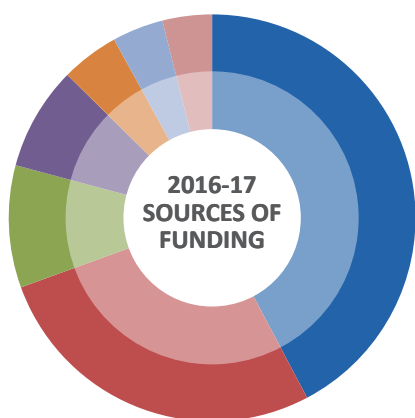
Beth Ellis  
D.S. Wilson  
Dianne White  
Donald Caldwell  
Gosford Sailing Club  
Grilled Pty Ltd  
Halcrow  
J Mansfield  
Jason Carew  
Jim Buultjens  
Lorna McGee  
Margaret Beaumont  
Michael De St Pern  
Mr and Mrs Austin  
Mr and Mrs Carew  
Mrs Helen Walker  
Mrs J Gilligan  
National Seniors Aust.  
Newton Family  
Noelene Welling  
Phil Johnstone  
Point Clare Community Hall Assoc. Inc  
Ronald Hincksman Pty Ltd  
Rosa Tea House  
Rotary Club Of Woy Woy Inc  
SJ Bernie  
Stock Buyers Australia  
The Westpac Group

### Thank you to every person who is part of our wonderfully diverse and inclusive community:

Our wonderful clients, employees and families  
Support Workers  
Volunteers  
Staff  
Board Members  
Customers who shop and dine at our retail spaces  
All who have donated goods to the op shop  
Everyone who has come along to our markets and events  
Stall holders



# 2016-17 Financial Summary



## Total Income **\$7,126,759**

Residential Services	\$3,012,369
Supported Employment	\$1,936,901
Properties	\$692,723
Community Programs	\$586,455
Retail Sales	\$328,136
Other	\$289,649
Fundraising	\$280,527

## Total Expenses **\$5,842,231**

Employee Benefits	\$4,351,286
Other	\$468,738
Occupancy Expenses	\$325,942
Consumables and Services	\$275,248
Insurance	\$265,881
Consulting Fees	\$155,135

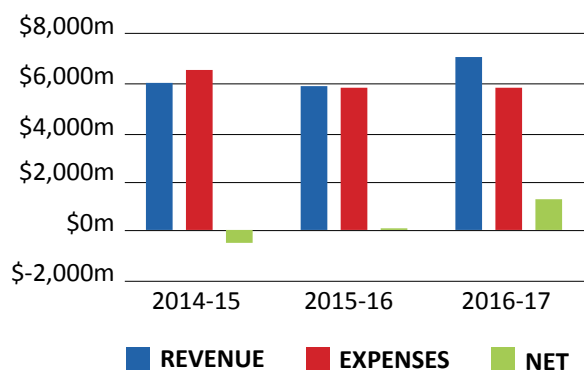
## Total Assets **\$11,632,518**

## Total Liabilities **\$1,190,318**

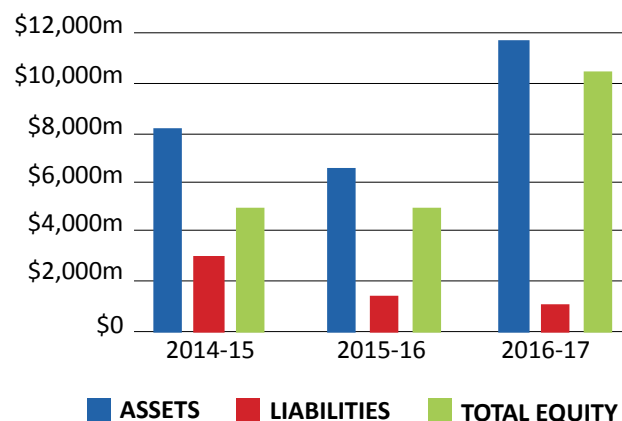
## Total Equity **\$10,442,200**

## Three Year Summary

### Revenue and Expenditure



### Assets and Liabilities



Fairhaven exists to help people achieve their goals and live an enriched life. You can help us continue our mission by showing your support in a number of ways:

**Donate.** Call (02) 4349 5500 or go online [fairhavenservices.com.au/donate](http://fairhavenservices.com.au/donate)

**Shop and drop off** your unwanted good condition items at Vintage Fair.

**Do business** with Re-Create and Pacific CoPack.

Leave a **bequest**.

**Volunteer.**

209 Brisbane Water Drive, Point Clare NSW 2250. Tel: (02) 4349 5500

Email: [hello@fairhaven.org.au](mailto:hello@fairhaven.org.au) Web: [www.fairhavenservices.com.au](http://www.fairhavenservices.com.au)

Fairhaven Services Ltd is a Registered NDIS Provider and charity with DGR Status.

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