





The only disability in life is a bad attitude. Scott Hamilton

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Front page: Fairhaven has provided Jish Malhotra with supports to achieve his social and economic participation goals.

Left: Working at Pacific CoPack means more than just a job for people like supported employee David Meehan.

From the CEO

Once again 2015-16 was a very busy year. It was a year of disseminating information on the National Disability Insurance Scheme (NDIS) and how the changes would impact on Fairhaven from a service provider's perspective but also what it would mean for our participants, their families, carers and guardians.

Many stakeholder sessions were run to help communicate the changes and to prepare for the "My First Plan" interviews. As we now know the process changed quite significantly over the past six months which was driven by a difficult start up especially with the National Disability Insurance Agency (NDIA) Portal.

Given this is the biggest change ever experienced within the sector there were always going to be some frustrations but we should not lose sight of the fact that the scheme will deliver focused supports and provide people living with a disability choice and control.

Despite the significant challenges we have experienced so far we remain optimistic that the scheme will deliver what it was designed to achieve.

With so much change happening in the sector we recognised the need to improve our productivity from an administrative point of view. Working in the human services sector we are required to continuously report on compliance criteria.

With this in mind the Fairhaven Board approved the purchase of a new software program called ProSIMS. It is a system which will allow us to automate a number of administrative processes and greatly improve productivity. We are running behind our roll out schedule but are now at a stage to commence our project to bring the system to the business. Much of the background data has been loaded and I am happy to say that Jodie Frost-Foster will lead the project for us. This will be a key project for the business especially as our participant's transition to the NDIS.

We have made significant advancement with our financial objectives. Fairhaven has paid out all debt and has no commercial higher purchase or leases. Whilst we do have an overdraft facility we are not currently accessing it.

In other developments we sold Central Coast Laundry during the year and it remains as a long term tenant at our West Gosford property. Pacific CoPack is an area of our business that has traditionally struggled financially.

We relocated the Pacific CoPack operation from West Gosford to Point Clare and Tuggerah to help us reduce costs and create an income stream by letting the building thus relieving some of the financial pressure.

Fairhaven was successful in gaining a Department of Social Services (DSS) grant of \$69,400 to assist us with assessing our ADE viability (Pacific CoPack).

The scope of the work includes:

- Business Analysis looking at production process, staff structures, logistics and use of technology
- · Financial viability
- Strategic Planning
- Demographic analysis
- · Financial modelling
- Strategic plan with review of current product/service mix
- · Operational planning
- · Marketing.

It was with great pleasure that we announced Liesl Tesch as an Ambassador for Fairhaven. Her genuine interest in Fairhaven combined with her energy and enthusiasm has made her a popular guest at our functions.

Our sincere thanks go to all of our supporters and donors. Fairhaven received grants from the James N Kirby Foundation and the Gosford and Wyong CDSE Club Grants Program which funded a new people mover for our community programs. We received other donations including, Ettalong Bowling Club \$10,000, Wyong Rugby Club \$5,000 and Mingara Recreation Club \$5,000. In total we received \$37,932.00 in donations.

Our residential participants resided in rental houses in the community whilst the new homes at Booker Bay and Kincumber were being constructed. The architect designed houses at Kincumber officially open in November 2016.

The home under construction at Booker Bay have experienced significant delays following the identification of middens. Work has now restarted with archaeologists on site. We are hopeful for completion around the end of March 2017 but this is dependent on any new artefacts or middens being discovered.

I would like to take this opportunity to thank the management team Miriana Barrie, Janie Cruickshank and Jodie Frost-Foster for their energy, enthusiasm and professionalism and all of our hard working staff who currently number around 70.

Finally, on behalf of the management team I would also like to thank the Board of Directors for their governance, guidance and support.

Tony Anderson

Interim Chief Executive Officer

From the Chairman

I would firstly like to note the thanks of the board, management and the members of our extended Fairhaven Services family to Mr Jim Buultjens who stepped down as CEO in July of 2016. Jim has served this organisation with great loyalty and commitment for nearly eleven years as CEO, and dealt with many challenging situations with his full measure of devotion.

2015/16 financial year has lived up to expectation and been one of continued fast pace change and adjustment to the dynamic landscape that is dominating the disability sector in Australia. Our organisation is facing the most significant challenge in its history to reform and remain relevant to the needs of people who live and work with a disability. The model that our enterprise was formed under, and has operated by for more than 50 years has changed so fundamentally that circumstances we once thought of as 'difficult' now look very different.

Right now, the Pacific CoPack food packaging business occupies a significant amount of our time, our resources and our energy, it is however incumbent upon us to meet the business challenges of our time and the current and future needs of our clients. The size and scope of this shift has meant that businesses we once relied upon to provide meaningful employment, have moved status from what could be termed 'a sustainable loss' (where operational income shortfalls could be 'made up' from other smaller profit producing activities and fundraising practices) to that of being manifestly unviable (where losses are significant and the offset profit producing activities can no longer make up - or even come close to - the income shortfalls). For the last 5 years in particular, compliance costs have increased and we have had to deal with more complex demands from our commercial customers in the food packaging business. Add to this the ageing profile of our supported workforce, and the challenge ahead is formidable.

Along with many other Australian Disability Enterprise's (ADE's), we face a very different future where sector employment is being pushed into an 'open market' format, where people who live and work with a disability are expected to find meaningful, supported work in open commercial environments. To support this transition, the NDIS has been introduced across many disability sector organisations, and complete with the expected and experienced teething problems, this can be an extremely distressing time for our clients, their families and carers. Our organisation has the capacity and know-how to meet these challenges, and I would very much hope that we also have the grit to see through our necessary actions.

We are an organisation that is progressive and looks to the future, and we are also an organisation that is an advocate in our sector, and one that provides contemporary living options for people with a disability. This year, we continue to improve and grow our accommodation options with the recent delivery of the new Kincumber Residential project and the near completion of our Booker Bay villas. This has been challenging for our residents but it is a worthwhile and rewarding experience which has been most ably led by Janie Cruickshank, our Contemporary Living Options Manager.

A significant part of our identity on the Coast happens through the raised public profile of our Retail Precinct at Point Clare. Our Opp Shop, the Fare Cravin' Café, our Aboriginal Artworks, Vintage Fair's UpCycling and ReCycling services, the ReCreate Pallet business and local small nursery – all contribute to what is intended to be a unique retail experience that can be profitable and

repeatable. We have a clear digital presence and strong social media platform which is now starting to bring the right media attention for our community efforts. I extend my thanks to Jodie Frost-Foster for her leadership and dedication of our highest profile activities.

Last year we acknowledged and made considerable efforts to improve our communication with all our stakeholders. To date we have received positive feedback from nearly all families about this process and we remain alert for opportunities to improve.

Our Pastoral Care program is in the second year of implementation and continues to do wonderfully supportive quiet work behind the scenes to assist and help all our supported employees, residents and their families with everyday concerns. I am personally grateful to Gay Moran our pastoral care coordinator and also to the Trustees of the Shirley Nepean Foundation that made this possible by way of a generous 3 year grant.

The strategy we wrote in October of 2014 is now due for a significant upgrade, and that will be one of the first tasks that the Board & Executive team will complete alongside the commencement of our new CEO in the early new year of 2017. The overall management of our executive function has been refined and improved under the impressive leadership of Miriana Barrie, our Operations Manager and 2IC. While there have been challenges in building better systems and processes, we are a stronger organisation as a result of the dedicated efforts of our Executive team.

It is also entirely appropriate to acknowledge and extend our heartfelt thanks to Fairhaven's fantastic ambassador Liesl Tesch, who has had a very busy year indeed. Liesl has found time to support and attend our functions and speak on our behalf at appropriate gatherings. She is a fantastic ambassador for anyone who works and lives with a disability but moreover – she is a wonderful human being.

I also extend my gratitude and personal thanks to our interim CEO, Mr Tony Anderson and the management team (Miriana, Janie and Jodie) for their exceptional management of daily operations, to my fellow board members for their patience and insight and to the people we serve, for their trust and confidence.

Your board and the management team are an exceptionally talented team, who have my full confidence as we work towards a shared, sustainable and exciting future together.

Sincerely.

Clive Blunt

Board Chairman

Who We Are



Our Story

Fairhaven Services Limited is a not for profit organisation that has been operating since 1962.

From modest beginnings as a school for children with a disability, we have grown to become a social enterprise dedicated to providing community participation, social skills, employment opportunities, accommodation and living supports.

Fairhaven provides accommodation and community support in various locations and settings across the Central Coast, offering opportunity for people living with disability to develop the skills required for a more independent lifestyle. Our support with community access encourages meaningful participation in an individual's own community, while also providing full time carers well deserved respite.

We also offer supported employment opportunities at our Australian Disability Enterprise (ADE) business divisions, Pacific CoPack and Vintage Fair.

Community support is essential to Fairhavens' operations. We are grateful for each donation and volunteer.

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 Direction

As we draw to the end of our current strategic planning cycle, much has been achieved and there is plenty still to do.

During the first half of 2017, a new strategic plan will be drafted and approved to take Fairhaven Services into the next phase of development. The new plan will continue along the path that began over 50 years ago with our founding commitment to be excellent providers of support and advocacy. We thank outgoing CEO, Jim Buultjens, for his leadership during the year.

Who We Support





AVERAGE AGE OF TH PEOPLE WE SUPPOR (AGE RANGE 21-64 YE/



60/40 MALE/FEMALE RATIO OF OUR CLIENTS



150

EMPLOYEES ARE SUPPORTED TO WORK IN OUR SOCIAL ENTERPRISES



45

CLIENTS RECEIVE SUPPORT IN THEIR RESIDENCE OR THE COMMUNITY



6%

OF CLIENTS ARE FROM CULTURAL OR LINGUISTICALLY DIVERSE COMMUNITIES



28 PERMANENT AND CASUAL SUPPORT WORKERS



87%

RESPONDED FAVOURABLY IN A STAKEHOLDER SATISFACTION SURVEY

How We Support

- Assist Personal Activities
- Assist Travel/Transport
- Development, Life Skills
- Participate Community
- Assist Access/Maintain Employment
- Accommodation/Tenancy
- Household Tasks
- Daily Tasks/Shared Living
- Home Modification
- Group/Centre Activities
- Pastoral Care and Counselling

Social Media Engagement

Facebook likes

0

	828	Fairhaven Services Ltd		
f	475	Vintage Fair The Collective		
	150	Fare Cravin' café		
Instagram followers				

296 Vintage Fair The Collective

Contemporary Living Options





Fairhaven provides support to people who live with a disability, both within their home and around the greater Central Coast community, to assist them to live and enjoy an ordinary life.

Residential

What an exciting, busy year for all associated with Contemporary Living Options at Fairhaven!

Our Redevelopment Project is well underway:

Stage 1, the construction of two villas (2br + 3br) at Booker Bay commenced and by August 2015 all Residents from Kincumber had been supported to pack and move into rental accommodation to make way for Stage 2 - construction of five new homes at our Kincumber site.

Stage 1 progressed according to the timeline proposed by the builders until construction was interrupted by the discovery of historical Aboriginal artefacts. Subsequently, work on this element of our project was suspended. Despite the disappointment this brought for the Residents concerned, they have remained remarkably patient and understanding.

Recommencement of site visits to observe progress of the build will undoubtedly re-kindle excitement for their eventual move.

In the meantime, construction at our Kincumber site commenced. Once the massive underground foundation work was completed the five homes began taking shape.

The move from a large residential setting sharing with 15 others, to smaller homes has proved a positive experience for Residents.

Prior to the move, each was given opportunity to select who they wanted to live with. It quickly became obvious chosen housemates were well suited as friendships have strengthened, together with an increased understanding of the need for cooperation as household tasks are shared.

Living with fewer people also provides opportunity for individualised support to attend activities which reflect personal goals and interests.

As with many in the community, our Residents now live in smaller rented homes with housemates they have chosen. The smaller living environment provides opportunity for each Resident to be supported to develop skills associated with everyday home life - for example; cooking, grocery shopping at the local supermarket, joining local clubs, maintaining the home, having friends to visit. We've had a glimpse at the potential of many of our Residents, while living in rental properties during the construction period. As new skills around the home were learned, confidence has grown. We're looking forward to further enhancing the wide variety of abilities of our Residents so they may have opportunity to live as independent a life as able, following the move to their new homes at Kincumber in the very near future.

Within our Contemporary Living Options, as well as supporting people within their home, we also provide individualised support for clients to access community activities - both centre-based at our Point Clare site and within the broader local community.

During the course of the year this area of our service has grown substantially,



The new development at Kincumber will provide accessible and innovative group living options for people with high support needs.





Exploring the community, doing craft projects, keeping active, music appreciation – Fairhaven creates individualised support plans in the form of quiet one-to-one support or group-based activities that are specific to each person's goals and abilities.



as has the associated need to recruit staff whose experience matches the individual needs of each member of our ever increasing clientele.

The goals and activities nominated by clients are wide and varied. Whether attending a local club to listen to a favourite band, visiting an animal farm or watching a musical at Laycock Street Theatre, the opportunity to participate in activities of choice has an undoubtedly positive impact on the lives of those we support.

Community Activities, Work and Life Skills

Over the past year we have offered a broad selection of exciting centrebased activities and life skill options to assist people living with disability.

Our focus on attaining personal goals and aspirations encouraged participants to make choices conducive to increasing their independence in a variety of settings.

Fairhaven community clients enjoyed a range of skill development and social participation activities such as:

- · Special Olympic training
- Drumming, Dancing & Drama classes
- Musical sessions and live shows
- · Leaning to swim
- Work experience at local
- supermarkets and cafés
- · Mosaic works
- Life skills e.g. cooking, menu planning, learning computer.

Support Workers

Fairhaven's team of qualified support staff are highly skilled professionals who value and respect peoples abilities, and encourage clients to achieve personal goals. Families are secure in the knowledge that our dedicated team are guided by National Disability Service Standards, with access to regular updates on the National Disability Insurance Scheme and associated industry regulations.

Community and Professional Development

Community and client engagement activities undertaken this year include:

- Multicultural Expo
- School Leavers Expo
- Peninsula Link Day
- NDIS meetings

Central Coast Aboriginal Interagency
Network

Central Coast Disability Interagency Network.

Professional Development training hosted by Fairhaven and offered to our Support Workers this year includes:

- Epilepsy Training
- Certificate III in Disability
- First Aid
- Medication Management
- · Manual Handling.



















Vintage Fair

Employment

2015/16 was a busy and exciting time for our supported employees at our retail precinct who work in the Fare Cravin' café, creative studio and pallet furniture workshop at Vintage Fair – The Collective.

In the upcycling studio our team have worked tirelessly over the last twelve months under the creative direction of support worker Judy Delbridge and team to transform many of the vast quantities of donated items and materials we received from our generous community into beautiful upcycled pieces for retail sale. We also showcased our wares at a stall at the Avoca Beach Markets kindly donated to us by the generosity of the market organisers from Fixx Events.

At Vintage Fair clients engage in productive and meaningful work creating a tangible saleable product that they have had direct input to and proudly share this and we as an organisation proudly showcase their contribution and outputs in all our marketing and promotional activities and celebrations. Employees in the Vintage Fair upcycling workspace are achieving the following:

• trained in a variety of handmade and upcycling techniques

• they are an integral part of planning the program of work being included in brainstorming sessions and team meetings with team leaders

• provide input into the utilisation of materials for upcycling and crafting

• involved in the merchandising of their work when it is ready to hit the retail space in the Vintage Fair collective of stores also on site at Fairhaven.

Creative activities they are involved in include:

- felting
- dyeing
- painting on different mixed media
- furniture building and restoration

• jewellery making using various materials

basic fabric printing.

Fairhaven's social enterprise, Vintage Fair offers meaningful and productive employment opportunities that help people to achieve their social and economic participation goals.





Fare Cravin'



Retail

Our vision to activate Vintage Fair – The Collective to become a social hub and destination for everyone in the community is being realised with other additional events on site that optimise our leafy head office site and bring increased traffic to the precinct.

Over the last twelve months this has included a Wild Food Outdoor Dining Experience, Kids High Tea in the Garden, Carols at Twilight various markets, Autumn and Spring Fairs and Live Music on the Green plus Kids School Holiday and adult creative workshops.

Our café, Fare Cravin' opened in August 2015 and we launched a new kitchen fit out and fresh hot food menu, hosted

our first Carols at Twilight on the Green, introduced High Tea and our resident chef James Gould teamed up with Jake Cassar to host a 'wildly' successful "Wild Food" outdoor dining experience under the gum trees here on site at Point Clare! We also had the opportunity to showcase the café menu at a stand at the inaugural Toast the Coast event at Gosford Racecourse.

Our furniture and maintenance team are getting busier by the day custom building made to order pallet furniture which is proving very popular and in demand by our visitors and regular customers to the precinct.

The launch of the new "RE-CReATE" pallet furniture catalogue is timed to coincide with Better Homes & Gardens



The "Wild Food" event received glowing feedback from guests who came for the story telling and left in awe of the starlight dining and gourmet catering experience.



Live Expo at Sydney Showground in August 2016. Fairhaven's very own Vintage Fair was commissioned by expo host Reed Exhibitions to build the main entrance feature and "Kids Zone" giant scribble boards. The structures would also be shipped down and installed at the Melbourne Expo. What an exciting opportunity for our team. The complete Vintage Fair - The Collective model including our retail experience, product offering, upcycling activities and the employment opportunities created for people with disabilities, we believe is completely unique to the Central Coast and we are unaware of any similar model elsewhere

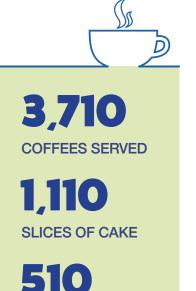
The upcycled products themselves are innovative in the creative ways simple household items are reinvented and the story behind how they are made inspires and engages our customers who are happy to support what we do, engage with the brand and know their spend contributes to a positive social outcome.

in the greater Sydney region.

Volunteers

We extend a sincere thank you to our ever loyal team of volunteers who turn up each week and give their time to help run the various departments, merchandising, crafting and the endless job of sorting through all the donations we receive from our wonderful community to be put out for retail sale.

We also provided the opportunity for some wonderful Work for the Dole (WFD) participants to get involved and gain experience at Vintage Fair in retail, gardening and landscaping, furniture building, deliveries and other various odd jobs for the upkeep of the precinct.



SLICES OF CAKE **510** BREKKIE SPECIALS





"I like volunteering for Fairhaven because not only do I enjoy sorting through the donations, but I feel at home here." – Con, volunteer



"I enjoy the people I get to work with who are lovely and the variety of items that come in. The Fare Cravin' cafe does a great coffee and lunch! I'm getting lots of great experience in retail as well.' – Christine, volunteer





In the course of any given week, you're likely to meet some of our 90 different Volunteer

or WFD team, who give their time and dedication to help our charitable cause.

Volunteers are busy fulfilling important roles:

- Building maintenance
- Garden maintenance
- Upcycling
- Deliveries and pickups
- Pallet furniture building
- Assistance at events and markets.



Volunteer hours vary from a 4-hour shift once a week, to 25 hours a week spread out over Monday to Saturday.



Our volunteer roles are suited for young and old - our volunteers range in age from 18 to over 70, with a 50/50 split of Male/Female.





Pacific CoPack



Our Tuggerah team helped jewellery company Pandora prepare for their busiest time of year, packing bracelet boxes for their Christmas Indent program.





Events and celebrations this year have included Wear Orange to Work Day fundraiser for the local SES, employee discos and International Day of Disability get together.

Stakeholder Satisfaction Survey

150 Stakeholder Satisfaction Surveys were distributed in June 2015, from which we received a 43% response rate.

The overall result indicated that 83% of respondents were satisfied, 17% were dissatisfied.

The main areas identified as requiring improvement were:

• Communication about the types of services available to them

• Communication about business changes.

As a result of these survey results, we made a dedicated effort throughout the year to improve our communication with an emphasis on social media platforms and mailouts promoting our services. We also conducted several stakeholder engagement meetings in July, February, April and June, in an effort to improve communication on various matters relating to Fairhaven's operations and to share information relating to the transition of the NDIS. From the survey, respondents

indicated our areas of strength were:

· rights to privacy

• a safe environment free from abuse, neglect and exploitation

inclusion

• encouragement of clients to set their own goals.

We are very pleased to see such an overwhelmingly positive response

to stakeholder satisfaction and we continue to pride ourselves in the quality of service provide.

Certification and Compliance

Fairhaven was successful in achieving the following certifications for our ADE:

 National Standards for Disability Services

- ISO 9001:2008
- Australian Certified Organic
- Cert III Disability.

Five of our ADE staff successfully completed their Cert III in Disability through Hunter Institute of TAFE in June 2016.

West Gosford relocation

A decision was made by the Board in April 2016 to relocate our Pacific CoPack West Gosford employees and activities to our Tuggerah and Point Clare sites in July 2016. This change was to reduce losses in an effort to provide the best opportunity to maintain work opportunities for the majority of our staff and employees.

Staff redundancies were kept to a minimum with the reduction of only five part time positions, and we are pleased to say that no supported employees were made redundant as a result of this major transition.

The site was leased to a commercial entity in August 2016 which has resulted in an income producing asset for the organisation.



New Customers

Pandora Jewellery is a rapidly growing international jewellery franchise. Fairhaven was approached by Pandora to prepare bracelet boxes with the cushion pre-packed inside. The orders from Pandora have steadily increased and this line of work is now a regular part of our operations.

Fairhaven signed up to a new contract with NSW Trains for the warehousing and distribution of NSW Trains printed marketing material.

Events

• Discos at Tuggerah were held in October 2015 and April 2016. Great success with a bit of karaoke thrown in.

• Tuggerah WOW – Wear Orange Wednesday to raise awareness for SES NSW. Two of our supported employees are active volunteers; Matt Ward & Chris Sibraa

- Melbourne Cup BBQ
- Int'l Day of People With Disability morning tea.



Other Achievements

Sale of Central Coast Laundry

The laundry business was sold to an independent operator in August 2015. A decision was made by Fairhaven to exit the laundry business due to the nature of the work being too fast paced for our supported employees to keep up with, creating a competitive advantage for other commercial laundries.

Fairhaven still retains ownership of the laundry building which is leased to an independent operator who continues to run a successful laundry business. The sale of the business and lease has resulted in an income producing asset for the organisation.

Lease of Point Clare office space

Cancer Care Australia has signed up to a 3 year lease for a small amount of office and storage space at our Point Clare site which provides additional income for Fairhaven.

Liesl Tesch AM, our new Ambassador

In December 2015 we welcomed Liesl Tesch AM as Ambassador to Fairhaven Services. Liesl has competed at every Paralympic Games since 1992 Barcelona; first as part of the Australian wheelchair basketball team, and then in sailing events.

She was appointed a Member of the Order of Australia in the 2014 Australia Day Honours.

Liesl continues to be an advocate for ability and plans to develop sporting programs that increase the opportunities for people with disabilities around the world.

Pastoral Care Grant

Fairhaven was awarded grant funding from the Shirley Nepean Trust to provide pastoral care services over three years from July 2015 to June 2018. This grant funding allowed us to recruit a qualified counsellor to provide counselling and support services to all Fairhaven clients including residents, supported employees, community program participants and their immediate families or carers.

Individual sessions as well as group counselling sessions are available and there is no cost to attend the sessions.



An excited Liesl Tesch AM, champion medal-winning athlete, accepts her Ambassadorial certificate from Board Chairman Clive Blunt

Our Board Members

Clive Blunt Director / Chairman

Clive was elected to the Board in November 2013, and appointed Chair of Fairhaven Services Limited in August 2015. He is also the Vice 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 has held a number of senior positions in international companies including Business Manager (NSW & ACT) - Australian Red Cross, Vice President - Russell Consulting, Asia Pacific Business Manager - DuPont International, Senior Consultant - Mercuri International and National Manager - Dun & Bradstreet International.

Previous not-for-profit duties include non-executive director of Uniting Care Ageing, non-executive Director of Gosford City Credit Union and President of the Rotary Club of Gosford City (2015-16).

Clive holds an MBA from Monash University, is an accredited Six Sigma, MBTI and Sustainability practitioner.

Rod Chippindale Directory / Honorary Treasurer

Rod was elected to the Board in December 2011. He is a Certified Practising Accountant (CPA), Registered Tax Agent, Registered Company Auditor, Financial Planner (Count Financial Services), Chair & Director of Cancercare Australia Limited and the Treasurer & Director of Woy Woy Bowling Club Limited.

He commenced his Accountancy Practice in 1973 by opening an office in Newtown. Prior to this he worked for Bayer, Allied Mills & Pioneer Concrete. In 1991 he purchased WT Martin & Associates in East Gosford and has been in this practice for 20 years.

Diane Dales Director / Honorary Board Secretary

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 has been the Board's Honorary Secretary since October 2007.

Malcolm Angus Director

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) and has held several senior training positions including Corporate Trainer Qantas; Training Manager Air Pacific; Senior Training Consultant NSW Tourism Training; Training Manager Clubs Managers Assoc. NSW; Senior Training Manager Star City Casino; BEC Advisor, Recruitment and EEO Director Star City and Trainer for NSW Govt.

He 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 BSZ 40198 awarded in 2003. He is also a volunteer bush fire fighter with the Rural Fire Service.

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.

Anne 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 initially as an Occupational Therapist and Family Support worker. Anne is currently employed as a manager of Central Coast services for Cerebral Palsy Alliance.

She has served on the Executive of numerous local community bodies including Technical Aid for the Disabled, Gosford Occasional Child Care, local schools and sporting bodies. She was a former director of Fairhaven between 1985 and 1987 and is the sister of an employee and resident of Fairhaven Services.

Walter Hammer Director (resigned 30/06/16)

Walter was elected to the Board in 2009. He served 21 years in the Royal Australian Navy specialising in electronics. Following that he was Factory Manager of packaging companies in Gosford and Sydney. Walter was also the Manager of a local hospitality business for 10 years. He has been self-employed as an electrical contractor for the past six years. Walter is a past member of the Gosford and Gosford City Rotary Clubs.

Tony Anderson Director (resigned 30/06/16)

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.

Acknowledgements









Corporate partners

Australian Disability Enterprises Dept. Family and Community Services (Ageing, Disability and Home Care) Dept. Social Services

Donations/Grants received

Shirley Nepean Trust James N Kirby Foundation Ettalong Memorial Bowling Club Wyong Rugby Club Mingara Recreation Club Bendigo Bank East Gosford & Districts Community LJ Hooker Point Clare Westpac Bank Allpoint Security Austrian Schnitzelhaus Casev's Toys Central Coast Grammar School The Entrance/Long Jetty Pensions Community Club Halcrow & Associates Innash P/L Intencity Erina Meliora Farm **Ritchies Stores** Rosa Tea House Sanitarium Waterford Craft Group V Bailey M Beaumont S Bernie **B** Bowditch K Carew J Cassar D Chalkin R Clarke M Daly W Dowswell D Grogan L Grogan T Johnson T Johnstone A Laurie M Matthews L Newton M Taylor

M Zahra

Thanks to:

Our wonderful clients and families

We are proud to support you to be able to experience the many opportunities that life has to offer.

Fairhaven staff

2015-2016 has been another year of exciting change and growth, yet despite the associated demands on our amazing team of staff, their dedication and commitment to providing quality, meaningful support to our clients has never wavered.

The following organisations who have helped to support our cause: 2GO FM

Bunnings West Gosford Central Coast Express Advocate Coast Community News Coast FM FIXX Events iMag Central Coast Masterfoods Sanitarium Star 104.5 FM Today's Country FM Volunteering Central Coast What's On Central Coast Wyong Shire Council

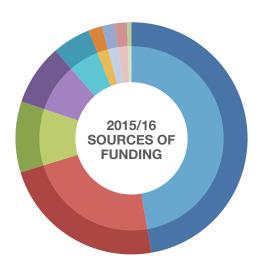
Our commercial customers

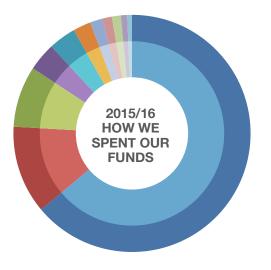
Pandora NSW Trains ProMatrix Kokonut Pacific Active Edge Chamberlain Dani Organic Foods (Aust) Made In Hemp

Our community

To all who have donated unwanted goods to be sold at our op shop and upcycle space; Anyone who stopped in for a coffee or bite to eat or shopped at our retail space; Those who attended an event or market; Local up and coming musicians who performed at our events; Families who come to weekly Kids Story Time; The wonderful crafty ladies who attend our weekly Makers sessions; Volunteers past and present – we are grateful to each and every one for your patronage and support.

Financials





INCOME	\$,000
Residential Services	2,780
Supported Employment	1,354
Pacific CoPack Sales	582
Community Programs	499
Retail Sales	314
Other	112
Grants	103
Fundraising	102
Donations	38

EXPENSES	\$,000
Staff & Assoc. Costs	3,742
Supported Employees	703
Other	489
Capital Improvements	225
Insurance	219
ICT	142
Repairs & Maintenance	100
Motor Vehicles	76
Café Expenses	72
Utilities	50
Audit fees	38

Total Assets	\$6.570m
Total Liabilities	\$1.536m
Net Assets	\$5.034m

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disability on the Central Coast. Call (02) 4323 3566 or go online: www.fairhavenservices.com.au/donate Volunteer with Fairhaven – develop new skills, form new friendships give something back to the community, make a difference. Talk to us about the many available opportunities.

Fairhaven Services Limited is a registered charity endorsed as a Deductible Gift Recipient (DGR). ABN 83 058 123 729 CFN 15891



Find us:

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Contact us: (02) 4323 3566 enquiries@fairhaven.org.au Follow us: Facebook/FairhavenServicesLtd Facebook/VintageFairTheCollective Instagram/VintageFairTheCollective Facebook/FareCravin

