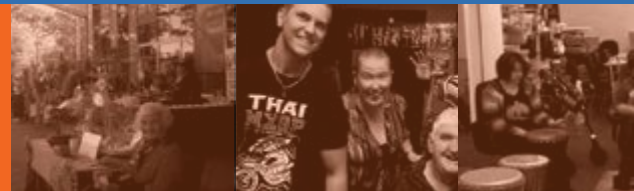


opportunity

advocacy

FAIRHAVEN SERVICES

discover | belong | celebrate

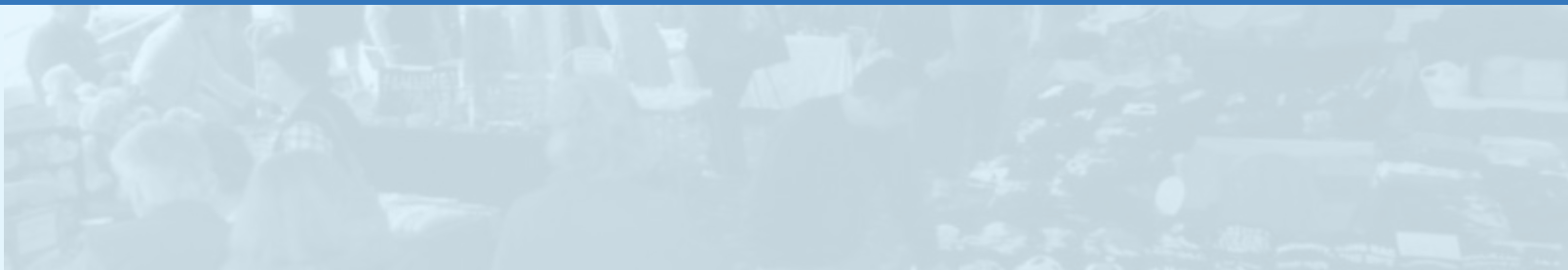


& independence

**ANNUAL REPORT
2013-2014**

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Our Story

Our History

From modest beginnings on the NSW Central Coast as a school for children with a disability in 1962, we have remained resolute in seeking **a better life** for the people we serve. We have matured through innovation and overcome many challenges.

We have invested and built our commercial capabilities including food packaging, laundry, recycling and retailing second hand goods which provides the opportunity for work and **enjoyment**.

Our **reputation** as a compassionate enterprise is highly valued by the communities that we serve and we remain committed to developing socially and financially responsible services.

Our Future

Our approach is to enable people living and working with a disability to **experience** all that their life can be. From finding a stream of work that suits, to finding and making lifelong friends in a supportive environment that can also lead to a choice of contemporary living options.

We are responding to a rapidly changing landscape that includes fundamental business model shifts from block funding to 'person centred care', the implications of the NDIS and other economic challenges by developing a mix of **more flexible, more local, more mobile and more social** service offerings that meet the expectations of our customers, our supported staff, their carers and families, enabling us to be **advocates** for those most in need.

Our Purpose

Fairhaven Services exists so that people can experience the joy of **discovery, belonging and celebration.**

We achieve this by providing **opportunity, advocacy** and **independence** for people living & working with a disability.

Our Commitments

For most, work is not a privilege. There are situations however, where being able to **meaningfully contribute** can enable a person **to shine**, to become themselves **and to grow** with those around them.

We will be providers of **opportunity** and choice through flexible work & career initiatives We will be **advocates** for education, workplace training, recreational, social & community inclusion

We will foster contemporary living & residential accommodation options centred around the **independence** of individuals, their carers and families



www.everyaustraliancounts.org.au



NDIS | Revolutionising disability services

Chairman and CEO message

Fairhaven Services continues to change and evolve while embracing the exciting initiatives that will determine how best people with disabilities and their families wish to have their services delivered in the future. The Government's changes to funding methodology consistent with the National Disability Insurance Scheme (NDIS) will enable individuals and families to determine who they choose to be their service provider once the full roll out of the NDIS is completed. Fairhaven is strongly committed to maintaining its person centered levels of service and continuing its relationship with those we support, their families, carers and friends.

The Board and management have been working hard over the past twelve months to prepare Fairhaven for the exciting changes that will provide greater choice, independence and a sense of belonging for the many people that we support.

The extensive work we have done in redeveloping our accommodation models at Kincumber and the soon to be completed Booker Bay accommodation project are examples of our strategic and mission based approach to align ourselves with the NDIS. The Kincumber and Booker Bay houses are specially designed to the highest disability standards and will offer contemporary living options to the many people who will reside in them soon.

We were successful during the year in attracting several community packages under the life choices, active ageing programs and the supported living fund and have commenced some exciting day programs that are attended by many in the community.

During the year, Fairhaven was successful in obtaining approval as a Transition To Work (TTW) service provider. This is great news for us as we have provided hundreds of hours of support to a number of school leavers seeking employment on an informal basis. This approval will further strengthen our ability to respond to the growing needs of young people with disabilities seeking employment.

The fire that destroyed our ADE premises at Tuggerah in May 2014 affected our operations resulting in months of extensive planning, relocation of employees and strengthening our other facilities in order to maintain our customers and remain in business. We commend the management team and all our workers for the tremendous way that they carried on with business despite the additional work that was required to set up operations elsewhere while the factory was being rebuilt.

The Board met on four separate occasions during the year to review and finalise its new strategic plan which will help shape and strengthen Fairhaven to continue its mission to the people of the Central Coast and their families while meeting the challenges set by Government and the external environment within a new National Disability Insurance Scheme.

The Board has one vacancy and is talking to several interested persons in order to obtain the right skills required for this position on the Board consistent with its skills matrix.

I commend my colleagues on the Board for their commitment and contribution during the year in participating in many special meetings and governing this organisation that has successfully provided support to many people on the Central Coast since 1962. Their resolve is to craft a strong and sustainable organisation that will continue to grow and flourish as it supports the many people who wish to discover, celebrate and have a sense of belonging in a truly vibrant community.

Peter Atton

Chairman

Jim Buultjens

CEO

Our Service Models

WorkLife Opportunities

Current Commercial Services

Pacific Co Pack (*ADE)

Tuggerah, West Gosford & Point

Clare

Central Coast Laundry

West Gosford

Opportunity Shop Art Gallery

Upcycled Furniture & Vintage Fair

Point Clare

Emerging Commercial Services

Organic Foods

Central Coast Food Cooperative

Garden Nursery

OppArtCafe

Merchandising Services

Tuggerah, West Gosford &

Point Clare

Community & Social Inclusion

Support Services

Community Access programs

Gardening, Music, Art, Cooking, Jewellery

Design, Yoga, Tai Chi, Horticulture, Bush

Regeneration

Disability Education & Support

Community Participation programs Health &

well being Living skills and training

Social Support

Life Choices Active Ageing Corporate

Social Clubs, events & outings

In Home

Support Personal Care, Shopping,

Housework

Advocacy Services

Disability Sector Leadership

Supporting people at risk of crime and

victims of crime ??

Carers Support

Family support groups & advice

Education

Advocacy for learning opportunities

In-Course support for people with a disability

Community Inclusion

Representation, consideration & fairness

Contemporary Living Options

Supported Living

Specialised support models in

purpose built housing

Homes with 24 hour support Group

Home and Individual living

Cooperative Developments

Partnerships with Government

agencies Support to maintain public

housing tenancy

Fairhaven FutureCare

Point Clare development

*ADE = Australian Disability Enterprise **NDIS = National Disability Insurance Scheme

Our Strategy

Our strategy is driven by our **duty of care**. We will be financially stable, commercially viable, and socially responsible.

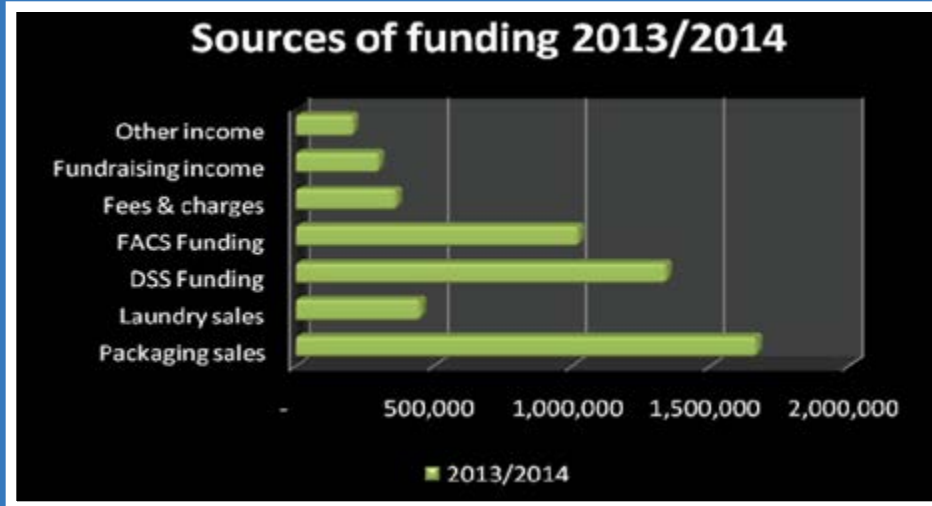
Our strategic focus is on our **financial security**, our structural flexibility to meet emerging challenges and on having the right mix of demand based services to work cooperatively with alliance partners for growth and new opportunities.

We will achieve our **financial security objectives** by maximising our return on fixed and non-fixed assets, including the utilisation of existing land, equipment, human and social capital. This will include a significant uplift in functional capacity, volunteerism and corporate giving.

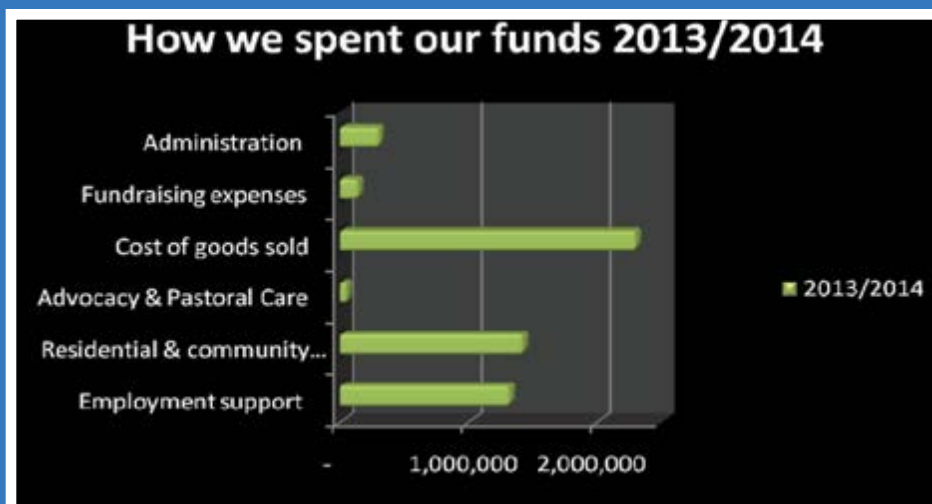
We will achieve our **structural flexibility** objectives by scaling our operations to reflect existing and future commercial opportunities, by working closely with our stakeholders on funding variations, wage case impacts and evolving NDIS operational frameworks.

We will achieve our **growth objectives** by integrating our proven services in a modularised commercial offering that meets the flexible, local, social and more mobile demands of our customers. These commercial services will be enhanced and supported by mutually beneficial alliances in our chosen regional service area.

Our 2014 performance was significantly better than industry averages in most categories.



*17,000 hours of person centred residential support;
180,000 hours of supported employment and
advocacy support; 5,700 hours of community
and day program support.*





Our awesome special olympians



Drumming 2014

Disco 2014



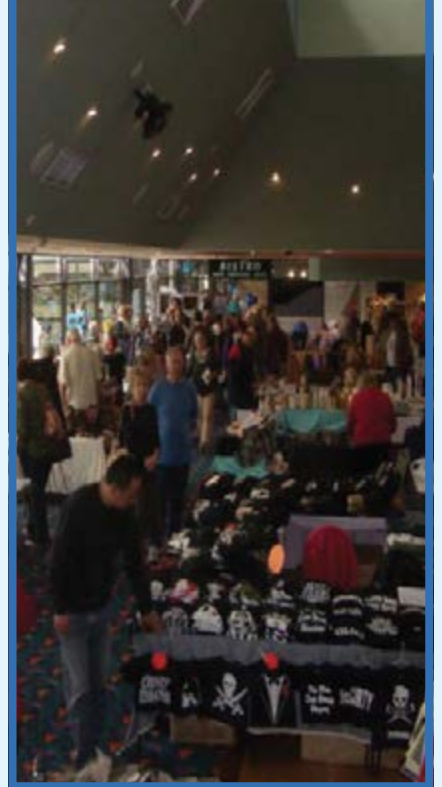
Ettalong Diggers Markets



Impact Markets



Davistown Markets



OUR VOLUNTEERS





Over the past fifty two years Fairhaven Services has benefitted from the wonderful contributions – in cash and in kind – from so many on the Central Coast. Our supporters range from individuals, small companies, large companies, government departments, media and a whole raft of others.

Too numerous to individually name.

If it weren't for our supporters over the years, Fairhaven Services would not be in the position it is to support so many people who need our help. We look forward to continue our valued relationship in the coming years. To each of our supporters, our Board and the Management Team offers our very grateful thanks.

FAIRHAVEN SERVICES

DIRECTORS AS OF 30 JUNE 2014

Mr Peter Atton

Director/Chairman

Peter was elected to the Board in 2009. He has owned his own business on the Coast for the past 6 years following an International career in marketing in the computer industry. Peter is Vice President of Riding for the Disabled and is an active coach for the organisation.

Mr Rod Chippindale

Director/Vice Chairman and Hon 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) 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.

Mrs Diane Dales

Director/Hon Board Secretary

Diane was elected to the board in 2004. She has extensive commercial experience having managed her family business in Accounting Services. Diane has held the position of Vice President of the Gosford Public School and Vice President of Henry Kendall High School. She has served on a number of Sunset committees of Gosford Council and has held positions in a number of community organizations on the Central Coast including Vice-President of the Matcham Holgate Cricket Club and the Central Coast Cricket Association.

Ms Anne Maree Daly

Director

Anne was elected to the Board in May 2011. She has a BSc from UNSW and a Grad. Dip. in Occupational Therapy from the Cumberland College of Health Sciences. She has been an Occupational Therapist for 33 years working in the disability sector through Public Health, Department of Education Support Unit and non-government organisations. Anne has worked for the Cerebral Palsy Alliance (formerly the Spastic Centre) for 23 years and is currently employed as a Family and Individual Support Worker. 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.

Mr Walter Hammer

Director

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 4 years. Walter is a Member of Gosford City Rotary and past member of Gosford Rotary.

Ms Margaret Zahra

Director

Margaret was appointed to the Board in 2012. Margaret is a Solicitor and Advocate in the Criminal Justice System in New South Wales. Since May 1987, Margaret has been employed by the Director of Public Prosecutions in Sydney and Gosford. In 1993 she was Senior Solicitor with the Legal Aid Commission in Newcastle. Since 1993 she was Solicitor in Charge of Local Courts, Newcastle and is currently Solicitor Advocate.

Mr Clive Blunt

Director

Clive was elected to the Board in November 2013. He is the franchise owner and principal of GreenBiz Check, a company providing accreditation and advice to businesses on sustainability. Clive was previously Asia Pacific Business Manager for DuPont Australia and held a number of senior positions in international companies including Senior Consultant for Mercuri International. He is currently Vice Chair and non-executive director of ADSSI Home Living and a non-executive director of Uniting Care Ageing. Clive holds an MBA from Monash University and is an accredited MBTI practitioner.

Mr Malcolm Angus

Director

Malcolm was elected to the Board in November 2013. He is currently a director of Gosford RSL Leisure Living and the Central Coast Symphony Orchestra. 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 and Trainer for NSW Govt. He holds a BA Commerce 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.

Mr Jim Buultjens

CEO/Company Secretary -Non-voting Director

Jim was appointed CEO in October 2004. He was previously the CEO of the Lorna Hodgkinson Sunshine Home in Sydney; CEO of Ability Options Ltd in Sydney and Regional Manager for the Anglican Retirement Villages. He was the Charter President and Past Treasurer of the Gosford City Rotary Club and a Director of the Central Coast Conservatorium. He is a current director of Cancer Care Australia and holds a Master of Management degree and an Honours degree in Economics. He is an Affiliate Fellow of the Australian Institute of Management and a member of the Australian Institute of Company Directors.



Contact Information

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E - enquiries@fairhavenservices.org.au

 <https://www.facebook.com/FairhavenServices>

209 Brisbane Water Drive, Point Clare, NSW 2250
PO Box 6176, West Gosford NSW 2250

Volunteer

For a confidential discussion about our volunteer opportunities, please call and ask for the Volunteer Coordinator.

P - 02 4323 3566

Donate

Fairhaven Services is a registered charity and can provide a tax deductible receipt for your kind donation. If you would like to donate, you can do so by visiting our website and click the 'donate now' button.

We will welcome other contributions such as 'in kind' & regular giving.

To enquire please call [02 4323 3566](tel:0243233566).