



Annual Report 2020



fairhaven

Your local disability services provider.



Our Purpose	3
Chair's Report	4
CEO's Report	5
What We Do	6
Our Board	12
Our Leadership	
Team	13
Thank you	
to our Supporters	14
Responsible	
Entities' Report	16
Financial Reports	18



Our Purpose

To create opportunities for people living with disability to achieve what they want from life.

Our Vision

A world where every individual matters, starting right here.

Our Promise

We see you and we get you.
We'll work hand in hand with you to achieve what you want from your life.
That's our promise.

Our Values

Be real. Have fun. Do your best.
Work together. Make sure it's fair.
Stand up for others. Dare to be different.

Chair's Report

Anne Maree Daly



Since taking on the role as Chair in December 2019 there has been enormous change at Fairhaven. The Board of Directors has largely been refreshed, we have a new CEO and organisational structure, and of course COVID-19 has had its impact.

I'd like to thank the outgoing Chair, Clive Blunt for his 7 years of service to Fairhaven. It is also my great pleasure to welcome and introduce to you our new Board members: Glenn Gillingham, Karen Schofield and Diana Mason, all have joined the Board of Fairhaven since our last AGM.

In late January 2020, Board member Tony Anderson stood down from the Board to fill the role of Interim CEO and worked actively with the Board of Directors to restructure the organisation. Some decisions like the closure of ReCreate and other staffing decisions were difficult to make, however they were necessary to give Fairhaven the best chance of continuing to fulfil its purpose of creating opportunities for people living with disability to achieve what they want from life into the future.

Since March 2020, we have had to deal with wave one of COVID-19 and then the threat of wave two here on the Central Coast. It has been a tense time for the whole of the Fairhaven community and it has been gratifying to see how well residents, supported employees, participants, families and carers took the changes and uncertainty created by the pandemic in their stride. I would like take this opportunity to pay tribute to all Fairhaven staff, especially our frontline workers and volunteers who continued to turn up day after day to support the people who rely on our services. It has been very much appreciated in these trying times and on behalf of the Board of Directors, I thank you.

In early May at the height of the first wave of COVID-19, our new CEO, Scott Holz joined Fairhaven. Picking up from where Tony Anderson left off, Scott has continued to provide a steadying hand for the leadership of Fairhaven. Scott brings more than 30 years of experience in the disability sector and is now working with the rest of the Leadership Team and the Board of Directors to continue to build a sustainable Fairhaven. Thank you Scott.

It is with some excitement that I announce that as an organisation we are commencing a strategic planning process. The road ahead doesn't look particularly easy, but with the input of everyone in the Fairhaven community, I am confident we will navigate a successful way forward no matter what challenges confront us.

I look forward to working with you all into the year ahead.

A handwritten signature in dark ink that reads "Anne Daly". The signature is written in a cursive, flowing style.

Anne Maree Daly
Board Director - Chair

CEO's Report

Scott Holz



Commencing in early May 2020 during the first wave of COVID-19, was a real eye-opener regarding the dedication of Fairhaven staff to supporting the people who rely on our services.

It is testimony to the leadership of Tony Anderson, (who was serving as interim CEO when the pandemic hit) and the whole leadership team, that plans were formulated and implemented with alacrity. It is also testimony to the courage of Fairhaven's frontline staff who despite the risks, ensured all residents, supported employees and participants received the support they required.

There is no getting away from the fact that Fairhaven has had a tough year financially. That said, the leadership team has been working together to maintain our service quality, whilst focusing on maximising income and minimising expenditure. We are spending our time continually refining processes and improving systems with a view to creating a sustainable Fairhaven. There is still a lot of work to do. As a team, we have also been gathering feedback from all Fairhaven stakeholders as we prepare to work with the Board of Directors on a new strategic plan for our organisation.

The highpoints of the year include our residential services rising to the occasion to meet the increased support needs of residents due to government mandated restrictions during the pandemic, meaning residents were required to stay at home during the day. It is also worth noting, that even through the tough operating environment created by COVID-19, our 'sales of goods' were up by 19% on the previous financial year. CoPack and the retail precinct went all out to do what they could, when they could. A great effort by all concerned. And as the threat of the virus abated, it has been pleasing to see the people who use our community services reengage, not only with Fairhaven, but in their community.

Since I started at Fairhaven, I have been overwhelmed by the generosity of all of our wonderful volunteers. Coming from the big smoke, I have never experienced anything like the community support such as we have here on the Central Coast. The work done by our volunteers, be it in the retail precinct, maintenance of our grounds, fundraising through Bingo and Housie, or helping us in administration is very much appreciated. Every single volunteer is helping us deliver on the Fairhaven purpose. Simply put, we couldn't do it without them.

Finally, as the new CEO, I would like to thank the Board of Directors (yet more volunteers), and the whole of the Fairhaven community for their ongoing support and for making me feel so very welcome.



Scott Holz
CEO

It's not what we do.
It's the way we



Creating opportunities where people living
with disability can achieve what they want from life.



do it.

We are a not-for-profit organisation committed to providing services and activities that help achieve positive social outcomes.

Each of our business activities has been designed to stimulate community engagement, foster inclusion, improve sustainability and advocate for the rights of people who live with disability.

Social Life Guided by a professional team of carefully matched support workers, we assist people in their daily lives to achieve goals, have fun and live the life they want.

Work Life We are proud to be the largest provider of supported employment on the Central Coast. We have provided work experience and employment opportunities for people living with disability since 1972.

Home Life Since opening our first residence in 1981 at Kincumber, we now operate eight homes on the Central Coast and cater for people with various support needs. Our team of support workers are on hand around the clock to assist residents to live independently.

Shopping Trading since 2007, our op shopping village at Point Clare has not only provided fundraising and community engagement for Fairhaven but offers a unique shopping experience for the community. Our large team of volunteers and supported employees also enjoy working in a welcoming community for the greater good.

Fairhaven

Social life. Work life.

Social Life.

Fairhaven has a range of life-skill support options to assist people living with disability. We focus on the goals and aspirations of each person encouraging you in making your own choices to increase your independence.

Community Support and Life Skills.

We focus on individual needs and goals to ensure people increase their independence and are better connected within their communities.

Meeting individual needs:

- Health and wellbeing
- Living skills
- Training.

Individual support in:

- Entertainment outings
- Accessing indoor and outdoor activities.

Community Hub Activities

Our weekly activities program has been designed to develop skills, promote self-confidence and build social networks. Sessions are led by experienced facilitators in the friendly, supportive environment of the Community Hub building at our site at Point Clare. Hub activities are designed for NDIS recipients 18+ with all levels of ability.

This year we...

- Provided Coordination of Support for 33 clients.
- Delivered 10,675 hours of support to Community Access & Hub activity participants.
- Provided Community Access & Hub activities for 43 participants.
- Commenced delivering the School Leaver Employment Support Program (SLES).

Future Focus...

- Growing the SLES program.
- Providing Community Access activities for young people.



Work Life.

Fairhaven is proud to be the largest provider of supported employment on the NSW Central Coast.

When you work with Fairhaven you'll learn new skills, receive workplace training, and best of all – enjoy being part of a great team!



Fairhaven CoPack

Located at Tuggerah, CoPack provides a broad range of packaging solutions, such as product packing and filling plus warehousing, storage and delivery of commercial customer orders.

All supported employees are provided with relevant on the job training such as workplace health and safety, manual handling, use of equipment, quality standards, hygiene and food safety.



This year we...

- Provided employment for 107 supported employees and growing every month.
- Installed a new filler and blender to expand the type of work we do.
- Signed eight new customers including Sanitarium, Husqvana and Tip Top.

Future Focus...

- Building productive capacity of employees.
- Expanding the customer base.



The **Fairhaven School Leaver Employment Support Program (SLES)** is available under the NDIS for eligible Year 12 students, providing support in transitioning to the workplace. We help young people look for and gain employment. Our team will work with you to provide meaningful, individualised capacity building activities so you can go on to achieve your employment goals.

Fairhaven

Home Life. Op Shopping Village.

Home Life.

Fairhaven has been providing supported disability accommodation on the Central Coast for over 30 years.

Our qualified and experienced support team work closely alongside people who live with disability. The residences are owned and managed by Fairhaven and ensure personalised support based on each person's day to day needs, with particular focus on skill development within the home environment.

We focus on enhancing the wide variety of abilities of all residents to enable you to live as independently as possible. Our contemporary living options can be tailored to suit your specific needs. We can provide:

- Drop In support for residents who have a relatively high level of independence and only require some assistance a few hours each day.
- Standard support is for residents who require more hands-on support.
- High support is specifically for residents who have complex needs requiring support 24 hours a day.

Fairhaven owns and manages eight residential homes across three sites on the Central Coast. In close partnership with NSW Department of Family and Community Services (Ageing, Disability and Home Care), we have recently redeveloped:

- A picturesque 10,400 square metre site at Kincumber which offers five smaller, spacious, fully accessible purpose-built homes.
- Two accessible purpose-built villas alongside the waterfront at Booker Bay.

This year...

- We provided contemporary living options for 24 residents.
- Responded to COVID-19 to effectively keep residents and staff safe.

Future Focus...

- Become a provider of Supported Disability Accommodation (SDA).
- Implement a costed rostering system.



Op Shopping Village.

Fairhaven's Op Shopping Village is home to the best value sustainable shopping on the Central Coast of NSW.

Offering a unique indoor and outdoor op-shopping experience the Village at Point Clare includes a plant nursery, toy shop, bookshop, vintage and antiques room, homewares and multiple fashion areas.

With the support of over 40 volunteers and the items generously donated from the local community, every dollar spent goes towards helping Fairhaven provide support to people living with disability on the Central Coast.

Pop-Up Shop

Fairhaven was once again lucky to have occupied a shop front at Erina Fair this year. We opened our doors in January only to be shut early due to COVID-19. We want to thank Erina Fair Centre Management for your continued support and thank you to all our staff and shoppers that visited. We will be back again to provide an ethical shopping experience once the opportunity arises.

This year...

- Provided employment for six supported employees.
- We had over 40 volunteers working in our Op Shopping Village.
- Six supported employees worked in the Retail team.
- Achieved \$257,548 in sales.
- **Best Sellers:** Women's Clothing & Accessories \$48,788, Antiques & Collectibles \$27,901, Books/Magazines \$22,314.
- **Fun Fact:** we sold 11,111 books!

Future Focus...

- Increase opportunities for supported employees.
- Building a new sorting shed.



Our Board

Responsible entities as of 30 June 2020.



Anne Daly
Chair



Tony Anderson



Glen Gillingham



Diana Mason



Karen Schofield



Ian Winn



Rhonda Wheatley
Treasurer

During 2019-20 we accepted the resignation of Directors, Clive Blunt, Margaret Twyman, Jenni Allan and Kate Moore. During this time we also welcomed three Directors, Glen Gillingham, Diana Mason and Karen Schofield. Tony Anderson stood down from Board in January 2020 to fill Interim CEO Role and recommenced on Board May 2020.

Our Leadership Team



Scott Holz
CEO



Janie Cruickshank
Contemporary Living
Options Manager



Lisa Exton
People & Culture Manager



Judith Gabbert
Quality Manager



Melinda Hayes
Client Relations Manager



Leanne Lonergan
Retail Manager



Carol Oakley
Marketing &
Communications Manager



Brian Phillips
Business Development
Manager



Simi Qi
Finance Manager

Great things are never done by one
They're done by a team of people.



Our Ambassador and local Member for Gosford, Liesl Tesch, AM (pictured above with some of the CoPack supported employees) continues to be a fierce advocate for the rights of people with disabilities. Thank you Liesl for your ongoing support of Fairhaven and the work we do.

person.

GIVE WHERE YOU LIVE

Support a truly deserving local charity making a difference to the lives of people living with disability on the Central Coast.

We are incredibly grateful for each and every dollar you can afford to give. Even a small amount can make a big difference to someone's life. Visit www.fairhaven.org.au/donate or call 4349 5500 to make a donation today.

Amounts over \$2 are eligible as tax-deductible donations.

THE LEGACY OF GIVING

Fairhaven's purpose is to create opportunities where people living with disability can achieve what they want from life. Some fantastic projects have been made possible because of the generosity of those who have left bequests to Fairhaven.

The generosity, vision and foresight of supporters is ensuring that others have access to supported employment, independent living, and community activities. After making provision for those you love, you could help Fairhaven in your Will in a range of ways. Contact us today to discuss your legacy of giving.

Thank you...

Fairhaven would like to thank the following sponsors, donors and contributors for their support.

Arcadian Meats
Bodhi Tea
CC Health
Cell Squared
Central Coast Council
Cliff Lewis Media Group
Coast Community News
Corrie Melnyk
Dechra
Erina Fair Centre Management
Erina Leagues Club
Ethan Thomas Collection
Ettalong Memorial Bowling Club
Everglades Country Club
Exin Light
Gemma Garner
Gosford Regional Art Gallery
Hire Rite Central Coast
Husqvarna
Jake Cassar

Kylie Wallace
Kwik Kopy Gosford
Light Culture
Marilyn Whigham
Mars
My Moon Box
Mud & Gee
Parchem
R&D Technologies
Revitalize
Royal Touch Paper Products
Sandy Bigara
Sanitarium
Steph Young
Sydney Trains
Tip Top
Volunteering Central Coast
We Drink Love
Zoo Pets

Responsible Entities' Report

The responsible entities present their report, together with the financial statements, on the company for the year ended 30 June 2020.

The following persons were responsible entities (directors) of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

Anne Daly

Tony Anderson (Stood down from Board in January 2020 to fill Interim CEO Role – recommenced on Board May 2020)

Diana Mason (Appointed March 2020)

Glen Gillingham (Appointed March 2020)

Ian Winn

Karen Schofield (Appointed May 2020)

Rhonda Wheatley

Margaret Twyman (Resigned January 2020)

Kate Moore (Resigned November 2019)

Jenni Allan (Resigned March 2020)

Clive Blunt (Resigned December 2019)

Principal activities

During the financial year the principal continuing activities of the company were to provide supported employment, supported accommodation and community participation to people living with disability. The company's Australian Disability Enterprises operated under the brand names: Fairhaven CoPack, and ReCreate, and a range of goods were retailed through a shopping village at Point Clare and a pop up shop at Erina Fair. Fare Cravin' Café operates under separate management. Other than stated, there have been no significant changes in the nature of these activities during the year.

Operating results

The deficit of the company for the financial year after providing for income tax amounted to \$642,299 (2019: a deficit of \$272, 056).

Short-term objectives

- Offer community support services that develop independence, community integration and enhancement of life skills;
- Support people living with disability by engaging with sectors of the community in ongoing partnerships and support programs; and
- Be a recognised leader in the provision of accommodation support, community support services and supported employment to people living with disability.

Long-term objectives

- Establish and maintain relationships that foster social inclusion and community integration for people living with a disability;
- Be viable and strive for continuous improvement so as to offer the best possible accommodation, community, employment and social outcomes for people living with disability and others requiring our assistance; and
- Provide contemporary residential living and in-home support for people living with disability.

Strategy for achieving the objectives

- One Fairhaven: Fairhaven's culture is collaborative and its people are well informed; it is an organisation where clients, employees and volunteers thrive.
- Awesome Client Experience: We see you and we get you. We'll work hand in hand with you to achieve what you want from life. That's our promise.
- Business Smart: Our business is thriving and financially viable; operational performance indicators demonstrate that our resources are used efficiently and effectively.
- Innovative: Fairhaven is responsive and agile; we are ahead of the game because we are creative in our approach to existing and emerging challenges.

Environmental regulation

The company has retained Australian Organic Certification. The responsible entities believe the company has complied with all significant environmental regulations under a law of the Commonwealth or of a state or territory.

Significant events

The organisation undertook a restructure of how it is managed including the appointment of a new CEO in May 2020 and the creation of a full-time Financial Manager role in March 2020.

Future developments

Strategic Planning is scheduled to take place late 2020 to early 2021.

Events subsequent to the end of the reporting period

The announcement by the World Health Organization regarding the global pandemic outbreak of COVID-19 and the response of the Australian Government may materially affect the operations of the company in future financial periods. Since the declaration of the pandemic, COVID-19, management registered the company for available stimulus and relief packages. Where eligible, the company continues to apply for eligible stimulus relief measures. In respect of future measures, as these are announced by the Australian Government the Board will assess whether the company's eligibility and consideration will be given to the potential benefit from accessing these measures with reference to the company's strategic priorities and financial position. At the date of this report, the Board believe the company has sufficient resources to continue operations.

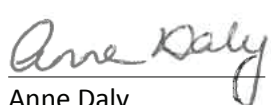
No other matter or circumstance has arisen since 30 June 2020 that has significantly affected, or may significantly affect the company's operations, the results of those operations, or the company's state of affairs in future financial years.

Auditor's independence declaration

A copy of the auditor's independence declaration is set out immediately after this responsible entities' report.

This report is made in accordance with a resolution of directors.

On behalf of the responsible entities



Anne Daly
Chair



Rhonda Wheatley
Treasurer

Statement of Profit or Loss and Other Comprehensive Income

	Note	2020	2019
		\$	\$
Revenue	5	7,327,240	7,444,285
Other income	6	89,038	73,053
Expenses			
Raw materials and consumables used		(152,259)	(134,425)
Advertising expenses		(13,283)	(72,097)
Auditor's remuneration		(39,850)	(34,090)
Consultancy fees and contract labour		(274,052)	(125,526)
Depreciation and amortisation expense	24	(265,484)	(250,822)
Employee benefits expense		(6,027,526)	(5,831,758)
Finance costs	25	(1,391)	(32)
Freight and cartage expense		(82,621)	(119,277)
Insurance expenses		(273,767)	(251,211)
Motor vehicle expenses		(55,331)	(68,174)
Loss on disposal of assets		-	(8,208)
Occupancy expenses		(129,550)	(181,882)
Printing, postage and stationery expenses		(65,127)	(51,309)
Rent expense		(145,086)	(164,222)
Repairs and maintenance expenses		(277,245)	(248,609)
Telephone and internet expenses		(58,391)	(41,667)
Other expenses		(197,614)	(206,085)
Deficit before income tax expense		(642,299)	(272,056)
Income tax expense		-	-
Deficit after income tax expense for the year	22	(642,299)	(272,056)
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(642,299)	(272,056)

For the year ended 30 June 2020.

Statement of Financial Position

	Note	2020	2019
Assets		\$	\$
Current Assets			
Cash and cash equivalents	7	1,323,915	1,090,209
Trade and other receivables	8	361,034	624,680
Financial assets	9	2,149,013	2,325,472
Other	10	3,665	69,629
Total current assets		3,837,627	4,109,990
Non-current Assets			
Property, plant and equipment	11	8,188,412	7,407,345
Right-of-use assets	13	363,273	-
Intangibles	12	55,470	67,526
Total non-current assets		8,607,155	7,474,871
Total assets		12,444,782	11,584,861
Liabilities			
Current liabilities			
Trade and other payables	14	527,156	776,248
Borrowings	16	-	2,282
Lease liabilities	18	145,169	-
Employee benefits	17	378,037	406,029
Revenue received in advance	15	531,161	-
Total current liabilities		1,581,523	1,184,559
Non-current liabilities			
Lease liabilities	20	221,699	-
Employee benefits	19	29,372	40,882
Total non-current liabilities		251,071	40,882
Total liabilities		1,832,594	1,225,441
Net Assets		10,612,188	10,359,420
Equity			
Reserves	21	6,239,440	5,344,373
Retained surpluses	22	4,372,748	5,015,047
Total equity		10,612,188	10,359,420

Statement of Changes in Equity

	Fairhaven Future Care Holdings Ltd	Asset Revaluation	Retained Surpluses	Total Equity
	\$	\$	\$	\$
Balance at 1 July 2018	4,517,986	5,344,373	769,117	10,631,476
Deficit after income tax expense for the year	-	-	(272,056)	(272,056)
Other comprehensive income for the year, net of tax	-	-	-	-
Total comprehensive income for the year	-	-	(272,056)	(272,056)
Transfer to retained surpluses	(4,517,986)	-	4,517,986	-
Balance at 30 June 2019	-	5,344,373	5,015,047	10,359,420
		Asset Revaluation	Retained Surpluses	Total Equity
		\$	\$	\$
Balance at 1 July 2019		5,344,373	5,015,047	10,359,420
Deficit after income tax expense for the year		-	(642,299)	(642,299)
Other comprehensive income for the year, net of tax		-	-	-
Total comprehensive income for the year		-	(642,299)	(642,299)
Revaluation of land and buildings		895,067	-	895,067
Balance at 30 June 2020		6,239,440	4,372,748	10,612,188

For the year ended 30 June 2020.

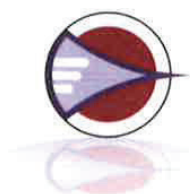
Statement of Cash Flows

	Note	2020	2019
		\$	\$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		7,899,806	7,048,928
Payments to suppliers and employees (inclusive of GST)		(7,647,035)	(7,144,820)
		252,771	(95,892)
Interest received		38,334	73,053
Interest and other finance costs paid		(1,391)	(32)
Government stimulus: COVID-19		50,000	-
Net cash from/(used in) operating activities		339,714	(22,871)
Cash flows from investing activities			
Payments for investments		-	(1,825,463)
Payments for property, plant and equipment	11	(90,774)	(134,480)
Payments for intangibles	12	(1,800)	(67,526)
Proceeds from disposal of property, plant and equipment		-	222
Net cash used in investing activities		(92,574)	(2,027,247)
Cash flows from financing activities			
Repayment of borrowings		(13,434)	(1,016)
Net cash used in financing activities		(13,434)	(1,016)
Net increase (decrease) in cash and cash equivalents		233,706	(2,051,134)
Cash and cash equivalents at the beginning of the financial year		1,090,209	3,141,343
Cash and cash equivalents at the end of the financial year	7	1,323,915	1,090,209

Unit 1, 1 Pioneer Avenue
PO Box 3399
Tuggerah NSW 2259

T: (02) 4353 2333
F: (02) 4351 2477

e: mail@bishopcollins.com.au



BISHOP COLLINS

AUDIT PTY LTD

ABN: 98 159 109 305

w: www.bishopcollins.com.au

**INDEPENDENT AUDITOR'S DECLARATION
TO THE MEMBERS OF FAIRHAVEN SERVICES LIMITED**

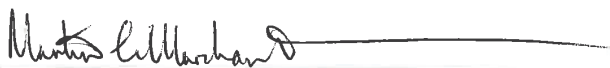
We hereby declare that to the best of our knowledge and belief during the year ended 30 June 2020, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Name of Firm

Bishop Collins Audit Pty Ltd
Chartered Accountants

Name of Registered Company Auditor


Martin Le Marchant

Auditor's Registration No.

431227

Address

Unit 1, 1 Pioneer Avenue, Tuggerah NSW 2259

Dated

25 November 2020



CHARTERED ACCOUNTANTS
AUSTRALIA - NEW ZEALAND

LIABILITY LIMITED BY A SCHEME APPROVED UNDER THE PROFESSIONAL STANDARDS LEGISLATION



Registered Company Auditors:

Glenn A Harris CA

Martin Le Marchant CA

“Volunteers do not necessarily have the time; they just have the heart.”

– Elizabeth Andrew

To all our volunteers who give their energy and time to help us create opportunities where people living with disability can achieve what they want from life, thank you! We couldn't do it without you!

Fairhaven is lucky to have such a generous team of volunteers who help us do what we do. Our volunteers work in many areas of the organisation including the Op Shopping Village, maintenance of our grounds, fundraising through bingo and housie, or helping us in administration. Every single volunteer is helping us deliver on the Fairhaven purpose.



About Fairhaven

Fairhaven began as a school in 1962, formed by a group of Central Coast parents who came together with a single goal: to provide education options for their children with intellectual disabilities who were unable to access mainstream schools.

Today Fairhaven is a registered NDIS services provider, delivering NDIS support coordination, community activities and supports, residential living options, supported employment and school leavers program for people on the Central Coast. Fairhaven also operates a unique Op Shopping Village and café in Point Clare.



fairhaven

Phone: 4349 5500

Email: hello@fairhaven.org.au

209 Brisbane Water Drive, Point Clare 2250

www.fairhaven.org.au



Fairhaven is a registered charity with the Australian Charities and Not-for-profits Commission (ACNC), Deductible Gift Recipient (DGR) status with the Australian Tax Office ABN 83 058 123 729. Charitable Fundraising Number 15891. Fairhaven is a registered NDIS provider. Fairhaven operates in accordance with the practice standards set by the NDIS Quality and Safeguards Commission, and complies with the NDIS Practice Standards 2020.

