

2023

ORIGINAL

Annual Report



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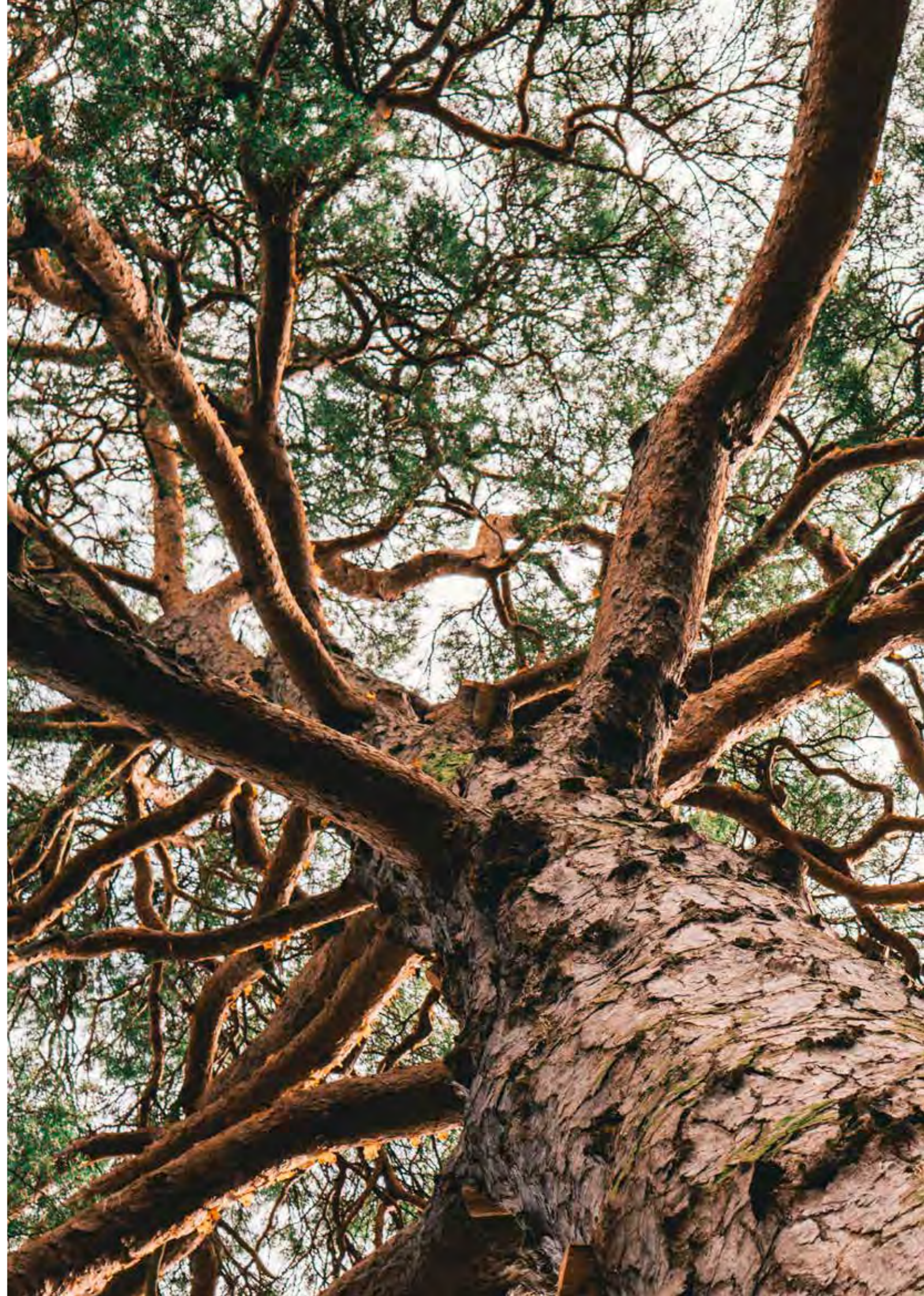
Chapter 1. Seed

Acknowledgement of Country

New Horizons acknowledges the Traditional Owners of the country on which this Annual Report was imagined and created, and recognise their continuing connection to land, waters and culture.

We pay our respects to their Elders past, present and emerging.

We are proud to work, in partnership, to ensure that people with lived experience can live the life they choose.



2023

Introduction



2023, in many ways, felt like business *unusual*, with seeds of true change being planted all around. We cheered with the glitter of World Pride and roared with local pride alongside our golden-booted Matildas. Coupled with significant moments of personal and collective reflection, change is certainly in the air. Perhaps not as initially expected, but it's there.

Our own journey, as an organisation, has us reflecting on new opportunities. Though we've innovated and transformed over the last 55 years, we're here to pursue fresh possibilities. Our next chapter is one that ensures we're not just viable, but game-changers, for another 55 years and beyond.

A new future doesn't mean we discard our past. We will never walk away from our origins; that disruptive DNA as pioneers in the human services space. We'll continue to build programs where they're needed, not purely where there's funding. We'll truly focus on the person and their individuality, not the labels and embedded societal expectations.

To get there, we'll need to think differently. Improving on the way things are today is not enough - it'll be a reimagining of our organisation into the future. One where every Australian - every person - can live a quality life of their choosing.

For this year, and the years to come, thank you for joining us on this ambitious adventure.

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Chapter 2. Taking root

Q&A: The Life & Legacy of Charlotte Leung

When we arrive at Charlotte's home, on Sydney's Northern Beaches, it's Charlie the chihuahua who greets us at the door first. "He's my alter-ego", Charlotte tells us, "and he never leaves my side."

With Charlie in tow and true to her personality, she is prepared. With pages of stories ready to share; like sinking a boat as a child before learning to sail smoothly. Gestures of trying to bake fruit cakes that went awry. And sewing ball gowns, self-taught of course. You can't help but notice this recurring life theme - that failing, for the right reasons, isn't failure. The twinkle in her eye to try and try again. Of righting wrongs wherever she sees them.

Q. Would you mind taking us back. What was your nature like growing up?

Charlotte: I was born into the era of 'children should be seen and not heard' and I think that time taught me to be a good listener. To be a sponge. I was an only child - a happy one - but alone a lot. So I'd play cubby house or spend hours banging on the piano trying to work out how to play it. And both of my parents were very warm

people; my Dad was the type to look out for everyone. He'd even bring home blue-tongued lizards to take care of.

Q. That warmth - is that how interest in working with people began?

Charlotte: Oh no, I was told I was going to be a music teacher! At 14 I was teaching piano and playing for the ballet on the weekend, making good money. But I worked so hard at university, I'd keep the lights on all night studying. And once I had that training and policies up my sleeve, there were experiences with social work that convinced me that things weren't right. I saw the injustice; the ways of trying to help people weren't working.

Q. Does anyone from those early experiences in particular come to mind?

Charlotte: We'd give one lady money and take her to pay her electricity bill. But what help is that? Another bill would come soon. And if nobody had walked beside her, taught the skills she needed to know, nothing would change in the long run for her.





Q. We've heard you referred to as a 'wellbeing entrepreneur'. How did you set out to change what you saw?

Charlotte: When I get asked why I've done what I've done, I say this is the place I've always come from. Every client is the same, in many ways. They know what they want. Giving them that choice, even something as small as milk or sugar in their tea, means they can design the life they want.

Q. It sounds so obvious in hindsight, but was clearly quite revolutionary at the time.

Charlotte: I was quite unpopular! I would get a bit of push-back as keeping people in hospital was the norm back then. But every hospital, every service, needs a back door. So more people can flow through, and move on with their community and lives.

Q. Thinking holistically - is that what led you to drive for employment opportunities - with BP originally and now expanded into Packable and Wellbees?

Charlotte: Absolutely. BP was ahead of the time in terms of social consciousness. And that was part of my vision, too. That we don't put people into boxes and they can steer their own ship. If you want to rent a house, buy a car, or have a holiday; those are all possible - particularly when you have work available to you.

Q. How does it feel to see that New Horizons has grown to include services that include those possibilities for a full life?

Charlotte: It feels good! I'm proud of what we've achieved collectively and I want to see us go as big as we can. Keep leading with passion, integrity, and respect to influence all of Australia. If we don't keep pushing forward, change won't happen.

You can see and hear more from Charlotte in our origin video series coming in 2024.

“Listen to what people want, then walk with them to achieve it.”

Language, Values and Leadership

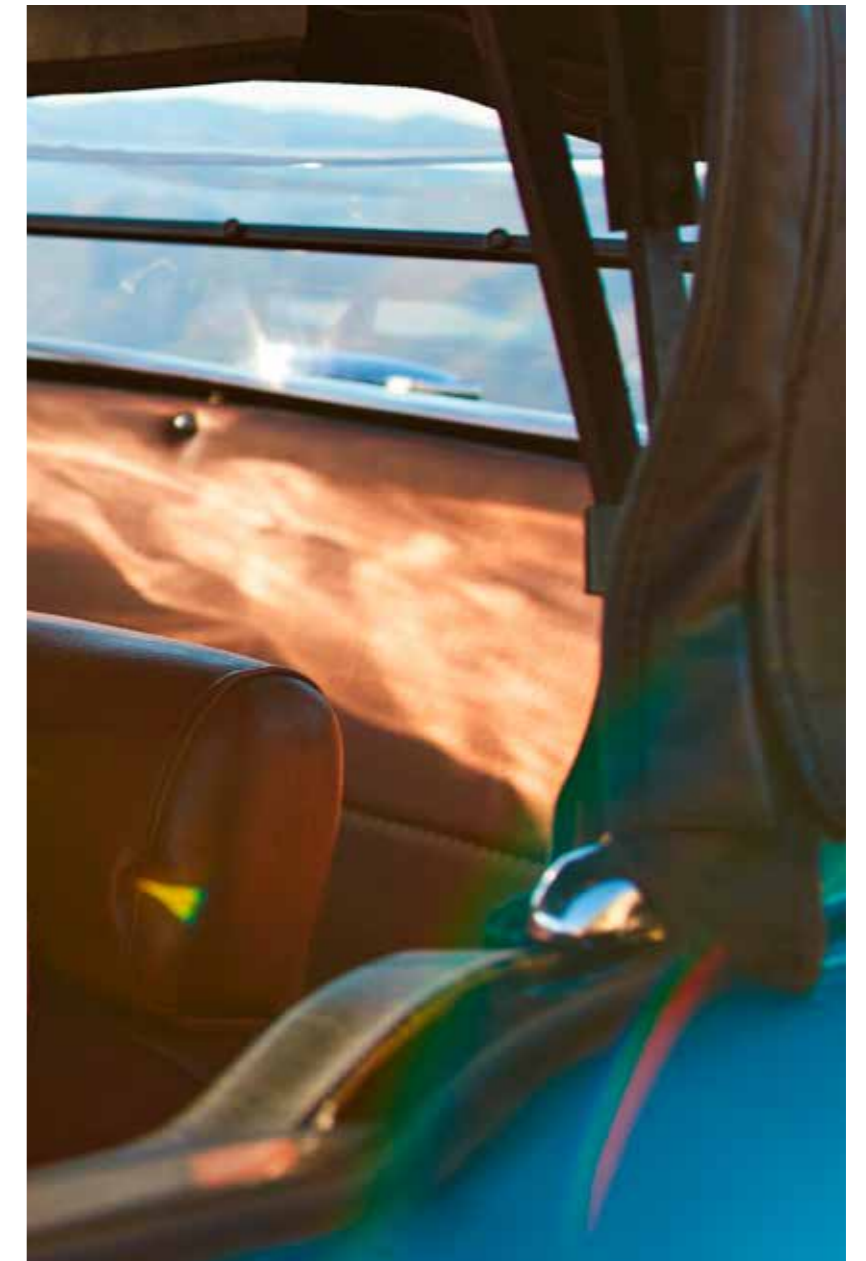


Through the provision of services and our connection to communities, we engage with people in a variety of ways, every day. That engagement has an impact - both intended and unintended, conscious and subconscious - and it's the unintended and subconscious that we've directed our attention to this year, across language, values and leadership more broadly.

Aware of the power of language to create reality, as a business, we're starting to challenge the words we use. We're exploring the use of common, everyday language rather than sector vernacular, and questioning the use of labels, conscious of how reductive they can be. The amount of undue damage caused by language used without clear intent or consideration can be significant - once reminded of this, it's hard to forget. Our ultimate vision is to use language that avoids unnecessary terminology, and that expands common definitions to include all, elevating the expectations we have of the world, and each other.



Our values are closely tied to the language we use. New Horizons has three core values - passion, integrity and respect - which inform behaviours, decisions and how we operate, both individually and collectively. As we move into our next chapter, we're consciously questioning what it means to be a values-led organisation: more than reciting words on walls, we're piloting ways in which we can use our values to elevate beyond the expected and encourage our people to think bigger, aim higher, do better.





We expect our people - in every, single role - to offer best-in-class services, every day, and to always be looking for ways to improve. However, leadership is just as much about constant reflection on the big questions: why do we exist as an organisation? What is our purpose? How do we realise that purpose in our daily operations? How do we evolve what we do to suit the changing needs of our customers and society?

The future is bright, and there are so many opportunities to challenge the status quo: to expand definitions and elevate expectations to ultimately drive important social change. Language, values and empowering our leaders to truly lead will be the cornerstones.

Leadership also remains a focus. We believe strongly in distributed leadership - leadership that exists anywhere and everywhere throughout the organisation. As part of conversations about leadership, our people have been reflecting on the construct of personal power, the impact of language, how to activate your values as an operational framework, and the difference between responsibility and accountability. We're also enabling and empowering our people to be a network of voices, cascading communications to ensure important messages are received and understood, given the diversity of our services and our teams, and the highly contextual nature of the work we do.



“The future is bright, and there are so many opportunities to challenge the status quo.”

- Claire



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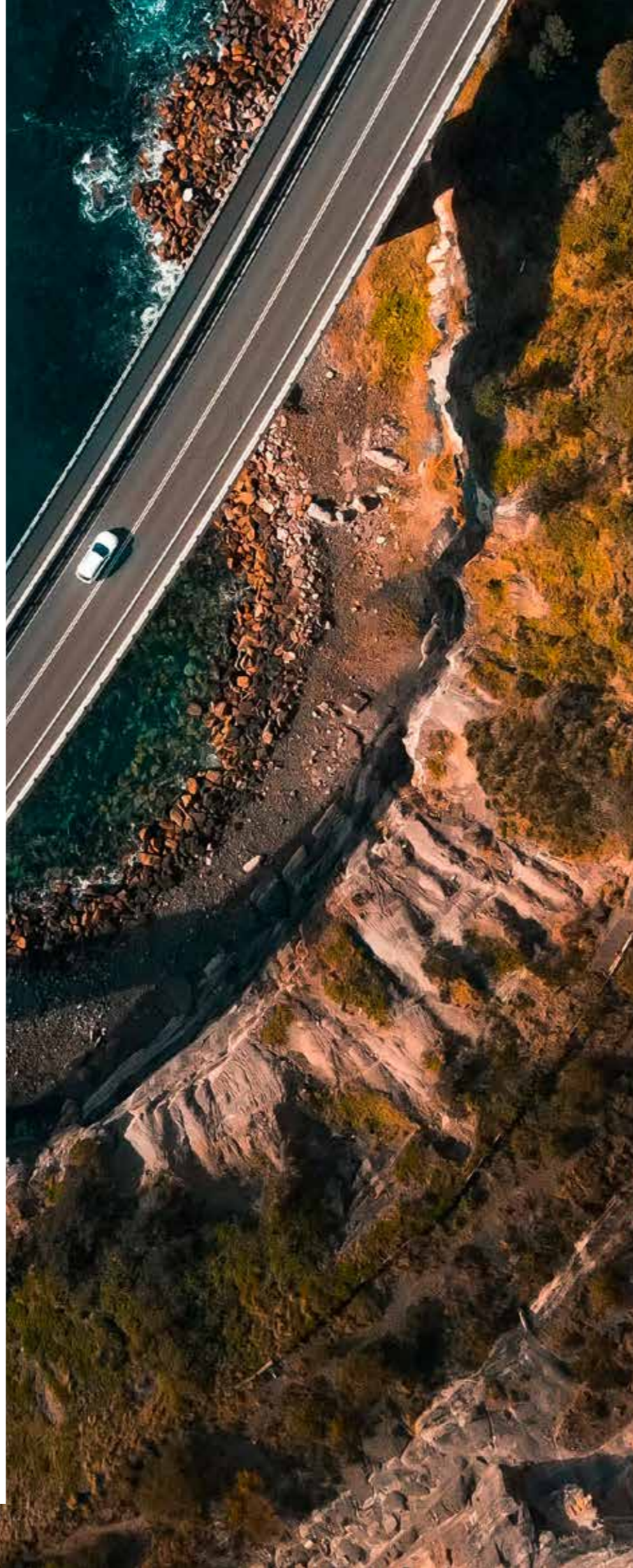
Chapter 3. New growth

Letter from the CEO

2023 was another fantastic year for our organisation, a mix of pursuing game-changing ambitions, while doubling down on the basics. Importantly, we remained steady on an underlying basis in the face of fiscal headwinds that are proving challenging for many of our peers.

Our goal of becoming a \$250 million organisation by 2025 remains unchanged, nor has our vision deviated. As a pioneer, we continue to rely on our disruptive DNA to ensure we remain a world-class social enterprise, providing exceptional services while doing business in an ethical and commercially sound manner. We are a competitive enterprise, leaning into the notion of 'profit with purpose', unapologetic about chasing a black bottom line - recognising that every additional dollar we bring in is simply more investment in our services, our customers and our people. We are constantly looking for ways to step in and provide services where others are unable to, as well as investing in new and innovative revenue streams, and being an organisation for all is very much in our near future.

2023 has contributed to our ambitions through conscious efforts in stabilisation and optimisation. These streams have been supported by our ongoing commitment to transformation - while we've made great progress, there is still much to be done - and we have significant projects underway around data, technology, customer experience and our strategic positioning.



Revenue diversification has been a high priority. In early 2023, we launched our 'Barista Brunch Bar' (BBB), a mobile food and coffee truck which we piloted in North Ryde and Coffs Harbour. Now firmly established, the coming 12 months will lead us to explore the mobility aspect of these trucks - expect to see them pop up at events across the State.

Our focus on stabilisation - operationally and in terms of revenue - resulted in the difficult decision to close our Aged Care home in North Ryde. We supported all residents in finding suitable alternative accommodation, and in the transition to their new homes. The outcome of this decision is that we can concentrate our resources on other service areas within the organisation, aiming for the highest of standards and the best of outcomes.

In terms of growth, i.am, the psychosocial youth aftercare service we run in collaboration with the Ministry of Health (NSW), has been extended for another year. For young people up to the age of 25 (no lower age limit) we service Southwest Sydney (Bankstown, Liverpool and Fairfield); Western Sydney (Mt Druitt); the Coffs Harbour and Nambucca areas of Mid North Coast NSW; and the Tamworth area of Hunter New England. To date, over 480 young people experiencing suicidality have been accepted into the program, to identify their hopes and future goals. It's a program we're incredibly proud of.

We continue to invest in our supported independent living and lifestyle services, having welcomed 12 new residents and adding five new properties to our portfolio in Queensland. The word 'lifestyle' is particularly important to us - it's the important element that makes a house a home. We are consciously investing in properties that afford our customers - the residents, the home makers - a truly wonderful way of living, with access to parks, community spaces, shopping centres, and where possible, the coastal life.

Leadership across the business was also a focus for 2023, with conscious efforts made to ensure all areas of the business are connecting with one another in meaningful ways, beyond the day-to-day. We're encouraging this connection through collective reflection and conversations around key leadership areas, such as language, accountability, values and communication.

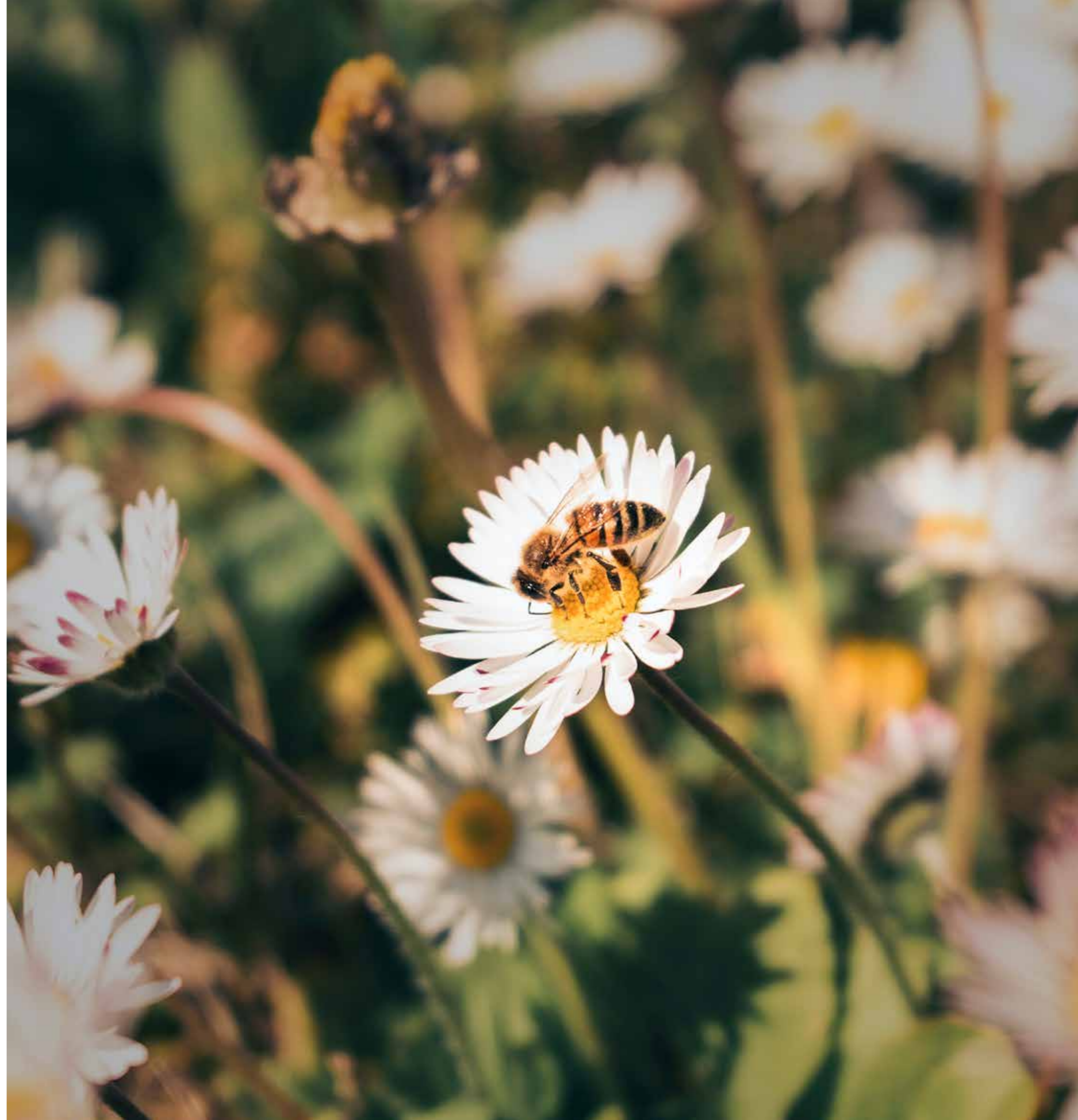
Finally, Packable, our packaging business, and Wellbees, our custom bee-frame business, have remained steady, despite some challenges. Packable welcomed 12 new commercial clients and 19 new team members - representing significant growth across the board. Wellbees faced the impact of the Verroa mite head on, and took its products to new markets, installing frames in local shops and physically showcasing the beauty of their craft. This has resulted in a number of new customers from across the country.

All in all, another action-packed year which resulted in positive growth across our key pillars, and stabilisation across the rest of the business. We couldn't do what we do without our amazing people, so I would like to extend my thanks to our team, as well as to our partners and peers, who work alongside us to put our wonderful clients at the heart of all we do.

We are in a very good place to realise our ambitions, and I expect 2024 will be one of the more exciting years in our 55-year history.



A handwritten signature in black ink that reads "Richard". The signature is written in a cursive style with a long horizontal stroke underneath.





Chairman's report

I begin by acknowledging the Traditional Owners of the lands on which New Horizons operates. I pay my respects to their elders, past, present, and emerging. New Horizons provides services to support First Nations communities and recognises that there is much work to be done in closing the gap. I note the findings of the Royal Commission into Violence, Abuse, Neglect, and exploitation of people with disability. I am pleased to confirm that New Horizons remains committed to provide targeted services to these communities.

In 2023, New Horizons continued to expand its services and reached more people. The organisation extended its i.am youth aftercare pilot for another year, providing critical psychosocial support for those young people experiencing suicidal ideation or self-harm. Also, New Horizons expanded its supported independent living and lifestyle footprint—adding new properties and enhancing the lives of residents.

As regards social enterprises, **Packable** and **Wellbees**, remained steady, despite challenges. The launch of **Barista Brunch Bar** food & coffee trucks in North Ryde and Coffs Harbour, provided employment opportunities, connections with the broader community and a potential for growth.

This year brought some difficult decisions. The organisation made the tough call to close the North Ryde Aged Care residence. All aged care residents were successfully supported and transitioned into suitable alternative accommodation.

On an underlying basis, the financial performance of the organisation remained steady in 2023. It continued to invest in our people, technology, and new revenue streams - all of which are crucial for achieving the goal of exponential growth. New Horizons aims to be a \$250 million organisation by 2025. All indicators suggest that New Horizons is on track to achieve this goal.

As the organisation looks forward to 2024, the plan is to grow and expand further the range of services offered. The organisation will continue to explore alternative stable revenue streams and seek new opportunities for growth. The opportunities presented by the rise in Artificial Intelligence and other digitally based technologies, will continue to be enthusiastically explored and adopted by New Horizons. Embracing new technologies will ensure the organisation will be adaptable and able to successfully navigate all the challenges and opportunities that will arise in the future.

Finally, I would like to express my gratitude to the Board, the Executive Suite, and the whole team for their commitment over the last 12 months. As the organisation moves forward, it will remain committed to the goal of empowering people to live the life they choose. I am confident that all at New Horizons will continue to challenge assumptions, redefine norms, and strive for a world that fits everyone.

Peter Howell
Chairman



A handwritten signature in black ink, appearing to read 'Peter Howell'.

Board Members



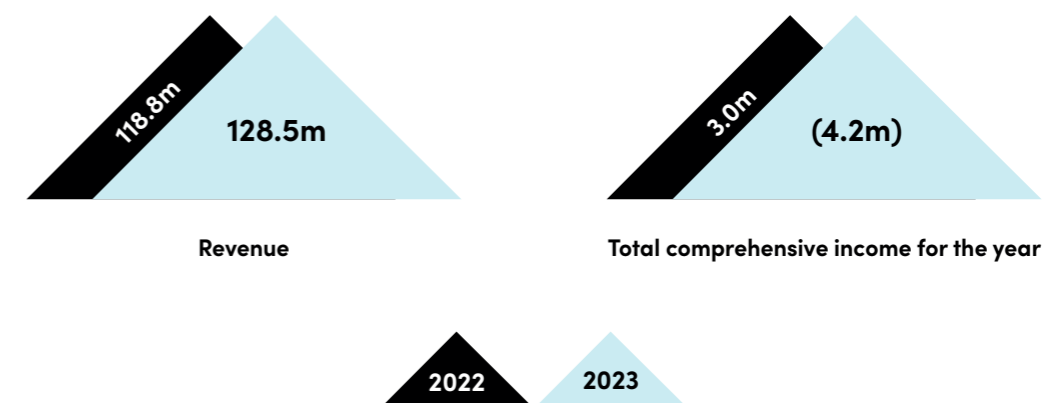
Clockwise from top left: Julie Powell, Peter Howell (Chairman), Charlotte Leung (Vice-Chair), Angus Button, Irene Howell, Robert Warry (Treasurer), Jennifer Anderson



Financials

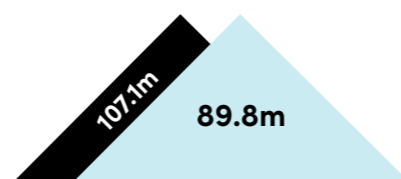
Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2023

	2023 (\$)	2022 (\$)
Revenue	128,480,912	118,806,452
Employee benefits expense	(94,842,106)	(86,364,817)
Depreciation and amortisation expense	(3,399,975)	(3,674,541)
Motor vehicle expense	(1,435,365)	(1,584,323)
Insurance expense	(2,328,343)	(2,092,832)
Property expense	(4,138,701)	(3,605,763)
Training expense	(256,536)	(224,936)
Audit, legal and consultancy fees	(2,877,594)	(1,595,272)
Agency fees	(6,848,067)	(6,074,781)
Customer support expense	(1,691,894)	(1,781,197)
Sub-contractors expense	(524,241)	(478,513)
IT & communications expense	(4,990,177)	(4,556,364)
Marketing expense	(282,622)	(1,101,753)
Finance costs	(273,772)	(221,730)
Unrealised gain/(loss) on revaluation of financial assets	-	(1,720,191)
Other expenses	(3,851,729)	(2,304,053)
Surplus/(Deficit) before income tax expense from continuing operations	739,790	1,425,386
Income tax expense	-	-
Surplus/(Deficit) after income tax expense for the year from continuing operations	739,790	1,425,386
Surplus/(Deficit) after income tax expenses from discontinued operations	(4,904,260)	(4,483,940)
Surplus/(Deficit) after income tax expenses for the year	(4,164,470)	(3,058,554)
Other Comprehensive Income		
Gain/(Loss) on the revaluation of land and building	-	6,088,586
Total comprehensive income for the year	(4,164,470)	3,030,032

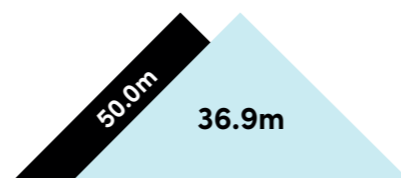


Statement of Financial Position
For the Year Ended 30 June 2023

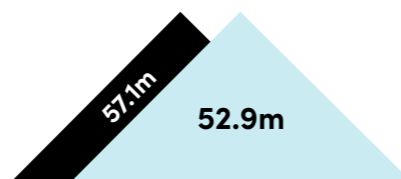
	2023 (\$)	2022 (\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	11,085,956	29,969,300
Accounts receivable and other debtors	5,828,781	6,029,449
Inventories	32,206	38,882
Financial assets	17,536,599	14,155,278
Other current assets	2,081,489	2,045,635
TOTAL CURRENT ASSETS	36,565,031	52,238,544
NON-CURRENT ASSETS		
Property, plant and equipment	52,009,790	53,543,912
Right of use assets	1,213,394	1,275,245
Other non-current assets	25,808	31,808
TOTAL NON-CURRENT ASSETS	53,248,992	54,850,965
TOTAL ASSETS	89,814,023	107,089,509
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	11,578,556	20,817,740
Contract liability	8,135,562	12,641,372
Provision for employee benefits	7,032,273	7,666,314
Lease liability	532,661	654,690
Financial liability	16,934	11,606
Restructuring provisions	375,646	-
TOTAL CURRENT LIABILITIES	27,671,632	41,791,722
NON-CURRENT LIABILITIES		
Provisions for employee benefits	2,938,596	1,999,923
Lease liability	712,675	642,274
Financial liability	5,602,917	5,602,917
TOTAL NON-CURRENT LIABILITIES	9,254,188	8,245,114
TOTAL LIABILITIES	36,925,820	50,036,836
NET ASSETS	52,888,203	57,052,673
Retained surplus	28,035,498	32,199,968
Reserves	24,375,384	24,375,384
Investment reserve	477,321	477,321
TOTAL EQUITY	52,888,203	57,052,673



Total assets



Total liabilities



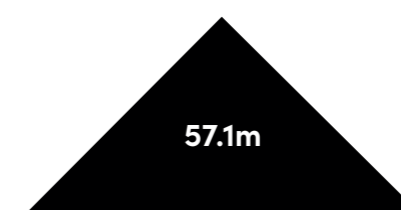
Net assets



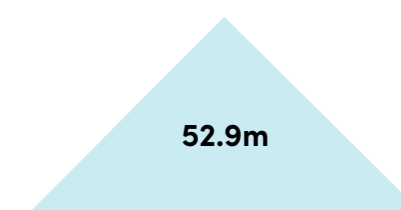
Total equity in millions



1 July 2021



30 June 2022



30 June 2023

Statement of Changes in Equity
For the Year Ended 30 June 2023

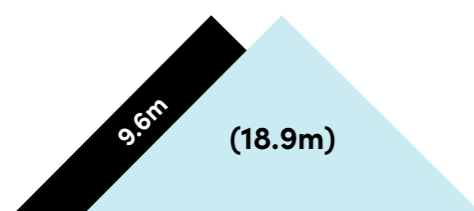
	Retained surplus (\$)	Revaluation surplus (\$)	Investment reserve (\$)	Total
Balance at 1 July 2021	35,258,522	18,286,798	477,321	54,022,641
Surplus after income tax expense for the year	(3,058,554)	-	-	(3,058,554)
Other comprehensive income for the year, net of tax	-	6,088,586	-	6,088,586
Balance as at 30 June 2022	32,199,968	24,375,384	477,321	57,052,673
Loss after income tax expense for the year	(4,164,470)	-	-	(4,164,470)
Other comprehensive income for the year, net of tax	-	-	-	-
Balance as at 30 June 2023	28,035,498	24,375,384	477,321	52,888,203



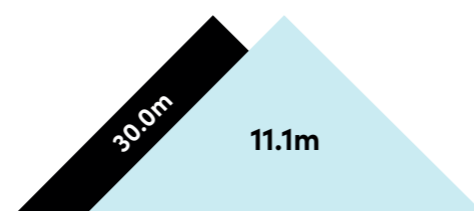
Statement of Cash Flows
For the Year Ended 30 June 2023

	2023 (\$)	2022 (\$)
Cash flows from operating activities:		
Receipts of grants & other receipts	130,180,746	133,106,707
Payments to suppliers and employees*	(144,731,219)	(122,726,047)
Interest received	1,009,553	678,775
Net cash provided by operating activities	(13,540,920)	11,059,345
Cash flow from investing activities:		
Proceeds from financial assets – net	(2,778,501)	942,668
Purchase for property, plant and equipment	(1,565,129)	(1,120,256)
Proceeds from property, plant and equipment	91,420	112,990
Net cash provided by investing activities	(4,252,210)	(64,598)
Cash flow from financing activities:		
Repayment of lease liabilities	(863,427)	(1,206,633)
Interest paid	(226,787)	(182,011)
Net cash provided by investing activities	(1,090,214)	(1,388,644)
Net (decrease) / increase in cash and cash equivalents	(18,883,344)	9,606,193
Cash and cash equivalents at the beginning of the financial year	29,969,300	20,363,107
Cash and cash equivalents at the end of the financial year	11,085,956	29,969,300

*\$10,184,894 increase relates to Refundable Accommodation Deposits refunded due to the closure of the Residential Aged Care Facility.



Net (decrease) / increase in cash and cash equivalents



Cash and cash equivalents at the end of the financial year



Modern Slavery Statement

1 July 2022 – 30 June 2023

New Horizons continues to be committed to upholding human rights and acting with integrity for our people and the wider community. This includes our commitment to take action to address the risks of modern slavery within our operations and supply chain and to partner with suppliers who share our values. Dealing with modern slavery is about actively doing what we can do to protect people's rights and safety.



While our direct impact in relation to modern slavery practices during the Reporting Period remained low, we continue to develop our modern slavery response guided by the principles set out in the United Nations Principles on Business and Human Rights.

This year, we published our third Modern Slavery Statement (MSS) which ties in with our primary focus, being heartfelt alignment to our values, purpose, and beliefs. We are committed to upholding human rights and acting ethically and with integrity for everyone.

Our commitment over the coming 12 months is to progress the implementation of our due diligence processes and grievance mechanisms, and we aim to commence the development of processes that assess the effectiveness of our actions. Using the United Nations Guiding Principles on Business and Human Rights, we endeavour to implement management processes and controls to integrate our findings, track our progress and to provide effective relief to individuals and communities impacted by modern slavery.

We are proud to play an active role in the fight to end this abuse of human rights.

Geographic risk level: Low

We consider the geographic risk of our suppliers to be low given 99% of our direct suppliers are based in Australia. Most of our direct overseas suppliers are based in countries which have a strong rule of law and mechanisms that protect human rights and have themselves implemented modern slavery strategies.

We acknowledge New Horizons may be linked to modern slavery practices through its second and third tier suppliers that operate in, or procure goods and services from, nations that report high occurrences of labour and human rights violations and socio-economic factors like poverty and widespread discrimination.



Sector and industry risk level: Low

The sectors we deal with primarily involve the charity and not for profits, health care, housing and property sectors. These sectors are heavily regulated in Australia and generally allow for reasonable visibility over lower tier suppliers.

We appreciate we may be linked to modern slavery practices further down our supply chain where some of our suppliers operate in, or are connected, to industries that involve low paying, low skilled or hazardous work, such as extractive operations, electrical component assembly or cleaning industries or are located in geographical areas that may have a higher risk of modern slavery. However, to minimize this risk suppliers responding to tenders or who are otherwise subject to our terms and conditions are required to demonstrate or confirm they have little or no modern slavery risks in their operations.



Product and services risk: Low

New Horizons procures services such as cleaning, electrical, information technology and general maintenance. The workers in these supply chains may be from vulnerable populations, including workers from migrant, low socioeconomic or culturally and linguistically diverse backgrounds. While we consider the modern slavery risk associated with these products and services to be low in our case, the above factors elevate the risk of modern slavery practices.



Supply chain model risks: Low

We have again assessed our supply chain model risks as low based on available information. We have a large and complex supply chain, with over 1000 suppliers during the Reporting Period. We acknowledge the size of our supply chain makes it difficult to identify and monitor modern slavery practices further down our supply chain. This lack of full transparency creates a risk that New Horizons may be linked to modern slavery, however we have sought to minimize this risk by implementing due diligence processes for our suppliers including issuing supplier questionnaires regarding their modern slavery risk and approach to modern slavery.



As our business grows, we continue to assess our modern slavery risks and ensure our policies, procedures and controls remain valid and effective to mitigate any identified, new or increased risks we discover.

You can read our full statement by scanning the QR code above.

04

Chapter 3. Bloom

Redefining wellbeing



Wellbeing has always been at the heart of all we do, and it's undergoing a redefining moment. Becoming less of a broad concept, and more ingrained into everyday aspirations; like where you work, who you welcome into your home, and how you build a life.

It's a shift we're committed to and excited about. After all, no two people in this world are the same. So here's to choosing wellbeing, on your terms, in whatever form it takes.

Free Fallin'



The wind in your hair. That weightless feeling of flying. It's something many of us have dreamt of. But for Derrick and Vin – they've made it reality.

The two mates call Claireville home. A home that teems with life; plants, 2 cats, 3 birds, and an abundance of energy. When Derrick first moved in, he brought with him a list of things he wanted to tick off. One of which was skydiving. The fact both Derrick and Vin use a wheelchair was a non-issue. With a little planning and determination, it was time to take to the skies.

First up, indoor training. The ideal way to learn the basics: body positioning, air-time, and the feeling of flying. As he watched the instructors take Derrick through the paces and get him soaring – Vin soon swapped the chair for a suit and helmet – and went for it too. True to his famous mantra of “where there's a will, there's a way.”

With four more indoor sessions left to refine their technique, they're prepping for the real thing: sky diving from 10,000 feet.



And after that? There's still plenty on Derrick's list, much of it underway. “Claireville is my family, I am glad I have found my forever home.” But first he'll swap his flying suit for a suitcase – heading on holiday to hit the beaches of the Central Coast. Then getting a passport sorted so he can go international. As for Vin, his ambition is a full-circle one – he's aiming to become a Support Worker for New Horizons.

“This is what we're all about – doing what we can for our beautiful people, so they can live the life they choose, and make some meaningful memories along the way”, says Team Leader Serina.

Safe to say, for the Claireville crew, the sky isn't the limit.



**“When you want
something to be
done, it almost
feels impossible”**

**“but when the
possible happens,
that’s worthwhile
living.”**

- Vin

Wellbeing Warriors

We all have the innate human instinct to connect with one another. To share and to listen. To be seen and heard. And that couldn't be truer of the newly formed Wellbeing Warriors Women's group.

With culture and education at its core, the group is a collaboration between New Horizons and Kiray Putjung Aboriginal Corporation. Over its 12-week run, interest and camaraderie has grown among the local Cessnock women. 'Some weeks we've had close to 20 women in attendance', Community Support Worker Sasha Novak told us.

As part of the program, art is emerging as the binding thread. From hearing about First Nations Art Programs through Tafe NSW, to travelling to Minimbah Teaching Place for cultural activities and storytelling, the program has been a smash hit. 'We're always trying to get services in to help educate women', Sasha says, 'and we're hoping to get resources so that the women can make their own traditional dot paintings.'

Keep an eye out for the artwork, stories, and growing community of the Wellbeing Warriors in 2024.



Did you know?

Cessnock lies upon the Traditional Custodian country of the Wonnarua Nation and also includes Darkinjung and Awabakal lands. Within the lands of the Wonnarua Nation are many significant cultural and spiritual sites. Mount Yengo, for instance, is told as the place where Baiame jumped to return to the spirit world after he had created the lakes, rivers, mountains and caves in the area. When Baiame jumped towards the sky, he flattened the top of Mount Yengo, and that flat top can still be seen today.



Fuelling good

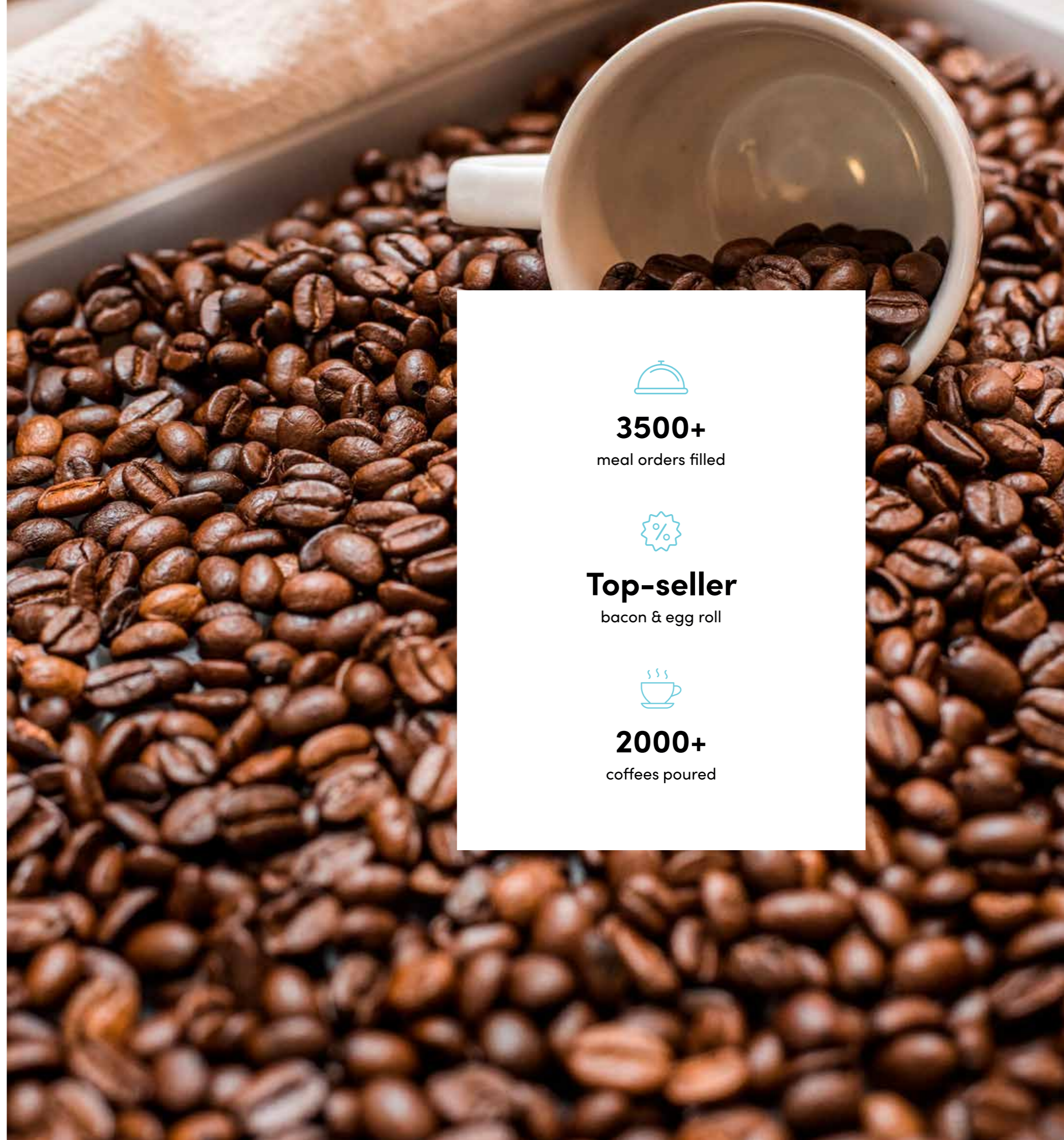
There are few better ways to face the day than with a great coffee in hand. It's why local latte-lovers, cappuccino-aficionados, and juice-fans have rejoiced at the launch of the Barista Brunch Bar.

The brain-child of CEO Richard Gregg, Barista Brunch Bar (BBB) is quenching thirsts and filling lunchtime cravings with a menu that spans frappes to wagyu beef burgers. All designed by award-winning café owner Justinian Georgopoulos.

"BBB began to fill the gap of on-the-go coffee and food options in North Ryde", says Justinian, "but we're now serving up seasonal specials, where locals stop by to dine in, and a community of caffeine fans are filling up their loyalty cards."

Though North Ryde is the current base of operations for BBB, there's plans to take the goodness on the road. It is a café on wheels, after all! Catering for events, expos, and community days are all on the menu for the future.

A heartfelt shout-out to Justinian, Barney, Tammy & Fran for keeping us all well-fed and happily-caffeinated this year.



3500+

meal orders filled



Top-seller

bacon & egg roll



2000+

coffees poured

The logo for 'i.am' is displayed in large, white, lowercase letters against a background of a beach at sunset. The letter 'i' has a white circle above it, and the letter 'a' has a white circle below it. The letters 'm' and 'm' have rounded tops. The background shows waves crashing onto a sandy beach under a warm, golden light.

i.am

Participant reflections

482
Program participants

145
Indigenous identifying

125
Goals achieved

happy	excited	hopeful
positive	grateful	supported

“I want to be what the **i.am** program is to me, to someone else one day.”



infirm

Team reflections

progressive	hopeful	adaptive
eventful	resilient	collaborative

**“I’ve made long
lasting & meaningful
connections”**



**“This is a
movement. It’s
innovation,
at the top of
our field.”**

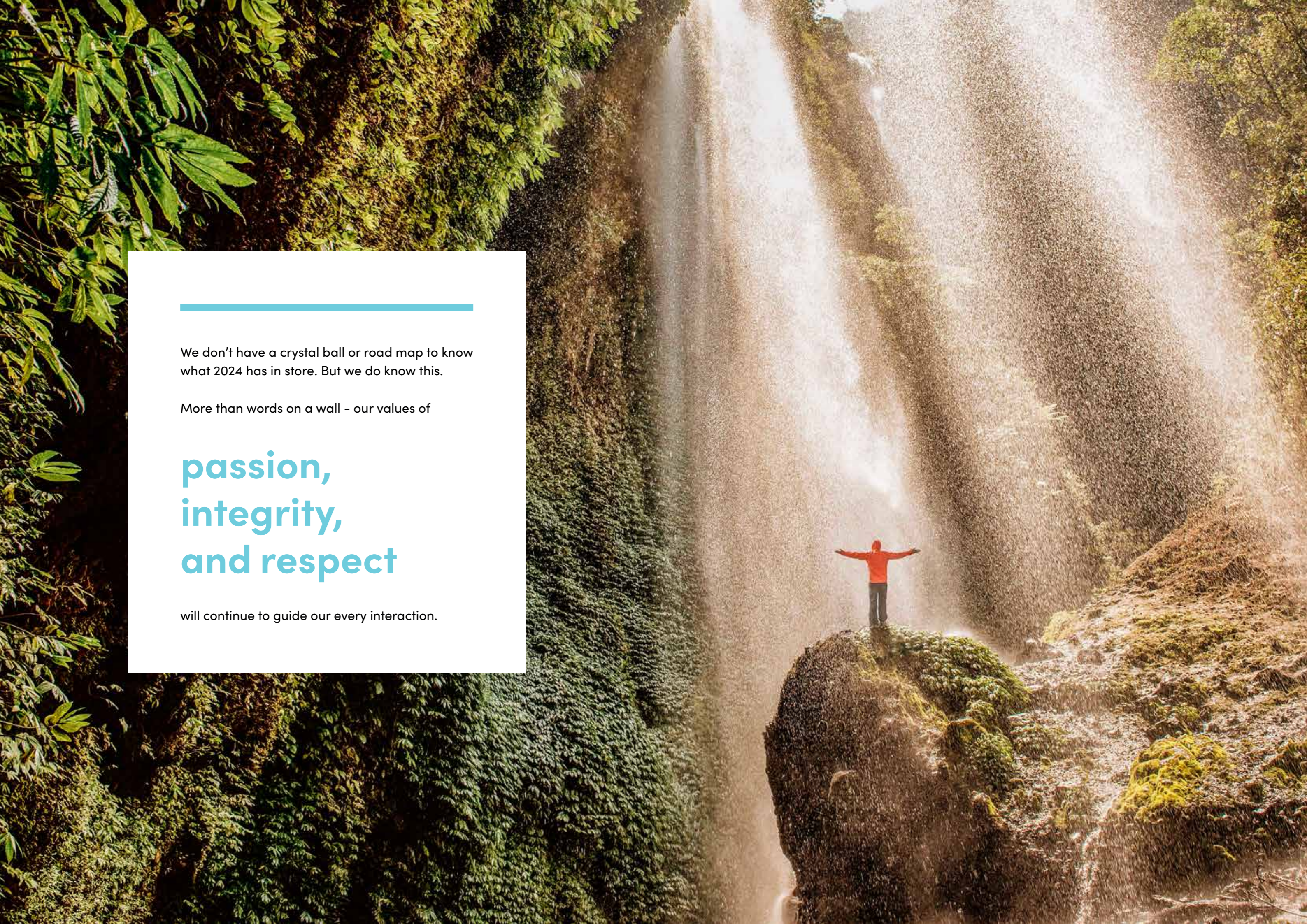
- Julie

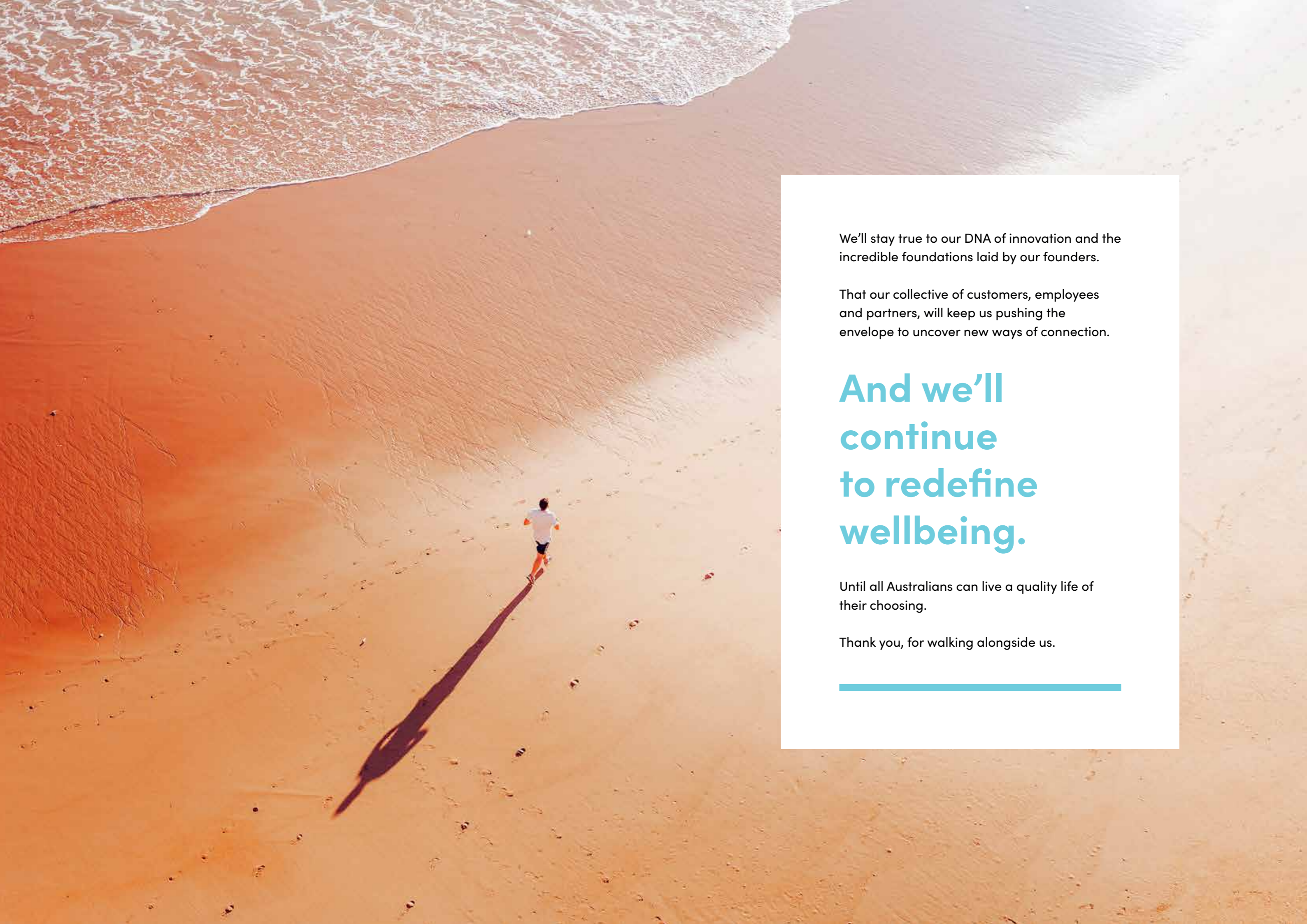
We don't have a crystal ball or road map to know what 2024 has in store. But we do know this.

More than words on a wall - our values of

**passion,
integrity,
and respect**

will continue to guide our every interaction.





We'll stay true to our DNA of innovation and the incredible foundations laid by our founders.

That our collective of customers, employees and partners, will keep us pushing the envelope to uncover new ways of connection.

And we'll continue to redefine wellbeing.

Until all Australians can live a quality life of their choosing.

Thank you, for walking alongside us.





newhorizons[®]
wellbeing. done well.