





A celebratory graphic for the year 2015. The year is written in a large, white, sans-serif font inside a dark grey rounded rectangle. The background is a light grey gradient with a dense shower of multi-colored confetti (red, green, blue, yellow, pink) falling from the top right towards the bottom left.


2015

 1 Download the free Aurasma app on your smart device, if you haven't already.


 2 Launch Aurasma, open the menu and search for New Horizons.

 3 Follow our New Horizons channel.

 4 Tap the frame icon on your device screen.

 5 Hover your device over any page where you see the play icon.

SIT BACK, RELAX & ENJOY!

 OR Go to youtube.com/user/newhorizonsau to watch all the stories.

CELEBRATE _____	2
MATT & ADAM _____	4
JEN & SHAZ _____	6
MARG & MARK _____	8
BJ & MARK _____	12
HANA, ADELA & TOBA _____	14
LES & DANNY _____	16
CEO REPORT _____	18
PRESIDENT'S REPORT _____	20
FINANCE _____	22

FRIENDSHIPS

AND RELATIONSHIPS

ARE WHAT LIFE'S

ALL ABOUT

CELEBRATE

New Horizons doesn't aspire to be like everyone else... we want to be creative and innovative in everything we do. That's what keeps us at the forefront of the community services sector.

With that in mind, we try to steer clear of those familiar, oh-so-formal annual reports that say a lot... without saying much at all. Let's face it, no one reads them. And if no one reads them, what's the point?

Rather than banging on about ourselves, we prefer to talk about the real heroes of our story: our customers. After all, they're the reason we're here.

One of the keys to our success is that we form genuine relationships with our customers – and we do everything we can to support them to form and maintain friendships of their own.

Friendships and relationships are what life's all about. They're what brings a smile to our faces and what makes everything worthwhile.

You'd be amazed how our customers' lives are transformed when they realise they're not alone and have friends they can trust. That they have a network of buddies to explore the world with. People with shared backgrounds, shared interests, people who can support them in learning new skills, people who bring out the best in each other.

For our 2015 Yearbook, we've brought together a diverse range of our customers and their closest mates to talk about their friendships. Some of them go back the best part of 40 years, others are much newer. Their reflections offer inspiring insights into what it really means to have strong relationships.

MATT & ADAM

Matt, Black Power Ranger.
Adam, Red Power Ranger.

WE'RE MATES

TOGETHER



Matt and Adam met at primary school.
Twenty five years on, they're still best pals.

They both work at the New Horizons Packaging Centre at North Ryde, spend the weekends at each other's homes, go camping together, play cricket... and have a shared passion for the Power Rangers!

A: Matt is like my brother. He's a good bloke, and a nice man. He's my pal. He's my friend.

M: He's a good friend.

A: On Friday, I pack a bag and stay at his.

M: He stays in the bedroom. And he snores all night.

A: No, no, no, no. Matt takes me out for dinner time with our families at the club. When he comes to my house, Matt sleeps in my room. I clean up and he sleeps on the floor. And I take Matt out to the movies.

M: No, to the circus.

A: Yeah, to the circus.

What else do you do on weekends?

A: We play Power Rangers. I chose the red one and Matt is the black one. Right?

M: Yeah...

A: Matt is the Black Ranger because his pants are black.

Why do you like Power Rangers?

M: They're pretty good. I've got some online CDs at home but I don't have them on the computer. I've got two CDs of them.

A: I've got a lot of the Power Rangers, heaps of them in my room. A lot in a bag. We just watch it on the TV, me and Matt.

And you both enjoy camping?

A: Yes, we do.

M: We sleep in a tent.

A: At the camp, we play games. What's it called again?

M: The Sword...

A: Yeah, The Sword. After the game, me and Matt go in the canteen and have some food.

What do you enjoy about going camping?

M: I think it's good going in the tent.

A: Because camping is nice. I like rain on the hot days.

M: It rains heavily on the tent, but it can't get in. I got wet the last time, and Adam got wet as well. We got soaking wet!

A: Yep, that's right.

M: I got drenched in the rain. Yeah, we had to get changed in the tent.

And you both enjoy playing cricket? Who's the best cricketer?

A: Me...

M: He's the best batsman...

A: That's right.

M: When I play as the bowler, I bowl underarm. I can't do overarm... it's too far. So I do underarm...

A: I just hit the ball far away...

HE'S A GOOD
BLOKE, AND
A NICE MAN

M: He can hit it a little bit...

A: I just hit the ball in the pool... and I get Matt out.

M: I missed it 'cos I didn't hit it. So I should be out...

So you're best mates and you spend a lot of time together?

A: Yes, because Matt is my pal. 'Cos I'm his friend.

M: So we're good mates...

A: Yeah, that's right.

M: We're mates together. I do things with him. I'm good friends with him.

Shaz and Jen met at a New Horizons Women of Worth group in Port Macquarie. Since then, they've developed a positive and supportive friendship. Plus, they have a lot of fun together.

Shaz won New Horizons' 2015 Wellbeing Resolution Competition, which delivered her a cheque for \$2015. With the money, she decided to do something she had never done before – take a holiday. The highlight though, was taking Jen on a whale watching trip...

S: I said to Jen: 'Do you want to come whale watching?' She said: 'I can't afford that.' And I said: 'No, it's part of my award. Come on, you're coming with me girl.'

J: Yeah, because you didn't want to go by yourself, hey?

S: I wasn't going by myself. I wanted you to come too so you could have some fun. It's more fun when you're having fun too.

J: Yeah, it's always better to share it with someone else.

S: We got saturated. It was a really rainy day. It was wild. Humungous waves. We went in a little boat. Jen sat on one side, and I sat on the other side. The waves were crashing over and Jen and I got soaked. All we could do was laugh. But we saw a whale, didn't we?

J: We did...

S: We saw the whale come up at the side of the boat.

J: But it didn't breach, which was unfortunate...

S: It didn't matter. We still saw a real live whale in the ocean.

We did, we did! You could see it was a dark shadow, and then we saw light greyish. And up it came. We just saw barnacles, and then back down it went. It was a top day. Saturated. We didn't even dry our hair. No make-up, nothing.

J: We just went shopping. We must've looked a sight.

S: Yeah, we looked a sight.

They've also been out dancing.

J: Shaz attracted all the young, good looking men, didn't you! It was my idea because it was my friend's birthday. Shaz said she wouldn't mind going out. I asked my friend, Summer... and we all went out. It was really fun.

S: There was this young dude and he was a professional dancer somewhere. He asked me: 'Would you have a dance with me?' He got up and he spun me around, over his head and around backwards. It was good dancing...

J: He was a crazy dancer...

S: Amazing. It was a top, top night.

What do you mean to each other?

S: Jen's a pretty strong woman. She's my friend... my really, really good friend. I haven't had a friend before. Too many people say that they're your friend, but they're not really your friend. They trick you. But she is always my friend. We don't see each other every day, maybe once a week, or once a fortnight. But we're always having a chin-wag on the telephone. She's good... she's there for me.

J: Shaz is someone I can be totally myself around. A lot of people don't understand with bipolar how you can come crashing down and need to hibernate. With Shaz though, we can just pick up where we left off. She doesn't panic and say: 'What have I done wrong?'

S: I just tell her I'll get a pin and stick it in her bum. 'Get outta that mood, girl!'

J: That's what I like about Shaz. She's flamboyant, she's fun. She's unique.

SHE'S A
PRETTY STRONG
WOMAN. SHE'S
MY FRIEND

S: Yeah, we both are. I call her Gypsy Girl. She's not Jen. She doesn't even look like a Jen. She's Gypsy Girl. She just cracks me up.

And what does the future hold?

S: I'm not going out of Jen's life. I'm in her family. Jen's in my family and I'm in Jen's family with her children. I'm Shaz and Jen's Gypsy Girl. She's not going anywhere and I'm not going anywhere. Jen's got something she will be very happy to tell you. What are we doing when we get old, Jen?

J: Oh, when we're in the nursing home?

S: Right...

J: Wheelchair racing! Down the corridor.

S: That's what her and I are going to do when we get old.

J: We'll probably spend a lot of time in lockdown!

S: Doesn't matter. We're going to be in wheelchairs and racing each other!



JEN & SHAZ

Jen, Gypsy Girl.
Shaz, Best Friend.

SHE JUST

CRACKS

ME UP



MARG & MARK

Marg, Freestyle Specialist.
Mark, Backstroke Extraordinaire.

WE CONFIDE

IN ONE ANOTHER



Marg and Mark's friendship developed through swimming. They support each other and, over the years, they've amassed a swag of medals from their Special Olympics competitions.

But they're also involved in a wide range of social activities together. Everyone who knows them agrees that their friendship brings out the best in the two of them...

MG: We were at a Special Olympics disco and I was talking to Mark about the Special Olympics. One of the ladies said to me: 'Would I like to go?' And I said yes. The week after that I went swimming with Mark. And now we go swimming every Tuesday.

MK: We go sometimes ourselves. Don't we, Marg. We go out.

MG: Now we go out. We go to swimming carnivals. We go out on Saturdays. And we go out to pubs and all sorts of things.

MK: We enjoy ourselves, that's all.

MG: We've even swum down on the Central Coast before. We swam in the new club down there, Mingara. We swam down there not that long ago. We had a good day, didn't we? Our swimming coach, Eleanor, says to us at every swimming carnival: 'It doesn't matter if you win, so long as you try

your best. Don't worry about winning or losing. Just try to have a good day.' Which we do.

Who's the better swimmer?

MK: Me!

MG: I'd say we're both the same!

MK: We're the same.

MG: Mark's probably a little more experienced than me. He can do backstroke a little bit better than I can. I'm good at freestyle. I volunteered in the Special Olympics in Newcastle, and put the towels in the baskets for the swimmers. We got a free lunch. I was there with two of my other friends Stacey and Kayla that also do the Special Olympics. They were volunteers, and have been to the nationals and overseas.

MK: I do freestyle swimming. I'm used to it now as I've been doing it for a while. Freestyle, backstroke. I really enjoy seeing all my friends.

Is swimming difficult?

MG: It can be. It can be hard if you have to swim 25 metres. Someone didn't turn up one time and I swam 25 metres for Eleanor. She said: 'Would you like to swim 25 metres?' And I said I'd give it a go. It was a first for me, because the person who was supposed to turn up didn't.

What do you look for in a friend and what do you like about each other?

MG: Somebody who's kind and looks after me. And somebody I can talk to about different things, different problems. We confide in one another. It's good to have someone to talk to. Mark is good fun to be with. He looks after me and I look after him. We look after one another. We notice if someone's upset or something and we go and tell one of the carers.

Mark likes to get dressed up on a Friday night in his suit and his tie. We like going to the pictures sometimes, mainly comedies like 'Mrs Brown's Boys' or 'Up'. Sometimes I watch love stories... but I don't go with Mark to see them! I go with my friend Chantelle.

MK: Marg's a friend, always.

MG: I'm going to Tasmania for four days and four nights in December.

Are you going with Mark?

MG: No, he spends all his money. He's a compulsive spender. You spend all your money on DVD's. I've noticed you can't walk past things. You've got to buy them!

MK: No, not now.

MG: Sometimes I go over to St James and have a baked dinner with him. Another one of my friends, Christina, lives over there in the same block of units. I love baked dinners!

MK: I like Chinese.

MG: You don't eat Chinese! When we go to Chinese restaurants, you always order chicken schnitzel. I've never known you to eat Chinese food! He likes steak, whereas I eat a fair bit of chicken.

While Marg puts the culinary record straight, Mark chuckles in grudging acknowledgement that she's probably right!

IT'S GOOD TO HAVE SOMEONE TO TALK TO

CELEBRATE

BEING YOURSELF

HAVING FUN

CARING

GENEROSITY

SUPPORT

SHARING PASSIONS



A shared love of rock 'n' roll brought BJ and Mark together at the New Horizons music group in Port Macquarie.

BJ's been playing guitar for a while and knows his way 'round a fret. Mark was a drummer in his youth, but he's a rookie strummer. Along with the other member of the group, John, they're new friends, learning together – and aiming to develop a song list to perform on the streets of their town.

BJ: I'm teaching Mark to play the guitar. He's not too bad. He's doing okay.

M: I've only learnt three or four chords so far. There's more to come. In six months I'll be better, I'm sure. I like trying to play guitar as best I can, but I wasn't really playing it properly. BJ's teaching me all the chords and how to play properly. He's very easy to understand. It sounds much better than the way I was playing it. I got myself a good guitar for \$175 from the Tender Centre in Port. It's a really good guitar. It's an Epiphone. It's got a cutaway at the left hand side of the neck. It's acoustic or electric, but the electric part isn't working at the moment.

BJ: I know a fella up at Port who can fix it. He's a good bloke and he'll fix it.

M: Sounds good to me...

BJ: We're trying to get a couple of songs together, with the possibility of playing on the street. The other gentleman, called John, is an incredible pianist...

M: Yeah, he's a good pianist, John...

BJ: You like the guitar Mark, don't you?

M: I like the guitar, but I'd rather have a set of drums or something that makes a bit more noise!

BJ: Well there are drums. And James gave us the bass drum. It's in my house. I'll bring it down for you if you want to play the drums. I think you'd be a really good drummer.

M: I used to be really good when I was young. I haven't played in about 30 years.

BJ: Time to start playing...

What sort of music do you play?

BJ: We play a lot of different things. For example, Nirvana. The unplugged books are quite good. They're simplified but they sound good, and they're pretty easy to play. I like Bob Dylan.

M: I like the Rolling Stones mainly...

BJ: Our next thing to do is create a song with me, John and Mark. Something we all like and can all play.

What does the New Horizons music group mean to you?

M: The guitar group to me means learning new skills. And if I can get the drum kit up and running that'll teach me new skills too.

BJ: It is a creative outlet. A way to express myself, and I enjoy playing the guitar.

It's a positive use of my time. Mark's a good bloke. Really gentle. He wouldn't hurt anyone, and he's willing to learn. He's a good bloke, a great bloke.

M: BJ helps me learn guitar and I like driving 'round in his souped-up V6 Magna. Gee, that thing can move! I think of BJ as a mate. A good mate. He's shown me lots of skills with the guitar. A good mate is someone who's good to me and helps me out.

A GOOD MATE IS SOMEONE WHO'S GOOD TO ME AND HELPS ME OUT



BJ & MARK

BJ, Guitarist.

Mark, Drummer.

WE PLAY A LOT OF

DIFFERENT THINGS



HANA, ADELA, & TOBA

Hana, Kind.
Adela, Sister.
Toba, Encourager.

OUR FRIENDSHIP IS
GETTING STRONGER
AND STRONGER



Hana, Adela and Toba were all born and brought up in the Middle East. In Australia, they each faced social isolation and periods of depression.

They met through New Horizons in Sydney's West and are now great friends, meeting at least once a week. The foundation for their friendship – they agree – is trust...

T: We're very close. Especially because when we met each other, each of us had family problems. We feel lonely, we feel stressed, we feel depressed. But we enjoy each other and are open to each other, tell each other our problems.

Before we all thought it must've just been me that was having this problem. I must have something wrong with me. But when we all joined together and felt comfortable with each other, when we knew each other more, trusted each other more, we started opening up to each other, started talking about our problems, what's happening in our lives. It's getting easier and easier. Each time we're together, it makes us closer to each other.

A: If I have a problem, I call Toba, because my sister's not there. Toba's like my sister. She speaks my language, Persian. If I'm tired or I'm bored, I call her. Sometimes we go shopping together. I am happy with my friends.

T: You are the best person. Best Mum, best friend, trust me. We're proud of you. Adela's a very good friend. You can depend on her. You can trust her. If you really need some support, you can count on her.

She will be there for you. She's very caring. She's beautiful inside and out.

H: I trust Toba, I talk to her all the time when I go out with the ladies to the park or their houses. I'm so happy. Adela is a very good lady too.

T: I've known Hana for two years. She's very kind.

What difference has it made to have friends like this?

A: If I have a problem, I talk with Toba and Hana. I'm not scared to discuss things because they're my friends. They want to help me. I'm very relaxed when I talk with them.

What's the favourite thing you do with your friends?

A: My favourite thing is just being together and talking. I forget all my worries. Just talking and enjoying. We have happy days, talking or doing group activities. We do lots of different activities together. Sometimes we go to each other's house. We make lunch, or have picnics.

H: I love going out together.

T: I enjoy almost everything with them. Especially when we go out shopping. I love shopping. My favourite shopping is for clothes, of course! Clothes, shoes and bags! When I'm going shopping for clothes, I like them to be there because I want their opinions.

A: I just want to go shopping with friends to talk and pass the time.

How important is this friendship to you?

H: Very important. Because my family

HONESTY AND
TRUST ARE
IMPORTANT

is not here. Not my sister, not my brother, no one is here. If I'm sick or I have a nasty accident, or am in hospital, no one can be there. But my friends are. My father, my brother and my sister are far away. So who comes? My friends do.

T: She doesn't want us just for the good times. She wants us to be there when she really needs us.

A: Honesty and trust are important.

T: Their friendship is very important to me because it makes me happy. It relaxes me. When I think about having friends I can depend on and trust, it makes me relax.

How do you see these friendships developing in the future?

T: I think our friendship is getting stronger and stronger. It's just good to have each other, to support each other.

H: And trust's very important.

A: Trust is important for life.

Australians were wearing velvet, velour and tennis gear. Split Enz, The Village People and Leo Sayer were topping the Australian music charts.

It was the early 1980s when Les and Danny first met. For over 35 years, they've been great mates, living together in community houses. Danny now stays in New Horizons accommodation in Sydney and still takes time to visit his old buddy Les, who's at the nearby New Horizons Aged Care. Les and Danny reflect on their shared experiences and good times together.

L: He's the best mate I ever had. Danny always comes 'round to see me. He always brings me things. Sometimes he'll come down and see me at the nursing home and bring me a Pepsi Max, or two.

That's what I like about him. He gave me a wallet for my birthday. He gave me a camera. He's very good like that. That's what I like about him.

D: He's just a good mate. I enjoy his company and he enjoys my company. I come and visit him at the nursing home whenever I get a chance.

We watch DVDs and listen to his music. Neil Diamond, Suzy Quattro. But he's got a lot of CDs. I just listen to whatever music he has.

L: I like Neil Diamond, Johnny Cash, Reg Lindsay, Frank Ifield, Judy Stone, Little Patty. All of them. I'm trying to learn the words so that I can sing and play my

guitar. I do play when I get a chance. I used to be pretty good at it...

So what's the story of the guitar? Turns out Les won it in a raffle – which Danny drew!

L: We were on holidays. We used to go away and go out somewhere, like in a nice restaurant. Then a little bit of a concert. We had some country people. A few of the other country girls and country blokes. We had a good time.

Then they had the raffle draw. Danny helped me draw the ticket out. That's when I won a guitar! At Tamworth.

D: Yes, I drew the ticket out. Number 56. And he won it!

And they play sport together, too.

D: We play tennis, and tenpin bowling. I always used to win at tenpin bowling.

L: I came second... didn't I, Danny?

D: I got a trophy for the highest handicap... 1104

L: Up near Gladesville we went to putt-putt. I got a hole-in-one. I won't do that again! Danny was alright... but he couldn't get the hole-in-one. I won a little trophy, and I got a letter and a certificate.

D: A voucher.

L: A voucher. And a trophy 'cos I got the hole-in-one. I wouldn't mind going to play there again. I like that game...

And they've even shared a few beers over the years.

L: We used to go out together to Manly. The worst time was when I took him to the Gladesville RSL, and he couldn't walk! I had to carry him on my shoulder all the way home. He had to work the next day, as he was working on kitchen cabinets.

D: I'd had too much to drink and I couldn't walk anymore!

HE'S THE
BEST MATE
I EVER HAD



LES & DANNY

Les, Putt-Putter.
Danny, Tenpin Bowler.

I ENJOY HIS

COMPANY AND

HE ENJOYS MINE



CEO REPORT

18

Judi Higgin, CEO

HONESTY, TRUST,
RESPECT AND OPENNESS



Some years ago, researchers studied the definition of business quality in various nations. The results were fascinating and revealed strong differences.

For example, in the United States, the definition of quality was: we deliver what we say we're going to deliver. That probably reflects a business philosophy which can lean towards over promising and under delivering.

Interestingly, the same survey found that the definition of quality in Australia was: **relationships.**

Put simply, Australians want to work with people we know and trust.

Honesty, trust, respect and openness are key factors in any successful relationship – personal or professional. They're also the cornerstones of our business philosophy.

Our aim is to create genuine and trusting relationships with all our stakeholders. Most important, of course, are our customers. In the last 50 years, we've pioneered the philosophy of putting our customers in the driver's seat so they can make choices of their own.

This is entirely in line with our promise to view our customers as individuals and value them as experts in their own wellbeing. We recognise their needs are real and their goals are as unique as they are. We take the time to listen, to learn, and to discover what

wellbeing means to each individual.

And as well as forming genuine relationships with our customers, we support them in forming social relationships between themselves. I'm delighted to see our customers forge their own social relationships through New Horizons.

At the same time, we also work hard to create genuine relationships with our staff, our business partners and all other stakeholders.

Against that backdrop, over the last year New Horizons has launched a transformation of our business, which is helping cement our professional relationships. Crucially, we are devolving much of our decision-making and service delivery to our regional staff. After all, they have the local knowledge, the professional expertise and the day-to-day relationship with our customers.

To ensure our customers have a strong voice, Customer Representative

Councils have been introduced in each of the regions to examine issues ranging from policy development to service improvements and new initiatives. More than 40 customers and community representatives have already taken part.

Business transformation inevitably brings change and disruption. But I've been delighted to observe the dedication and determination of the New Horizons team as fresh systems and processes are introduced. I've seen no hint of anyone losing focus or motivation. Rather, our staff are supporting each other to ensure we continue to achieve great outcomes for our customers and our business.

Another relationship that has been particularly important over the last year – our relationship with the Indigenous community.

NEW HORIZONS
IS GOING FROM
STRENGTH
TO STRENGTH

New Horizons created a partnership with Indigenous Australians to tackle chronic illness and obesity as part of the NSW Knockout Health Challenge. Our Wellbeing Warriors were awarded \$7,000 in grants to invest back into initiatives to benefit Indigenous communities.

Expanding that relationship, we have launched our Reconciliation Action Plan, detailing principles to build more inclusive and culturally appropriate practices for our team members and customers.

The value of all our relationships is reflected through the fact that New Horizons is going from strength to strength in its most crucial performance indicator – delivering outstanding services to our customers.

Judi Higgin
Chief Executive Officer

19

PRESIDENT'S REPORT

New Horizons is a genuine leader in Australia's community services sector. As I look to complete my first year as President, I'm delighted to reflect that our organisation is strategically positioned to maintain that role.

Even before the National Disability Insurance Scheme (NDIS), aged care and mental health reforms changed the industry, our Board and Executive Leadership Team established a model focused on delivering tailored services to suit each individual.

It's because of our approach to put each individual's wellbeing at the heart of everything we do, that we've remained at the forefront of innovative, imaginative and effective customer care.

We've come a long way since announcing our *Strategy for Success* and *Design for the Future* just over a year ago. Over the past 12 months, we've continued to both pre-empt and embrace the changing and growing needs of our customers to ensure we're more focused than ever on meeting their wellbeing needs.

As a part of our continuous improvement and changes, we've implemented our new structure to the Executive, Senior and Frontline

Management levels, and have extended our regional, integrated organisation design to the frontline of our business.

As well as ensuring we're more flexible and adaptable in the current market, we've deliberately implemented a design that will further strengthen our links with local communities and the people we work with and support.

Through this period of change, New Horizons has maintained our financial strength, allowing us to continue to grow and expand our geographical footprint with more highly skilled staff to support even more people.

It's been a big year for New Horizons. Throughout the year, we've been busy forming and leading a number of collaborative partnerships to ensure there are strong support networks available across NSW for people to enhance their wellbeing.

Of the number of relationships we've

formed and strengthened this year, three important initiatives come to mind; headspace Ashfield, Partners in Recovery Inner West Sydney and the launch of the Hercules Recovery & Wellbeing Hub in Chatswood. While very different initiatives in their own right, each is focused on achieving great outcomes for people with various needs around their mental health recovery journey.

This year, we also officially opened a \$3.7 million residential development, 'Claireville' at North Ryde, in partnership with the NSW Department of Ageing, Disability and Home Care (ADHC). These specially built villas allow younger people with a disability to transition out of aged care and into the community.

Internally, New Horizons has launched our innovative Reconciliation Action Plan (RAP). Ratified by Reconciliation Australia, our RAP is a major milestone and step forward for strengthening

our understanding and embedding culturally safe practices into the everyday way we do business.

Over the last couple of years, we have seen a number of our long serving directors retire, with a number of new directors joining the Board. I take this opportunity to thank the retired members for their wisdom and stewardship of New Horizons. The new directors bring fresh ideas and approaches which will build upon the work of our predecessors. Also, I would like to thank all current Board members for their vision and dedication during the year.

Last but not least, our CEO, Executive Leaders and Senior Managers provide insights and drive to our incredible staff who go above and beyond each and every day. I must thank the entire New Horizons team for their unwavering commitment to providing the best services and support to the most important people of all – our customers.



Peter Howell
President

I WOULD LIKE TO
THANK ALL CURRENT
BOARD MEMBERS
FOR THEIR VISION
AND DEDICATION
DURING THE YEAR

Back row (left to right) Andrea Comastri, Greg Forrester (Treasurer), Sanjay Rekhy.

Front row (left to right) Charlotte Leung, Peter Howell (Board President), Julie Powell (Vice President).



FINANCE

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Revenue	78,811,196	71,133,995
Capital items expensed in Grant Acquittals	-	1,000,053
Employee provisions expense	(45,915,320)	(41,909,839)
Depreciation and amortisation expense	(1,782,466)	(1,650,594)
Repairs, maintenance & vehicle running expense	(1,828,371)	(1,603,608)
Fuel, light and power expense	(412,767)	(363,355)
Rental expense	(1,707,054)	(1,701,702)
Training expense	(602,486)	(572,697)
Audit, legal and consultancy fees	(700,621)	(556,505)
Administration expense	(5,231,131)	(4,059,960)
Other expenses	(19,389,574)	(17,600,378)
Current year surplus before income tax	1,241,406	2,115,410
Income Tax Expense	-	-
Net current year surplus	1,241,406	2,115,410
Total comprehensive income for the year	1,241,406	2,115,410
Total comprehensive income attributable to members of the company	1,241,406	2,115,410

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	2015 \$	2014 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	41,570,663	40,502,970
Accounts receivable and other debtors	868,898	1,537,867
Inventories on hand	10,730	17,463
Other current assets	1,200,224	1,113,100
TOTAL CURRENT ASSETS	43,650,515	43,171,400
NON CURRENT ASSETS		
Property, Plant & Equipment	20,150,482	20,820,153
TOTAL NON-CURRENT ASSETS	20,150,482	20,820,153
TOTAL ASSETS	63,800,997	63,991,553
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	15,461,959	17,348,541
Provisions for employee benefits	4,440,504	4,106,431
TOTAL CURRENT LIABILITIES	19,902,463	21,454,972
TOTAL LIABILITIES	19,902,463	21,454,972
NET ASSETS	43,898,534	42,536,581
EQUITY		
Retained Surplus	36,258,878	35,017,472
Reserves	7,639,656	7,519,109
TOTAL EQUITY	43,898,534	42,536,581

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2015

	Retained Surplus \$	Revolution Surplus \$	Total Equity \$
Balance at 1st July 2013	32,902,062	7,341,627	40,243,689
Surplus for the year attributable to members of the company	2,155,410	-	2,115,410
Other Comprehensive income for the year	-	177,482	177,482
Balance at 30th June 2014	35,017,472	7,519,109	42,536,581
Surplus for the year attributable to members of the company	1,241,406	-	1,241,406
Other Comprehensive income for the year	-	120,547	120,547
Balance at 30 June 2015	36,258,878	7,639,656	43,898,534

FINANCE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Cash flow from operating activities:		
Receipts of grants & other receipts	77,989,876	68,463,859
Payments to suppliers and employees	(77,323,391)	(67,247,197)
Interest received	1,490,289	1,630,332
Net cash generated from operating activities	2,156,774	2,846,994
Cash flow from investing activities:		
Payment for property, plant & equipment	(1,115,199)	(2,097,060)
Proceeds from sale of property, plant & equipment	26,118	32,420
Net cash used in investing activities	(1,089,081)	(2,064,640)
Net increase in cash held	1,067,693	782,354
Cash at the beginning of the financial year	40,502,970	39,720,616
Cash at the end of the financial year	41,570,663	40,502,970

We'd like to thank the superstars who not only shared their stories, but inspired us all along the way. The 2015 Yearbook is dedicated to each of you, to all our customers, and to the team at New Horizons.

We'd also like to give our thanks to everyone involved in the production of this year's report, in particular...

Helen Coetzee Photography
Helen Coetzee

Patrick Weaver Communications
Patrick Weaver

Optika Creative
James Tyrrell

uberbrand
Little Birdie Studios



newhorizons[®]
wellbeing. done well.