



2016

New Horizons – MyWellbeing

THIS YEAR WE WERE EXCITED TO LAUNCH OUR FIRST EVER TV AND DIGITAL ADVERTISING CAMPAIGN.

Starring real customers, the campaign explored what wellbeing means to different people. The 2016 Yearbook looks at their stories in more depth and celebrates their achievements.

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◀ Behind the scenes of the 2016 TV shoot.

ACTIONS AND ACHIEVEMENTS SPEAK LOUDER THAN WORDS.

At New Horizons, we believe there's simply no point in coming up with grand slogans and mission statements unless you deliver on your promises and core beliefs.

Naturally, our customers are at the centre of everything. They're the reason we exist. And the success we have in delivering them the highest quality services is the true measure of our organisation.

Their wellbeing is the key.

Recognising that, we established our unique model, *MyWellbeing – The Eight Domains*. Based on scientific research it helps guide our service delivery to ensure we can provide our customers with the services they need and want.

These domains cover all aspects of life - Living Well, Integrating Well, being Physically Well, Feeling Well, Balancing Well, Coping Well, Growing Well and being Independently Well.

This year we have made *The Eight Domains* core to our business beliefs and how we deliver our services. This Yearbook gives a snapshot of what we've achieved in 2016 and celebrates the stories of four customers who have made huge strides in enhancing their own wellbeing through the services we provide.

Different people have different aspirations – so we asked each of them to define what wellbeing means for them. They told us about the advances they've made and how New Horizons has helped them meet their goals.

We're proud of every one of them – and we're also proud of what we've done to enhance their wellbeing.

MY WELLBEING IS HAVING CONFIDENCE

Sarah, with us since 2014

EXPANDING SARAH'S WORLD.

After she was forced to quit work for health reasons, her social network gradually evaporated. Her confidence collapsed too.

In the end, Sarah became so anxious that she couldn't leave her house. "I would stay home seven days a week and not go out," she recalls. "Just stay at home with my partner and my budgies. Sitting around doing nothing." Then, in 2015, Sarah linked up with New Horizons and her case worker, Meryl. And, from small beginnings, Sarah's life has been transformed.

"When I first met Meryl, she would say to me: 'Do you want to go to the Op Shop? Do you want to do this, or that?' And I couldn't decide what I wanted to do. Since I've met Meryl, I think my life has changed in that way. She's given me the confidence to say what I want to say,

and to go to places I want to as well, which is a big thing for me. She's given me the confidence to leave the house."

Sarah and Meryl plan their activities a month in advance and meet up each Monday. It's an occasion Sarah eagerly anticipates. "I always count Monday as my

I'M AS
IMPORTANT
AS THE NEXT
PERSON.



special day, 'cos I know I'll see Meryl for a while. I always know when the weekend's coming that the weekend will soon be over and I'll be going out and doing something fun," Sarah enthuses. Sometimes they'll head to Brooklyn or Bobbin Head in Sydney's north and stroll along the water's edge. On another Monday, they might take in a movie. Although that creates one of the few differences of opinion between the pair. "I like anything that's bloodthirsty and scary," says Sarah. Meryl prefers something a bit more gentle.

But there's no doubt about their favourite excursion. Op shopping. "We have such a good time when we go Op shopping," Sarah explains with a grin. "I like books, shoes. And because I've got budgies, I'd been looking for a budgie book for a while and I got a guide to budgies."

Wherever the outings take them, there is one constant theme. They always end with Sarah ordering a milkshake and Meryl sipping a cup of tea. "I always have a chocolate milkshake wherever we go," Sarah explains with a grin. "We rate them to see which one's the best."

As well as the excursions with Meryl, Sarah's also established a new social network at New Horizons Respite Care on Thursdays and Fridays. "I look forward to it," Sarah says. "There's some really nice people that I see on a Friday. It's really nice to see how they've accepted me as one of them. Which is a really big thing for me." Sarah has no doubt about the difference New Horizons has made to her life, pointing out that it's been years since she's felt so confident. "Now I say what I feel. Which I enjoy, knowing that I've got that freedom. I've got the freedom to go and do whatever I feel like doing," Sarah concludes. "I've changed a lot in the last year. Just having the confidence to get out and do things. I think that's been the big thing for me."

"It makes me feel a lot better as a person. It's also brought a message to me that I count as a person as well. That I'm as important as the next person. I never used to think that. I've had a lot to learn in the last year."



MICHAEL'S KNOCKING DOWN PINS.

Michael proudly displays the three medals he's won at tenpin bowling.



He's a regular on the timber lanes these days after being re-introduced to the game by New Horizons.

"I first started bowling when I was 9 or 10 years old," Michael explains. "I wasn't that good. The ball was too heavy. I would maybe have knocked one or two pins. Or the ball would roll on the side. I got zero." Now he's 24, Michael's more focused on chalking up strikes than seeing the ball roll down the gutters. "When I started again, I tried my best. I just started practicing. I was trying to do it hard and straight down the middle with all my strength to be able to knock those pins down," he says.

Michael's game has improved so much that he's now part of a bowling team. And he loves it. "Playing with the

tenpin bowling team makes me happy. Being part of a team is important to me. It helps me make friends and be social," Michael says.

Bowling is just one of the social activities New Horizons has introduced to Michael's routine – along with various outings and trips to coffee shops. "New Horizons has improved my life with all the social outings I've been on," he says. "It's introduced me to new friends. It's good to be in contact with them. It's good to be a bit social to get to meet people or get to talk to them. I love to talk. I like to talk to them about work, how's life, what have you been up to lately? All that stuff."

"My friends are important because when I've known them for a long time, I get that opportunity to start trusting them because you know they're not going to be bad."

Outside his New Horizons activities, Michael works two days a week at a fast food restaurant, cleaning and keeping the place spick and span for customers. Work which gives him a great deal of pride. "I like to do a lot of cleaning up," he says. "It's very important to have a job because I want to work, do something for a living. The busier I am, the better I feel. In life, we have to do something. We can't just sit at home, do nothing. Otherwise we don't get anywhere." He's also involved in a local PCYC.

"I've been going there since 2013," Michael says. "I wanted to go along and became a member. Then, after that, I became a volunteer. I like to help out in the office. Sign people in or scan them in. I even help out with the membership forms."

The work he does is just one part of Michael establishing his independence. "I'm able to do stuff," he says. "I'm able to get out. Be a bit independent. Catch public transport. Have a job. And every now and then go to the PCYC. That gives me more things to do. "I like always to be a good person. Showing respect. You know, having responsibility. I have respect for everyone. I respect them and they respect me."

Michael's Mum, Dorina, enthusiastically acknowledges the role New Horizons has played in broadening Michael's perspectives. "New Horizons has been great to all of us," she says. "Since Michael's found New Horizons, he's been developing his skills and wellbeing. Michael has been meeting new friends. And also giving him something to develop his confidence and get him to meet new people. He's gained a lot of confidence in going with the bowling group."

NEW HORIZONS
HAS IMPROVED
MY LIFE.

MY WELLBEING IS
BEING PART
OF A TEAM

Michael, with us since 2009



CHECK OUT
MORE ABOUT THE
CUSTOMERS WHO
TOOK PART IN THE
2016 YEARBOOK.

MY WELLBEING IS

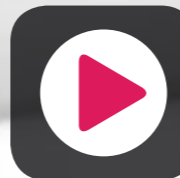
HAVING CONFIDENCE

BEING PART OF A TEAM

HAVING PLENTY TO DO

SEEING THE WORLD

Watch
video



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 the play icon.

Sit back, relax & enjoy!



MY WELLBEING IS HAVING PLENTY TO DO

Emma, with us since 2002

EMMA IS THE LIFE OF THE PARTY – ALWAYS ON THE GO.

By day, she's busy making boxes or packing containers with ink cartridges at the New Horizons packaging centre in North Ryde, where she's worked for 15 years.

It's a job she loves, in the company of people she feels close to. "I keep busy. I help staff out. Work. Cleaning the kitchen," Emma explains. "I'm going to keep that job forever. I'd like to keep working a lot and get more money and make new friends. I've got a million friends."

There's a social side to work as well, with regular staff barbecues. "The barbecues at work are a lot of fun," Emma says with a cheeky grin. "They're happy, pleasant. Very social. Everyone having a chat, talking, laughing."



"My favourite food is sausages or rissoles. I love chips. Any chips I like, but plain chips are my favourite. And white chocolate." One or two nights a week, Emma's out dancing. "I'm a superstar," she jokes. "I'm good at dancing. I like dancing like Michael Jackson. He's my favourite dancer. 'Black and White' is my favourite song. And I can do the moonwalk like Michael Jackson." I go to a club or dancing concerts every Monday night. I wear special dancing clothes – something nice.

"Sometimes I go with my friends. I've made new friends through dancing." Another night during the week Emma's off to the bowling alley. And if she has any down time, it's likely Emma will be practicing on her guitar. "I like playing the guitar," she says. "I practice and play at night time at home. I'm pretty good. I've been playing for a few years."

And then there are the fun-filled holidays she takes a couple of times a year – most recently an eight-day cruise to the Pacific Islands. "I've been on a cruise before," Emma says. "Last time I went to Port Macquarie and I've been to Singapore. I love Singapore. My brother lives there. He takes me out for dinner. I like the food in Singapore."

Emma headed off to Tasmania with her Mum. And she's now working on the next holiday. There's no definite destination at this stage – but Emma's putting everything in place so she's ready to make the call when something captures her imagination. "I like to work to get some more money," she says. "I want to pay for the next holiday. I save lots of money and put it in the bank. Sometimes I spend something. But not very much."

Emma's in no doubt about the significance of the role New Horizons has played in her life.

"New Horizons has done lots of things for me. Helped me make friends. Given me a nice job," she concludes.



I'VE GOT
A MILLION
FRIENDS.

DAVID FULFILLED A LIFETIME DREAM.

From an early age, David had dreamt of going to the United States – but never really believed he'd make it.

"I've always wanted to go ever since I was a little boy," David explains. "I asked my father. I said to him: 'Dad, can you take me?' And he said: 'I can't mate – I haven't got the money.' He worked all his life, but, yeah, he couldn't afford it."

Still, David and his Dad had fun together. "When I was young, he'd always say: 'C'mon David, Disneyland's on.' I'd come flying down the stairs in my pyjamas and dressing gown, my slippers, and sit down and watch Disneyland. And when the commercials came on, he'd say: 'Go on mate, make me a cuppa' – and we'd have a cuppa together."

Despite those early disappointments, David's life-long ambition finally came true in May this year. With the



help of New Horizons, he secured a passport and joined a group of 12 Australians headed to Los Angeles and Hawaii. "If it hadn't been for New Horizons, it would have been hard to get my passport," David says.

The journey to the US was his first time on an international flight – and even now, he can't hide his excitement. "The plane got onto the main runway. I was sitting in the seat. All of a sudden I said: 'Bloody hell!' It took off like a rocket. Then it climbed up to about 38,000 feet. 500 and something miles an hour," David recalls.

They stayed for 10 nights at a hotel in Anaheim and visited the big theme parks of Los Angeles. Universal Studios was the highlight – including the drive there. Like the movie stars who've fronted the cameras at Universal Studios over the years, David and his travel companions were ushered into a stretch limo for the trip from the hotel. "We were in a big stretched limousine," David says with eyes widening. "A big white Ford limousine. We didn't know we were going. So we all got in the limousine and we were heading to Hollywood. I was sitting up the front and we could see the studios". When they arrived, the studio tour didn't disappoint. "We saw Vin Diesel. He came up on a platform on the back of a truck. I didn't see him to speak to. He just came up, said a few words and then he left," David recalls.

"When we went through the studio, we saw the car that was used in The Fast and the Furious. Then we went up to the top of the studios and I saw Marilyn Monroe – a woman dressed up as Marilyn Monroe, Betty Boo and Bart Simpson."

Disneyland brought other adventures. "I thought it was great. I thought it was absolutely terrific," says David enthusiastically. "We went on this ride called Cars.



We got into this car and we traveled through a bit and it did all different things from the movie Cars. I leaned out of the window and I said: 'Do you feel lucky?' And all of a sudden, the cars took off. Flat out ... and I'm hanging on for dear life!" On the way back, they stopped off in Hawaii for three days and David has souvenir bottle openers to go with the photographs from the island stay.

David reckons the trip is just the start of his travel adventures. Next comes a cruise to Tasmania – with another visit to the US high on his agenda.

"I'd like to go to Florida," he says. "To Disneyland in Florida, to Universal Studios in Florida. Maybe later on in time go to Hong Kong Disneyland. I'd just like to go to all the different Disneylands in the world. Maybe go to London. And get another jacket. The one I want is black and has a big emblem on the back of it. Universal Studios Hollywood and it's got a little Universal Studios Hollywood on the front of it. I reckon I'd be the life of the party!"

MY WELLBEING

IS SEEING THE WORLD

David, with us since 2014

I RECKON I'D
BE THE LIFE OF
THE PARTY!



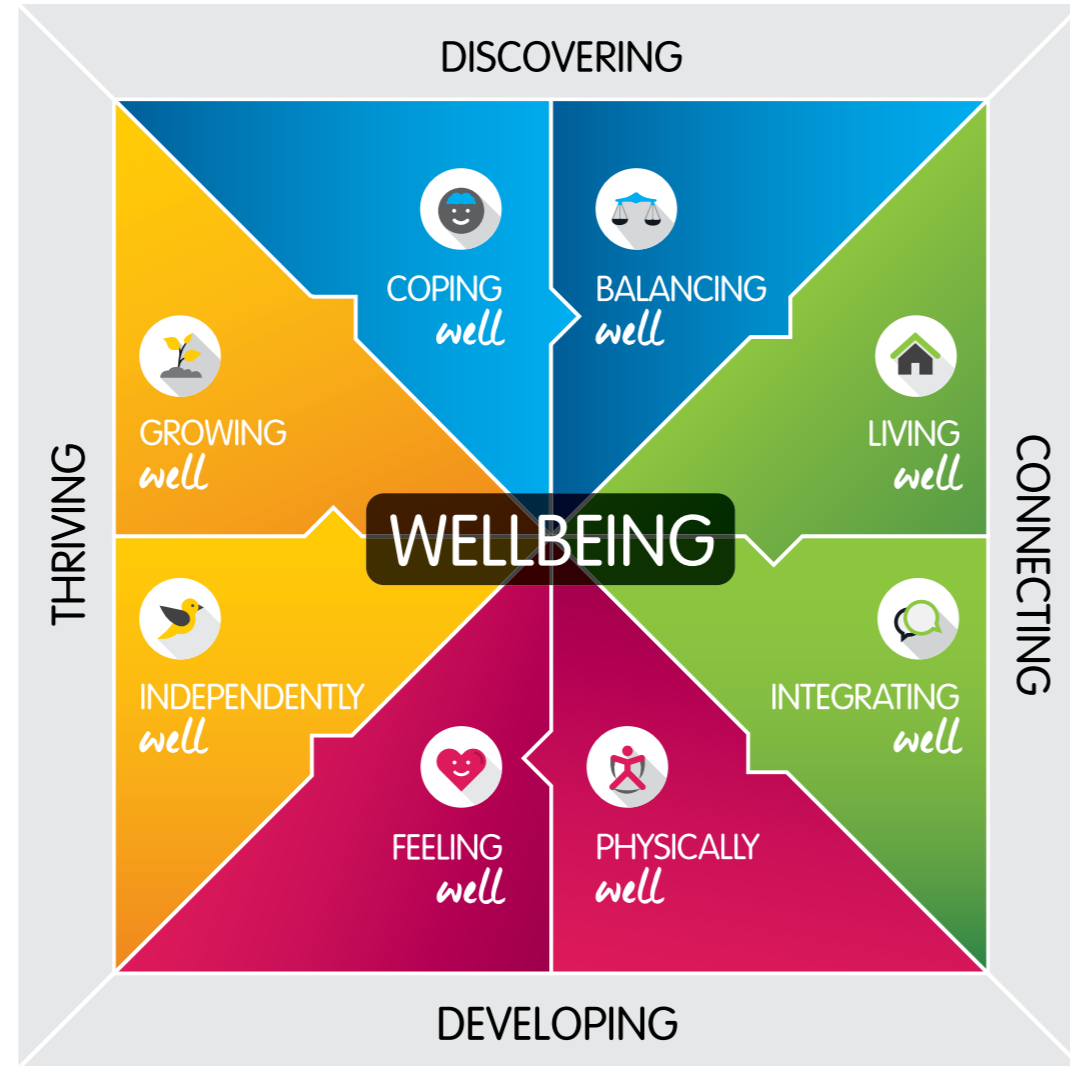
Everyone's journey to wellbeing is different, so there's no fixed starting point on the *MyWellbeing* model.

Just pick the Domain that appeals most! Read the description, then think about how strongly you would agree with the accompanying statements.

The less you agree with the statements, the more you should think about improving your wellbeing in that Domain. Do the same for all the remaining Domains.

Why it works

The 8 Domains draws on extensive research and thinking around wellbeing, including the Canadian Index of Wellbeing, the Department of Families and Child Services (FACS) model for Wellbeing and Maslow's Hierarchy of Needs.



Coping Well

Maintaining the skills to emotionally cope with life, and establishing the foundations of resilience.

What this could mean:

- I'm able to cope with most things
- I have access to the support I need
- I can let people know what I want



Balancing Well

Developing and maintaining the skills to manage and balance daily activities and tasks.

What this could mean:

- I set my own goals
- I plan and control my day to day life
- I'm involved in decision making



Living Well

Living freely, feeling safe and secure in our living environment, and addressing factors that impact our immediate living situation.

What this could mean:

- I have a roof over my head
- I feel safe and secure



Integrating Well

Strengthening our sense of integration and belonging through friendships, relationships, cultural connectedness and spirituality.

What this could mean:

- I have meaningful relationships
- I participate in activities I enjoy
- My community is accessible
- I have the same rights as others



Physically Well

Improving diet and exercise and making healthy lifestyle choices to feel better on the inside as well as the outside.

What this could mean:

- I eat well
- I'm physically active
- I'm as healthy and well as I can be



Feeling Well

Feeling good about ourselves, by setting goals and challenges, and remembering to recognise achievements and celebrate accomplishments along the way.

What this could mean:

- I feel good about myself
- I celebrate achievements
- I have a positive outlook on life



Independently Well

Finding our voice, expressing ourselves, and building the confidence to make our own decisions and maintain a sense of independence.

What this means:

- I choose how to live my life
- I can take care of most of my own needs
- I have things under control



Growing Well

Actively pursuing personal growth, sharing our experiences and giving back, to discover and unleash our full potential.

What this means:

- I'm reaching my goals
- I'm growing as a person
- I help other people

CEO

REPORT

WELLNESS ISN'T
SOMETHING THAT
JUST HAPPENS.
YOU HAVE TO
WORK AT IT.



NEW HORIZONS LIVES AND BREATHES WELLBEING.

Of course, our whole purpose is to improve the wellbeing of our customers. Those featured in this Yearbook are shining examples of customers who have enhanced their wellbeing with our support. In particular, they demonstrate the importance of choice and growth to individual wellbeing.

Over the last year, and against a backdrop of fundamental change, our business has continued to grow. One of the ways we've achieved this is through a customer-focused approach, allowing clients to choose the specific services they want rather than selecting pre-packaged programs.

While the sector as a whole faces significant disruption thanks to the introduction of the National Disability Insurance Scheme (NDIS), New Horizons is responding positively.

Several of our regions are already transitioning to the NDIS – northern Sydney, Greater Sydney, the Central Coast, Hunter and New England. Four more will start making the switch in 2017.

During the year, we have grown substantially. Revenue has increased by nearly 3.5% in the last financial year and staff numbers are up 12%. We have won 30% of Community Living Supports in NSW.

We are strategically expanding, opening a new office in Campbelltown and updating Thornleigh Respite to a new, modern facility. We are also introducing six purpose-built accommodation facilities into our network.

To maintain and build the momentum around these changes, we launched an ambitious advertising campaign in November, highlighting the power and

range of our services. This is a first for New Horizons and an important expansion of our marketing and communication activities.

We recognise that the wellbeing of our overall business and our employees is critical to success. So once again, we put choice and growth at the centre of our day-to-day activities.

To ensure we can react quickly and appropriately to the additional demand generated by both the NDIS and our marketing campaigns, we have restructured our management and diversified some decision making through a regional hub structure – with new roles for team leaders and support workers.

While some other providers believe the NDIS is an opportunity to casualise the workforce, New Horizons has chosen to continue to employ people on a permanent basis, providing continuity of customer service and contributing to the wellbeing of our team through security and certainty. We have invested in extensive training schemes to ensure our people are fully equipped to deal with the developments in our sector.

As well as our existing wellbeing initiatives, this year we introduced an employee 'Wellbeing @ Work' program and mentoring for our Indigenous team members.

I appreciate that many of our frontline teams are being faced with substantial change and I thank them for their diligence and continued commitment. Their work is vital to the business, the wellbeing of our customers and our ongoing ability to provide the very best services we can.

I'd also like to thank the Board members and our leadership and management teams, for their continuing support and valuable insights, which continue to position New Horizons as a leader in wellbeing.

JUDI HIGGIN
Chief Executive Officer

PRESIDENT'S

REPORT

THE BUSINESS IS FACING HEAD ON THE CHALLENGES OF THE NEW ERA AND IS EXPANDING ITS ACTIVITIES AND SERVICES.

As we've been regularly reminded, times of significant disruption are also times of opportunity and innovation.

Certainly, New Horizons is well placed to be at the forefront of the reshaped sector as the dust settles on the introduction of the NDIS. Rather than shrinking into its shell, the business is facing head on the challenges of the new era and is expanding its activities and services.

This is graphically illustrated by the new facilities we are opening across the state. The new office in Chamberlain Street, Campbelltown reflects the increased services New Horizons is offering in the South Western region of Sydney.

We have also opened six new supported accommodation centres – providing purpose built homes for our customers. Three of these facilities are backed by the NSW Government through its Ageing, Disabilities and Home Care service and are located at Dibbs Street in Lismore, at Cudgen Road in Cudgen and at Mary Street in Gorokan. Another is NDIS supported accommodation in Railway Street at Thornton, while one is a Compass Housing development in Eastern Road at Tumby Umbi and the sixth is in Mons Avenue at Condell Park in Sydney.

At Board level, New Horizons has added three new Directors, following the departure of former Treasurer Greg Forrester. On behalf of New Horizons, I should like

to thank Greg for his service to the organisation. The new Board members are Belinda Burton, Peter Carter and John Pettigrew. All three bring valuable skills to New Horizons.

Belinda is a solicitor with a background in corporate and commercial law and particular expertise in corporate governance, compliance and risk management. She holds a number of Board positions and regularly assists with fund raising for the Cancer Council.

Peter is another experienced Board Director, especially with not-for-profit organisations. He is a former senior executive in the health sector in NSW and New Zealand and retired as a State Director for NSW Health, Mental Health and Drug and Alcohol Services in 2015.

John is Chief Financial Officer and Executive Director of the Astro Japan Property Group. Previously he chaired the recruitment company Rubicor Group and was a long-serving Group Finance Director with the Stockland Trust Group.

With their combined expertise, these three will add professionalism and years of top level experience to New Horizons, enhancing the skills already present on the Board.

I thank all the Board members for their vision and dedication during the year. I also thanks our Chief Executive, senior executives, senior managers and staff for their constant commitment to providing such outstanding service for our clients. They are the lifeblood of New Horizons.



PETER HOWELL
Board President

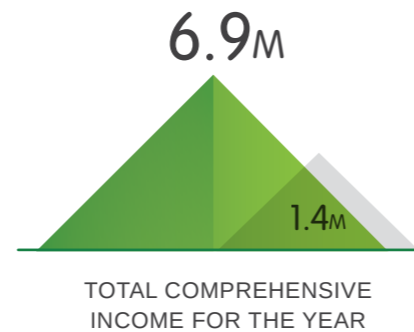
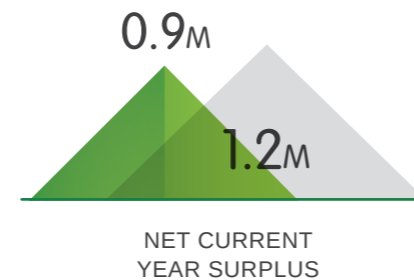
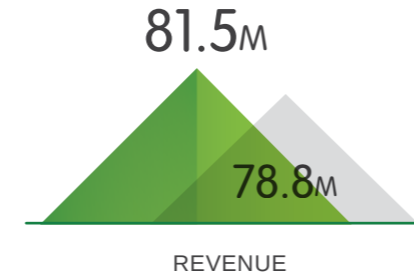


FROM LEFT TO RIGHT:
Andrea Comastri, Peter Carter, Charlotte Leung, Peter Howell (Board President), Belinda Burton, Sanjay Rekhy, Julie Powell (Vice President) and John Pettigrew (Treasurer).

FINANCE

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2016

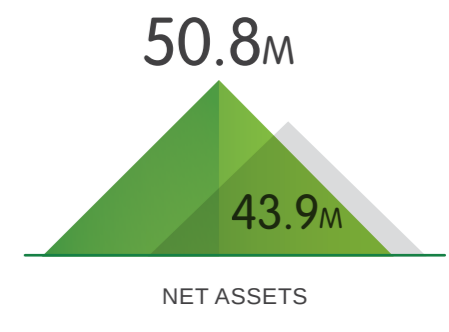
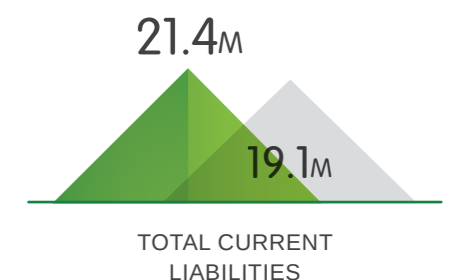
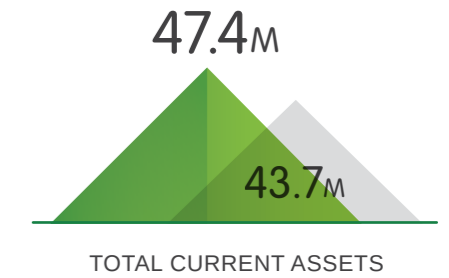
	2016 \$	2015 \$
REVENUE	81,476,578	78,811,196
Employee provisions expense	(49,032,650)	(45,915,320)
Depreciation and amortisation expense	(1,642,528)	(1,782,466)
Motor vehicle expense	(1,285,705)	(1,387,128)
Insurance expense	(1,454,168)	(1,093,016)
Property expense	(3,419,125)	(2,784,918)
Training expense	(1,248,142)	(602,486)
Audit, legal and consultancy fees	(1,175,463)	(762,872)
Agency fees	(5,196,679)	(8,947,911)
Customer support expense	(5,283,880)	(3,937,737)
Sub-contractors expense	(5,312,881)	(5,327,801)
IT & communication expense	(2,527,936)	(1,387,543)
Marketing expense	(341,822)	(104,538)
Other expenses	(2,694,369)	(3,536,054)
CURRENT YEAR SURPLUS BEFORE INCOME TAX	861,230	1,241,406
Income Tax Expense	-	-
NET CURRENT YEAR SURPLUS	861,230	1,241,406
GAIN ON THE REVALUATION OF PROPERTY, PLANT AND EQUIPMENT	6,088,432	120,547
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	6,949,662	1,361,953
TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE TO MEMBERS OF THE COMPANY	6,949,662	1,361,953



▲ 2016 ▲ 2015

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

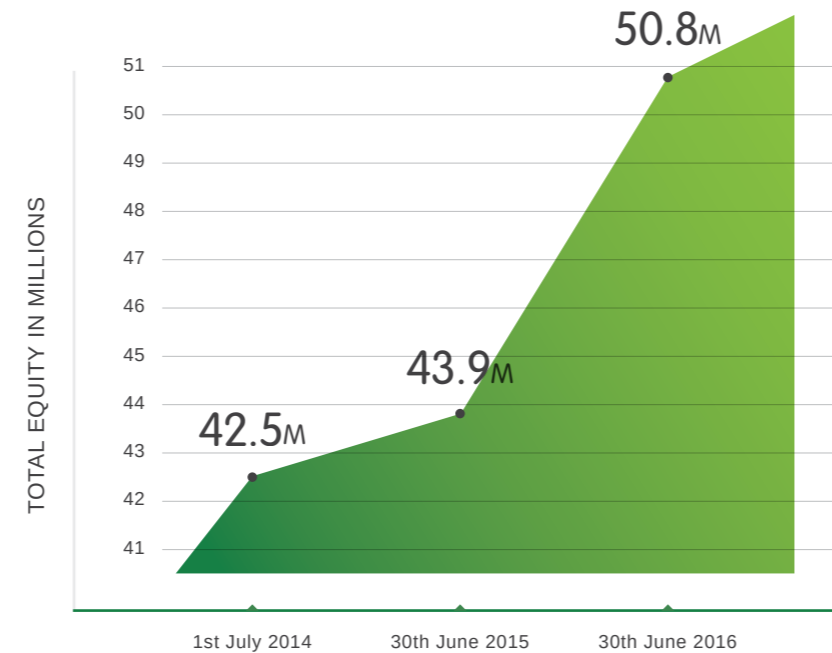
	2016 \$	2015 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	36,154,458	25,532,769
Accounts receivable and other debtors	674,869	911,506
Inventories on hand	18,161	10,730
Financial assets	9,506,729	16,037,894
Other current assets	1,039,581	1,200,224
TOTAL CURRENT ASSETS	47,393,798	43,693,123
NON CURRENT ASSETS		
Property, plant & equipment	23,669,885	18,083,576
Intangible assets	2,066,906	2,066,906
TOTAL NON-CURRENT ASSETS	25,736,791	20,150,482
TOTAL ASSETS	73,130,589	63,843,605
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	7,168,449	5,317,176
Unearned revenue	10,112,335	10,187,391
Provisions for employee benefits	4,109,992	3,568,485
TOTAL CURRENT LIABILITIES	21,390,776	19,073,052
NON-CURRENT LIABILITIES		
Provisions for employee benefits	891,617	872,020
TOTAL NON-CURRENT LIABILITIES	891,617	872,020
TOTAL LIABILITIES	22,282,393	19,945,072
NET ASSETS	50,848,196	43,898,534
EQUITY		
Retained surplus	37,120,108	36,258,878
Reserves	13,728,088	7,639,656
TOTAL EQUITY	50,848,196	43,898,534



▲ 2016 ▲ 2015

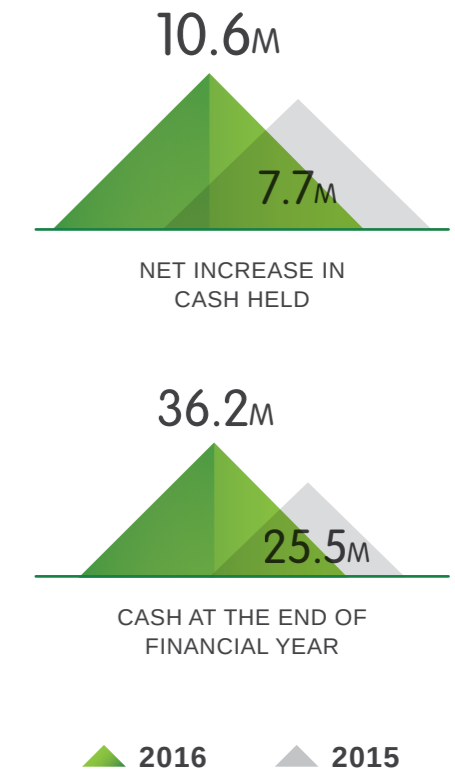
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2016

	Retained Surplus \$	Revaluation Surplus \$	Total Equity \$
BALANCE AT 1 JULY 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
Surplus for the year attributable to members of the company	861,230	-	861,230
Other Comprehensive Income for the year	-	6,088,432	6,088,432
BALANCE AT 30 JUNE 2016	37,120,108	13,728,088	50,848,196



STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts of grants & other receipts	86,741,439	80,777,001
Payments to suppliers and employees	(82,893,651)	(80,231,063)
Interest received	1,356,628	1,490,289
Net cash generated from operating activities	5,204,416	2,036,227
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from financial assets – net	6,749,936	6,754,073
Payment for property, plant & equipment	1,374,692	1,115,199
Proceeds from property, plant & equipment	42,029	26,118
Net cash provided by investing activities	5,417,273	5,664,992
NET INCREASE IN CASH HELD	10,621,689	7,701,219
CASH AT THE BEGINNING OF THE FINANCIAL YEAR	25,532,769	17,831,550
CASH AT THE END OF THE FINANCIAL YEAR	36,154,458	25,532,769





BEHIND THE SCENES

THANK YOU

We'd like to thank all the customers who took part and inspired us with their stories.

The 2016 Yearbook is dedicated to each of you, to all our customers and to everyone 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
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