



2018



◀ We're all about the customer at New Horizons. Turn to page 12 to see our Behind the Scenes video.

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2018:

THE YEAR OF THE CUSTOMER

IN TODAY'S ENVIRONMENT OF ACCELERATING CHANGE, INNOVATION IS THE KEY TO CONTINUED SUCCESS.

As we have been for more than 50 years, New Horizons remains at the forefront of fresh ideas that create opportunities for vulnerable and disadvantaged people.

Wellbeing has always been at the heart of everything we do, and this year we've continued to remodel and reshape our organisation to meet the changing needs of our customers.

This year we've restructured our services into four categories:

- Advice & Planning
- Inclusion & Participation
- Housing & Independent Living
- Clinical & Specialist

They're all equally important – and it's up to individual customers to select the services they believe can provide the most effective support.

After all, at New Horizons, in everything we do, it's the customers who count.

In this 2018 Year Book, you'll meet five customers and explore their experiences with New Horizons.

Daniel is turning his life around.

After 25 years of addiction to alcohol and drugs, Daniel developed schizophrenia, was hearing voices, suffered claustrophobia and anxiety attacks. He was also in regular trouble with the law.

Finally, he reached such a low point that he decided it couldn't go on. He had to do something to break the cycle of addiction.

"It's always caused me problems. It hasn't done anything good for me," 37 year old Daniel admits. "You feel a victim. You're captured by it. It does long term damage. You can't eat. You can't sleep. You can't do things. You need help.

"I didn't really understand what addiction was and how it complicates a person's life. How a normal situation can turn dramatic."

After 12 months in rehabilitation, Daniel says he's now clean and sober. As the next step, with the support of New Horizons, he's set about reintegrating into his community.

Daniel has a busy weekly schedule of activities in and around his home in Sydney's inner west. He takes regular part in a discussion group with other people living with schizophrenia. He cooks with

friends and spends an hour in the gym on Fridays, followed by an hour in the pool.

"It all helps me think and feel more comfortable," he says. "I'm going good at the moment. I can understand things better than I used to. I feel different. I'm not addicted anymore. It's freedom. Freedom from addiction."

When Daniel felt he needed some time out, New Horizons helped organise a four week stay at Eurella, a 10 bedroom facility in the Sydney suburb of Burwood, run by New Horizons in partnership with Sydney West Local Health District.

Eurella, which opened in June 2017, is what's known as step-up, step-down accommodation. Customers are either stepping down from a spell in hospital or, like Daniel, are living in the community and stepping up for a break from their normal routine.

Support workers helped him with regular visits to shopping centres, cafes and trips to see his parents, brother and sister.

"They taught me to think more positively and to look after my personal appearance. Appearance matters because you have to try to give it your best. You dress according to the situation – like a job interview. If I don't dress appropriately, I won't

have any chance of getting a job."

Daniel is keen to learn the hospitality trade and is considering volunteering at a cafe near his home. He's also thinking about going back to work as a car detailer.

"I'm engaging with new people and new aspects of my life," he says. "It's been a long journey. I'm still on my journey. I know life is hard, but you don't have to choose an addiction to cope with your problems. I don't have to worry about those problems anymore."

I'M GOING GOOD
AT THE MOMENT. I
CAN UNDERSTAND
THINGS BETTER
THAN I USED TO. I
FEEL DIFFERENT.

DANIEL

CLINICAL & SPECIALIST





DANNY

LIFESTYLE

Fancy a two week cruise to New Zealand? Danny and five other New Horizons customers did – and, with New Horizons support staff, they're heading onto the ocean waves in November.

Danny and his friends Brian, Chris, James, Laurie and Michelle have spent nine months planning and preparing for the holiday. Along the way, New Horizons has helped them organise their passports, as well as buying suitcases and new outfits ready for the big trip.

One of the New Horizons support staff joining Danny and his mates on board the ocean liner will be team leader Pinky. It won't be the first time the two have shared a holiday. Earlier, they took a break with another group of New Horizons customers on Hamilton Island.

As they were making their final preparations for the latest adventure on the high seas, Danny and Pinky sat down to reminisce about their holiday in the Whitsundays and share the excitement of their upcoming sojourn.

"I ate pizzas and went swimming on the Great Barrier Reef when we were on Hamilton Island," Danny remembers. "And I took some photographs."

The Carnival cruise liner will visit the Bay of Islands, Auckland, Tauranga, Napier and Wellington on the North Island. Then it heads south to Dunedin, Dusky Sound, Doubtful Sound and Milford Sound. On board will be plenty to keep everyone amused and entertained – a swimming pool, a casino, nightly variety shows, wall climbing, a wide choice of restaurants and even dodgem cars.

"What are you looking forward to on the ship?" Pinky asks Danny.

"The food," comes the quick reply. "I like Chinese and pizza best."

"WHAT ARE YOU LOOKING FORWARD TO ON THE SHIP?" PINKY ASKS DANNY.

"THE FOOD," COMES THE QUICK REPLY.

"And the dodgems," he adds.

Is Danny any good at driving dodgem cars?

"A bit 50-50. They're a little bit scary."

And is he going to bump into Pinky's car?

"Probably." Danny's expecting a competition with Pinky, nudging into each other.

"I don't really mind," Pinky laughs.

When it comes time to explore on dry land, Danny looks forward to soaking up Maori culture and seeing native animals like the kiwi.

"I'll have a look around, buy some souvenirs and take some photos," he explains. "I like going on holidays."

UNBOXD... TAKING NEW HORIZONS INTO UNCHARTED TERRITORY

This year marks New Horizons' entry into the exciting world of business innovation and disruption with the opening of unboxd, our new wellbeing incubation and acceleration lab.

unboxd is New Horizons' response to change across the industries we serve – change unprecedented in its breadth, depth and speed.

The rollout of the National Disability Insurance Scheme heralded the dawn of a new era in disability and mental health services.

It has ripened our industry for creativity and lateral thinking – innovative new ways to introduce and elevate wellbeing across an ever broadening potential customer base. Customers with new powers of self-determination and choice.

A year ago, as it became clear what we were facing, New Horizons rose to the challenge with what we labelled Project Wonder – an exploration of innovation and business transformation to ready our organisation for dynamic times ahead.

We undertook a deep dive into the past, present and future – where we stand, what best serves our customers, our employees and our business. How we can realign and reinvigorate what we do to fulfil the needs of customers present and future.

The aim was to position New Horizons to maintain our long-held place spearheading innovation through all the spheres in which we strive to enhance wellbeing: disability and youth services, mental health, indigenous, housing and accommodation, aged care and humanitarian. Who are the customers of the future? What will they want? What factors will influence them in exercising choice?

Through the first half of 2018, we embarked on an exploratory journey through our business and the industry we've led for 50 years. From this assessment of priorities and issues old and new

emerged a vision of how to stay fresh, open-minded and always on our toes.

Through that process 'unboxd' was born. Its charter is to identify new opportunities – entrepreneurs with bright ideas to improve wellbeing – and foster them into reality.

What sets unboxd apart from other such enterprises is its foundation on the shared-value approach. It's designed to draw entrepreneurs working on solving problems associated with wellbeing to one of Australia's best established, most diverse and trusted service providers. An organisation with five decades' experience in the space they're exploring.

unboxd is a win-win, working to the mutual benefit of those entrepreneurs and New Horizons in the first instance, and ultimately to the benefit of our customers.



INNOVATION



PATRICK AND JANE

INCLUSION & PARTICIPATION

Back in 2015, Patrick was riding high.

He'd just landed the job of chief executive with an animal health company in Montreal, Canada. Ready for the challenge, he moved there with his wife, Jane, and their three children – 12 year old Charlotte, Henry, 11 and nine year old Lily.

Two weeks into the adventure, the family went out for a jog on a Saturday morning. Patrick and the children led the way home. But back at their house, something wasn't right. Patrick felt ill and within minutes suffered a heart attack. Jane, a nurse, was still out on the run.

The kids dashed into the street to summon what help they could. One passing jogger responded, ran inside with them and started applying CPR. Around 15 minutes later, Jane arrived. Patrick still had no heartbeat. She continued the CPR, but her husband was flat-lining.

Even the paramedics who turned up about 20 minutes after Patrick collapsed couldn't revive him.

Jane went out to let the kids know things were looking bleak. But before she could go back to Patrick's side, the jogger who'd applied the initial CPR came out to let her know that, after three applications of the defibrillator, he had a heartbeat. Faint and slow – but still a heartbeat.

Following three weeks in intensive care, though, neurologists found no signs of brain activity. They shook their heads and delivered the bad news. Jane and Patrick's family made the heartbreaking decision to turn off his life support.

Completely out of the blue, the next morning hospital staff phoned Jane to tell her that Patrick had opened his eyes and was following the movement of nurses in his room.

On returning to Sydney, Patrick underwent quadruple by-pass surgery, followed by months of rehabilitation. He made significant progress, and after a time wanted to get to work again. His chance came when he was offered a job at the New Horizons packaging business in North Ryde. And he hasn't looked back.

Patrick explains that working at New Horizons has made him feel worthwhile again.

"Work has always been important to me," he says. "I can't sit around and just do nothing. I really enjoy my work. I'm really happy that New Horizons is giving me a job. I really like the people. I like all of them. And I'm just happy that I'm actually working."

Jane elaborates, "Patrick's mental health and his emotional wellbeing have really improved through the work he's been doing at New Horizons."

I REALLY ENJOY MY WORK. I'M REALLY HAPPY THAT NEW HORIZONS IS GIVING ME A JOB.

Rosa was facing some major challenges in 2016.

She'd been a primary school teacher at Eastwood in Sydney for many years, but her life changed when, with no warning, she contracted septicaemia.

After a protracted spell in hospital and despite intensive treatment, surgeons had no choice but to amputate both her legs and most of her fingers.

Initially, she found herself confronting a daunting and completely unfamiliar future.

One of her biggest challenges was to navigate her way through the National Disability Insurance Scheme (NDIS). She had no idea what services were available or how to access them.

Rosa turned to New Horizons and what had been a murky ocean turned into clear, calm seas.

"It was all completely new to me," Rosa says. "There was only so much I knew how to do and could carry out for myself. But New Horizons completely demystified it for me.

"My support worker came to see me and she was great. She let me know exactly what I was entitled to, but mostly just asked me what support I needed. She worked out a home care package including cleaning, lawn mowing and gardening – all things I find difficult to do for myself.

"The pace she worked at was perfect and it was all so well organised," Rosa explains. "The results have been great. I'm delighted."

With the worries of arranging an NDIS package behind her, Rosa needed to refurbish her two-storey house to build a new bathroom on the ground level.

Again, New Horizons steered her through the process, discussing her requirements and

accompanying her to her local NDIS office to outline her circumstances. Within nine months, she had a new bathroom.

"New Horizons has helped me re-establish my independence," Rosa enthuses.

She leads an independent life which these days extends to yoga each Thursday, along with regular trips to museums, art galleries and the theatre.

Rosa feels settled and happy – a long way from the uncertainty she faced only a couple of years ago before she contacted New Horizons.

IT WAS ALL COMPLETELY NEW TO ME ... BUT NEW HORIZONS COMPLETELY DEMYSTIFIED IT FOR ME.

ROSA

ADVICE & PLANNING



IT'S THE CUSTOMER

WHO COUNTS

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 any page where you see the play icon.

Sit back, relax & enjoy!



KATHERINE

INDEPENDENT LIVING

It's been five years since Katherine last featured in our Year Book. She's back now as an example of how much peoples' lives can change with the right support.

Back then, Katherine was happily working at the New Horizons packaging business in North Ryde and her confidence was building. But she still suffered attacks of vertigo and her fear of stairs and ramps made them a seemingly insurmountable barrier.

These days, Katherine lives a largely independent life. She grins enthusiastically as she runs through her regular activities.

Her day starts at home in her flat in Lane Cove North, where she's lived for the last five years. Then it's off next door to the local cafe for a coffee.

"I've got to know the people who run it," Katherine explains. "I told them how I like my coffee and they make it perfectly. I also know some of the regular customers. We say good morning to each other and have a bit of a chat."

Katherine gets a lift in to her job in the New Horizons packaging business where she now works three full days a week.

"I'm so happy here," Katherine says. "You never know what you'll be working on. It's fun. We've all joined together as friends. It's one big happy family. It'll be my last place of employment."

Not that she's thinking about retiring anytime soon. "There's so much to do here, I don't have time to think about retiring!"

Since the start of 2018, Katherine has built up enough confidence to take public transport home from work, catching a bus outside New Horizons in North Ryde, then another one from a nearby interchange before walking the rest of the way home on her own.

Waiting at home is her four year old tortoiseshell cat, Honey. Katherine found her at an animal shelter when Honey was an eight week old ball of fluff.

Katherine's eyes light up when she talks about Honey. "As soon as I go home, she's at the front door to welcome me. Then she goes back into the lounge room. She follows me wherever I go and she sits on my lap and purrs. Honey is beautiful. I wouldn't be without her."

THERE'S SO MUCH TO DO HERE, I DON'T HAVE TIME TO THINK ABOUT RETIRING!

On Mondays, Katherine joins an activity group. They visit historic houses and explore the arts, crafts and music. But her favourite is sailing, which she first experienced three years ago. "I never thought I would go sailing, but I enjoyed it straight away. I like the feeling of the wind in my face."

But it's her time at work and her shopping trips - with support from New Horizons - that most starkly illustrate just how far she's come. Not only is she comfortable tackling stairs and ramps, she now takes a supermarket trolley on a travelator without hesitation.

"It's the best feeling to have my independence back," she grins. "I feel I've made so much progress."

New Horizons has doubled down on its efforts and increased its focus even more on the individual needs of customers to make the most of the new service models and technology available in the second decade of the 21st century.

Despite our origins as an innovator, program-based funding has undoubtedly influenced the design of our services and our business as we've grown over the past 50 years. The new NDIS era demands a different approach. And it's one which New Horizons has enthusiastically embraced.

Because we believe choice is fundamental to individual freedom, we have continued to embed our customer-directed business model, working with customers to identify the services they believe will maximise individual outcomes in the areas of their life where they need support.

Embracing new technologies – which can be disruptive to business – offers enormous opportunities for vulnerable people. One of our outstanding achievements has been the launch of Parallel Parks, a Virtual Reality (VR) initiative designed to remove barriers and enable more people to experience the wonders of nature, whatever their ability-level.

With the help of our valued partners Telstra, Qantas, the NSW National Parks and Wildlife Service, and many others, Parallel Parks has gained national acclaim. We took out the NSW/ACT award for Best Use of Technology in a National Park. That put us in contention for the National Award, which we also won.

We are continuing to work with our customers and partners to imagine ways that VR and other enabling technology can be repurposed for the benefit of disadvantaged people. And we're always welcoming new partners who want to contribute to such a valuable venture.

Our story of growth has continued again this year. Adding to our centre in Ashfield, we were selected as the lead agent for two additional headspace centres; one in Brookvale and another in Chatswood. The NDIA awarded New Horizons funding through its Information, Linkages & Capacity Building (ILC) scheme to recruit volunteers to provide peer support for people without NDIS packages. We branched into south-eastern Sydney with a new HASI service in the region. On the North Coast, we launched The Way Back, a program aimed at reducing and preventing suicide.

Our Reconciliation Action Plan (RAP) has once again been ratified by Reconciliation Australia and we are pleased to continue our journey of reconciliation. In 2018 we participated in 15 NAIDOC events.

Judi Higgin, CEO, New Horizons ▶

We've also expanded inland, joining forces with Accessible Living Options (ALO). Based in Bathurst, ALO is one of the best-established aged care and disability services providers in the Central West. This is a win-win and a neat cultural dovetail, fitting our strategic priority of sustainable growth, broadening our presence across the state while also expanding our services to more customers.

Detailed planning has also been underway this year to launch Unboxd, an incubator and accelerator for social-impact start-ups and scaleups. Unboxd is designed to identify opportunities for New Horizons to work alongside innovative entrepreneurs and thought leaders with ideas to improve customer service delivery and efficiency.

This transition propels us into a business landscape of ongoing disruption, constant change and intensifying competition. It's been extremely demanding of all our staff and our executive team. I should like to congratulate all on the success of the initiatives we've launched this year and sincerely thank them for all their hard work to ensure our customers receive the best possible service.



CEO'S REPORT

THE NEW NDIS
ERA DEMANDS A
DIFFERENT APPROACH.
AND IT'S ONE WHICH
NEW HORIZONS HAS
ENTHUSIASTICALLY
EMBRACED.





THE NEW HORIZONS BOARD MEMBERS
Clockwise from top left: Andrea Comastri, John Pettigrew (Treasurer), Peter Carter, Peter Howell (Board President), Sanjay Rekhy, Belinda Burton, Charlotte Leung (Vice President), Julie Powell

PRESIDENT'S REPORT

The theme for this year's New Horizons Year Book is "it's the customer who counts".

Of course, for a non-profit social enterprise, it has always been the customer who counts. But 50 years on from our inception, our customers face a raft of new choices and paths by which to access those choices. In an ever changing environment, New Horizons is continuing to investigate new and clever ways of supporting the needs of customers and their choices. The challenges are significant and ongoing.

New Horizons has been at the forefront of innovation in the services sector since the day it was launched – and we're still following in the footsteps of our founders.

A LITTLE BIT OF HISTORY

Back in 1967, a group of parents whose adult children were in residence at Macquarie Hospital were looking for ways for their children to connect and be part of the world around them. The best way for this to happen, they decided, was through meaningful work that would promote self-esteem while developing practical and social skills – readying them to take their place in the world.

To that end, the group partnered with BP to open a service station on the corner of Twin and Badajoz Roads in the northern Sydney suburb of North Ryde. At the time, this was radical thinking. In the days when driveway service was standard at the pumps, the work afforded the participants the opportunity for regular face-to-face contact with customers. The service station became the world's first social enterprise and New Horizons was born.

NEW VISIONS BUT SAME GOALS

More than 50 years later, the service station has gone but New Horizons has expanded into new areas of service to meet the need. New Horizons consciously strives to retain a thoughtful and innovative approach. A good example of this effort lies in the new business ideas that New Horizons is identifying and promoting through its Unboxed innovation lab. One of the goals of this lab is to seek out and develop ideas that benefit our target audience and fit comfortably into the objects of the organisation. Some of the ideas, if pursued, will move New Horizons into developing digital applications for use by customers, better connecting them with New Horizons' services.

In an important initiative, this year New Horizons purchased a block of land adjacent to our head office in North Ryde. The Board is exploring a number of opportunities to put the site to use in the service of our growing customer base.

We are laying the groundwork for expansion into new opportunities, for example with our move into

the Central West by joining forces with Accessible Living Options in Bathurst.

While doing so, the Board has maintained a focus in the area of corporate governance. In the rapidly changing environment of the not for profit sector, attention to compliance and risk management has become more and more crucial to the company's operations and work processes.

THANKS TO THE TEAM

I believe that the steps taken and initiatives explored during the last 12 months have helped to prepare the organisation to steer a steady course through the demands of an environment that is being reshaped by disruption and rapid transformation.

At the end of another year for New Horizons, I thank all the staff who have worked diligently to make it all happen.

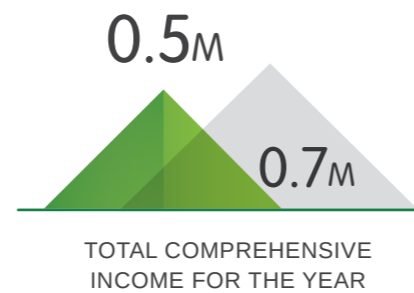
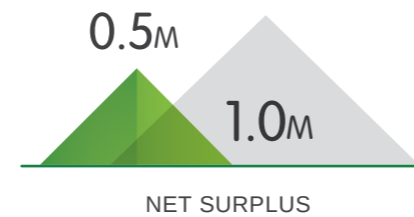
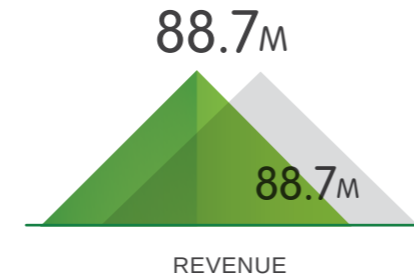
I convey my appreciation to the Chief Executive and the rest of the Executive Leadership Team

I thank my fellow directors for their dedication and I congratulate them on fostering many achievements.

FINANCE

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2018

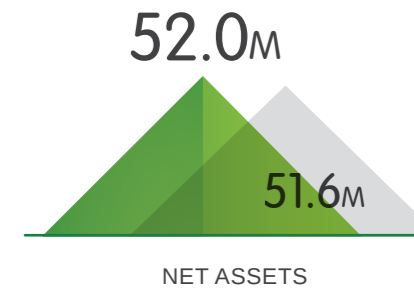
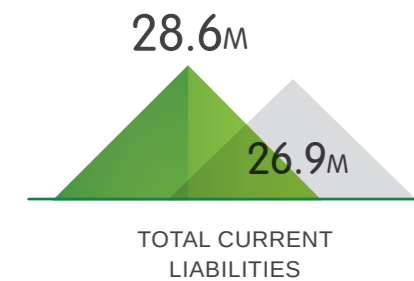
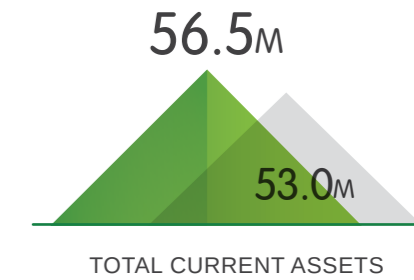
	2018 \$	2017 \$
REVENUE	88,677,725	88,700,876
Employee benefits expense	(60,930,831)	(56,577,032)
Depreciation and amortisation expense	(1,994,792)	(1,702,294)
Motor vehicle expense	(1,638,483)	(1,348,128)
Insurance expense	(2,131,198)	(1,733,862)
Property expense	(4,346,186)	(4,639,916)
Training expense	(843,221)	(1,025,191)
Audit, legal and consultancy fees	(2,112,420)	(1,586,695)
Agency fees	(3,452,573)	(4,434,531)
Customer support expense	(2,998,521)	(4,926,106)
Sub-contractors expense	(4,050,221)	(4,339,952)
IT & communication expense	(2,244,651)	(3,594,297)
Marketing expense	(114,819)	(633,792)
Other expenses	(1,368,830)	(1,136,136)
SURPLUS BEFORE INCOME TAX	450,979	1,022,944
Income Tax Expense	-	-
NET SURPLUS	450,979	1,022,944
GAIN (LOSS) ON THE REVALUATION OF ASSETS	-	(302,500)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	450,979	720,444



▲ 2018 ▲ 2017

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	48,087,111	44,972,210
Accounts receivable and other debtors	3,856,323	3,358,841
Inventories on hand	35,566	32,549
Financial assets	3,725,156	3,896,329
Other current assets	792,210	690,540
TOTAL CURRENT ASSETS	56,496,366	52,950,469
NON CURRENT ASSETS		
Property, plant & equipment	23,120,497	24,413,348
Intangible assets	2,066,906	2,066,906
TOTAL NON-CURRENT ASSETS	25,187,403	26,480,254
TOTAL ASSETS	81,683,769	79,430,723
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	14,269,148	9,949,978
Unearned revenue	9,631,310	12,449,336
Provisions for employee benefits	4,716,791	4,476,616
TOTAL CURRENT LIABILITIES	28,617,249	26,875,930
NON-CURRENT LIABILITIES		
Provisions for employee benefits	1,046,901	986,153
TOTAL NON-CURRENT LIABILITIES	1,046,901	986,153
TOTAL LIABILITIES	29,664,150	27,862,083
NET ASSETS	52,019,619	51,568,640
EQUITY		
Retained surplus	38,805,512	38,143,052
Reserves	13,214,107	13,425,588
TOTAL EQUITY	52,019,619	51,568,640

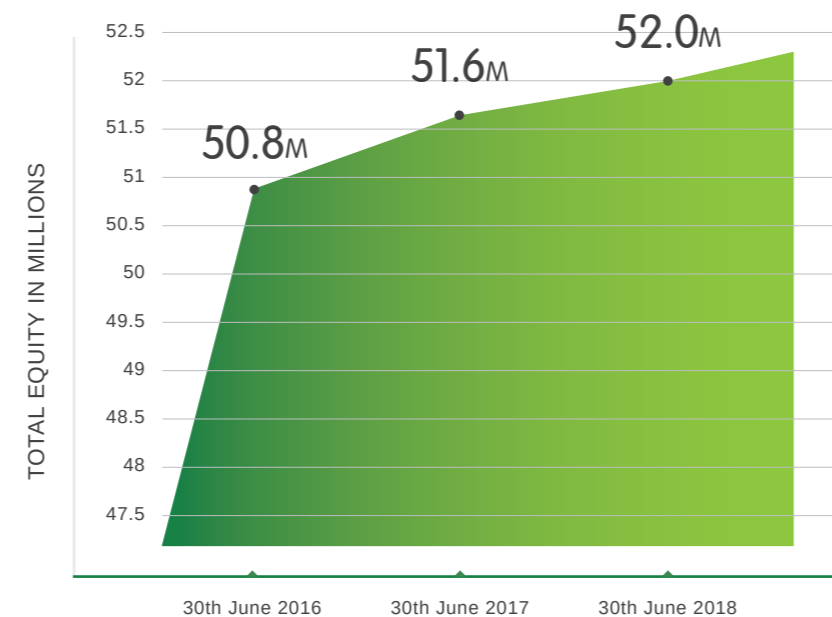


▲ 2018 ▲ 2017

FINANCE

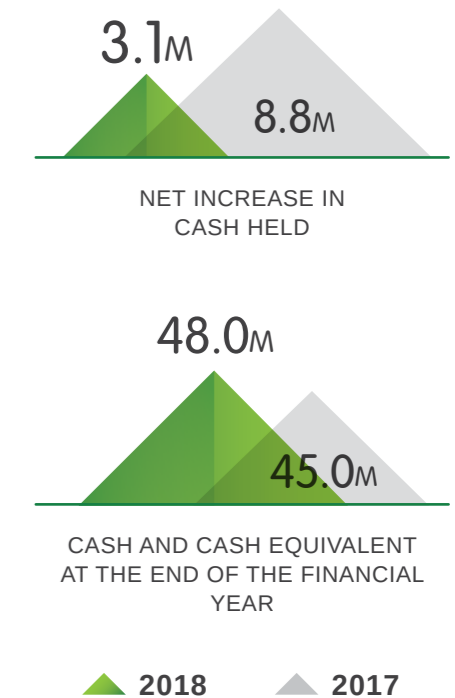
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2018

	Retained Surplus \$	Revaluation Surplus \$	Total Equity \$
BALANCE AT 30 JUNE 2016	37,120,108	13,728,088	50,848,196
Surplus after income tax expense for the year	1,022,944	-	1,022,944
Other Comprehensive Income for the year, net of tax	-	(302,500)	(302,500)
BALANCE AT 30 JUNE 2017	38,143,052	13,425,588	51,568,640
Surplus after income tax expense for the year	450,979	-	450,979
Other Comprehensive Income for the year, net of tax	211,481	(211,481)	-
BALANCE AT 30 JUNE 2018	38,805,512	13,214,108	52,019,619



STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts of grants & other receipts	88,431,409	93,623,366
Payments to suppliers and employees	(86,174,953)	(89,134,627)
Interest received	1,177,514	1,392,431
Net cash generated from operating activities	3,433,970	5,881,170
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from financial assets – net	336,618	5,307,900
Payment for property, plant & equipment	(739,611)	(2,445,756)
Proceeds from property, plant & equipment	83,924	74,438
Net cash provided by investing activities	(319,069)	2,936,582
NET INCREASE IN CASH AND CASH EQUIVALENT HELD	3,114,901	8,817,752
CASH AND CASH EQUIVALENT AT THE BEGINNING OF THE FINANCIAL YEAR	44,972,210	36,154,458
CASH AND CASH EQUIVALENT AT THE END OF THE FINANCIAL YEAR	48,087,111	44,972,210





INNOVATION

PARALLEL PARKS WINS MAJOR PARKS AND LEISURE AUSTRALIA AWARDS

New Horizons' Parallel Parks initiative has gone from strength to strength during an exciting 2018.

The virtual reality (VR) based project, designed to make the beauty of Australia's national parks accessible to all, launched in 2017 to plenty of attention from public and media alike.

In 2018 the industry awards began to come. In April, Parallel Parks took out the NSW state trophy for the Best Use of Technology category at Parks and Leisure Australia's 2018 Awards of Excellence. Parks and Leisure Australia is the peak body for the nation's parks and leisure industry.

Parallel Parks subsequently took out the national award in the same category at a glittering industry dinner at the MCG Members Dining Room. CEO Judi Higgin and Corporate Partnerships Manager Kim Gracey were on hand to collect the award at an event which showcased the program to more than 600 international guests.

Chosen from over 160 entries, the demonstration app transports users across terrain from Uluru to the Great Barrier Reef, the Murray River and South Australia's Kangaroo Island.

A true world first, Parallel Parks expresses New Horizons' vision and purpose with stark clarity. It represents a bold new application of cutting-edge technology to advance our customers' wellbeing in a very unique way.

There are few clearer ways of elevating human wellbeing than direct connection with nature. New Horizons is a social enterprise whose reason for being is wellbeing. We well understand the health benefits of connecting with the natural world.

Parallel Parks is designed to remove barriers for people with disability and mobility issues, enabling them to experience national parks and feel immersed in nature.

Run at several public venues in Sydney, our demo sessions drew plenty of attention, not just from visitors but from ABC radio and television, newspapers and commercial news and digital channels – as well as China TV.

To realise this truly unique vision – in every sense of the term – New Horizons partnered with the NSW National Parks and Wildlife Service, People & Parks Foundation, Hamilton Island, Qantas and Telstra.

The next step is finding sponsors for Stage Two and extending the choice of destinations available to visitors. We'll be trialling new approaches, for example incorporating user-generated content, live streaming events and supporting an online community of virtual travellers.

Parallel Parks is built on bespoke technology, from the ground up. Calling in that level of expertise, compiling the footage and preparing it for use in high-def 3D is complex and costly.

To that end, we continue to welcome the support of any prospective partners. To support this truly unique vision, visit parallelparks.com.au

Your donations to Parallel Parks will make a difference in a truly different way.



◀ 2018 was a busy year for New Horizons. Here are just a few highlights.

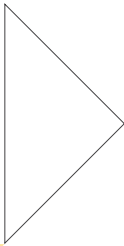
THANK YOU

We'd like to thank everyone who's journeyed with us through a year of rapid change. Our employees, our partners and our customers. We couldn't have done it without you.

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

- Helen Coetzee Photography
- Patrick Weaver Communications
- Optika Creative
- Ally Mosher Graphic Design





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wellbeing. done well.