



2020



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2020:

WELLNESS DURING COVID

THIS HAS BEEN A YEAR LIKE NO OTHER.

Back in January, no one could have predicted the events which were about to unfold.

COVID-19 has brought many unexpected challenges.

By acting fast, responding to constant change and by centring our decisions on the wellbeing of our staff and customers, New Horizons has been able to maintain our key services during the pandemic.

In this 2020 Year Book, we explore a series of stories which focus on the topic of wellbeing during COVID.

“WE’RE ALL
IN THIS
TOGETHER”



MICHELLE

When it comes to master chefs, Michelle is up there with the best New Horizons has to offer.

Before the COVID crisis, by her own admission, Michelle's culinary experimentation didn't stretch much beyond tea and toast. These days, Michelle is enjoying the delights of creating on a cook top.

For many people, COVID brought lockdown, restrictions and a sense of isolation. In contrast, the pandemic opened up a smorgasbord of opportunities, as well as some challenges, for Michelle.

When the virus disrupted day-to-day life, the New Horizons support workers at Campbelltown, in Sydney's south-west, offered her the chance to join online group cooking classes using Zoom.

Michelle initially felt anxious about the idea, but decided to give it a go. In her first shot at a group activity, Michelle took to the project like a duck to orange sauce.

Not only was she learning new skills, she was getting out and about, visiting supermarkets to buy the ingredients for her food fare, as well as interacting with up to 10 others in the Zoom groups.

Michelle's menu included one cooking class on a Tuesday and another on Wednesdays and she made a clear distinction between the two. Tuesday, which focused on savoury dishes, was dubbed Michelle's MasterChef, Wednesday concentrated on baking and was known as Michelle's Kitchen Rules!

'In Michelle's MasterChef, I cook like an angel,' she explains. 'In Michelle's Kitchen Rules, I'm the boss. I'm cooking up a storm.'

Her repertoire quickly expanded. Lasagne, quiche, hamburgers, risotto and caramel slice have all been given the Michelle touch.

'My favourites?' she ponders. 'It's all new to me, but the caramel slice, the risotto – yum, the hamburgers were great and the quiche was too. Now that I'm cooking for myself, I'm eating much better than I used to.'

Michelle's not the only one to reap the benefit of her new-found kitchen craft – she shares the fruits of her labour with New Horizons support workers. And their verdict? 'Nine out of 10, 10 out of 10,' Michelle proudly declares.

'I've made friends and got used to people as well. I love the staff, the clients and the cooking. I'm loving life,' she says.

"IN MICHELLE'S KITCHEN RULES; I'M THE BOSS. I'M COOKING UP A STORM!"

Paul looks back and shakes his head when he thinks of life before he joined the New Horizons life skills program in Sydney's inner west.

Paul, who's 48 years old, spent six months in hospital undergoing treatment for mental ill health. A few weeks later, his case manager put him in touch with New Horizons.

In the early days, still on medication, Paul struggled to simply get out of bed. 'I couldn't live like that,' he reflects.

Determined to make a change, Paul and his support workers initially went for short walks. They then started going out for a coffee and after three months, Paul joined his first social group – cooking classes.

Paul enjoyed these activities so much, he joined other programs – the coffee and social group, art classes, swimming, yoga, the gym, until he was involved in an organised activity each weekday.

'It's important to get out and socialise,' he says. 'It's important to join in the group activities, especially with people who are experiencing the same as you. The groups were so friendly and supportive. They're like my family.'

His favourite activity is the gym. 'The gym has helped me overcome my anxiety,' Paul says. 'When I was pushing weights and getting stronger, everything started to improve. I was feeling better and sleeping better. I haven't had an anxiety attack for ages – I've learned to manage them for myself.'

He also was one of the customers who contributed his story and artwork to a New Horizons book called *The Paved Road to Recovery*.

Then COVID threw a spanner in the works; face-to-face and outdoor activities were switched to online and on the phone. Paul worried that his recovery might lose momentum, but he adapted and continued to make the most of them.

'I'm grateful to New Horizons for helping in my recovery, helping me reach the goals I'd set for myself. Now I'm really ripping into life. It's given me a new lease on life and I'm thinking much clearer.'

Paul's outlook has changed so much that he now wants to start a new career as a peer support worker.

'Instead of being the one who needs help, I'm now talking to people who are just coming out of hospital. I know how hard it is in the beginning and I want to help them through the early stages of recovery. I want to give them hope.'

'Before New Horizons, it was just a sense of hopelessness. Now I see the future with a smile on my face.'

"INSTEAD OF BEING THE ONE WHO NEEDS HELP, I'M NOW TALKING TO PEOPLE WHO ARE JUST COMING OUT OF HOSPITAL."



PAUL



EARL

Earl is at his happiest when he's fishing in the waters around Port Macquarie, where he occupies a villa in a New Horizons supported independent living complex.

Each of the five villas is self-contained, with a lounge room, kitchen, dining room, bedroom, bathroom and a courtyard. There's also access to a common room, where the residents join in barbecues and parties.

Earl's been there since July 2019 after years spent living by himself. 'It took me a fair while to settle in,' he explains, 'just because I was coming from such a long time on my own.'

But he's now heavily engaged in the activities which come with the facility. There are walks, barbecues, swimming and social gatherings, but Earl reckons there's nothing quite as good as dangling a line.

Alongside support worker Tarney Holcombe, he'll head off with a packed lunch and plenty of fishing gear to some of his favourite spots in the area, including Blackman's Point, the boat ramp and the marina on the Hastings River.

'Fishing is my favourite,' he says. 'If the fish are big enough, you get to keep them. And you also get out and see the countryside.'

Tarney says Earl is increasing his fishing skills. 'We catch bream, flathead and small whiting,' he says. 'Earl's learnt to cast, he's learnt how to work the fish when he's reeling them in and he's also learnt about fish – where they might be and the impact of the tidal activity.'

Earl, who's originally from Auckland in New Zealand, is also enjoying the social side of living in his new home.

'We have the best parties,' he laughs. 'I have some very good friends here. I like Friday nights because we have takeaway. I like KFC, but we don't get it too often. For Hallowe'en, we all got dressed up. I was wearing a mask and a cape and we had party pies and sponge cake.'

Despite those occasional indulgences, Earl's lost 11 kilos through a combination of exercise and an improved diet.

'I do a lot of walking,' he says. 'Each morning I go for a walk with one of the staff members after breakfast. And I'm eating right – not eating like I used to. When I was on my own, I ate a lot of junk food. I feel a lot better for it.'

The day-to-day routine at the villas changed because of the Coronavirus restrictions, with extra hand washing stations, personal masks, supervised group meals and a chalkboard for the residents and staff to maintain communication.

But Earl quickly adapted and celebrates his new life. 'I was quite isolated before I came here. But I've strengthened my friendships here and I'm looking forward to making more friends.'

"I'VE STRENGTHENED MY FRIENDSHIPS HERE."

Annabelle Robb knew she had to take back control of her life.

She was a country girl from Old Bar between Forster and Harrington on the New South Wales north coast. Initially, she'd come to Sydney to study event management at UTS. After graduating, she took a six-month break travelling around Europe – and then landed what she thought was an ideal job in the industry she loved.

Amid an alien workplace atmosphere, 24-year-old Annabelle's dream quickly turned sour. Before long, she quit, feeling her self-confidence ebbing away as the pressure of working three casual jobs and maintaining personal relationships weighed her down.

'That started the domino effect,' she says.

By September 2019, Annabelle had secured a new role in event management, but her anxiety was still building. So, she turned to headspace in Brookvale

on Sydney's north shore, which is operated by New Horizons and specialises in face-to-face support for young people aged between 12 and 25.

Monthly counselling sessions provided support and reinforcement. Then came COVID.

Annabelle says she reached her lowest point in July – during a Sydney winter and during the pandemic restrictions.

'I'm very organised and run on routine,' Annabelle explains. 'But COVID broke all of that. The two toughest things for me were that it was very lonely working from home and my job was extremely demanding.'

But, with the support of headspace and New Horizons, Annabelle has turned things around.

'My counsellor helped me understand that part of the reasons why I was being treated badly in my previous job and in some of my relationships was because I was letting it happen. She explained how I could change that through communication and

"I LOOK BACK ON THE YEAR AND I'M HAPPIER AND ALSO MORE SELF-AWARE."

self-confidence. I needed to set some boundaries. We worked on my self-worth so I could be more in control of my own destiny.

'She gave me the tools to work out who and what I want to be.'

One of the tools Annabelle has adopted is to regularly make notes about her emotions.

'I've always kept a diary as a calendar for important dates,' she says, 'but now as well when anything's on my mind, I write it down. It serves as a journal on how I'm feeling. It's my way of releasing those thoughts.'

As COVID restrictions eased, Annabelle moved back to working in the office and is delighted with the results of her collaboration with headspace.

'Now, generally, I feel I've conquered it. I've established a good balance. I love my job now and I've learned the importance of the people you work with. I look back on the year and I'm happier and more self-aware,' she concludes.



ANNABELLE



PETER & ROGER

Like many Australians, Peter feared he would be out of work when the Coronavirus pandemic struck.

For over 20 years Peter has been a member of the team at Packable in North Ryde and his work has become the cornerstone of his weekly routine.

COVID and its associated restrictions threatened to change all that.

Normally, 51-year-old Peter would catch a bus to and from work, but wasn't comfortable in taking public transport once the virus struck. No bus, no work for Peter – which was a daunting prospect for him.

'This is the best job I've had,' he says. 'I've got a lot of friends at work and they're very important to me. If I hadn't been able to go to work, I would have been at home. My wife was still going to work in the city, so I would have been sitting at home on my own. I would have been a bit bored. I wouldn't have liked that.'

New Horizons staffer Roger Kennedy, who also

works in North Ryde, heard of Peter's plight and immediately stepped in.

Roger, who's 54, lives in Ashfield and drives past Peter's home in Five Dock on his route to work. The two talked things over and arranged for Roger to drive Peter to and from North Ryde three days a week.

It turned out even better than either of them could have anticipated.

Each morning on the way to work, the pair would stop at a cafe, where Roger would buy two takeaway coffees while Peter chatted to the staff and the regular customers. It was here Peter met Balmain Rugby League legends Steve 'Blocker' Roach and Paul Sironen.

In the car, the conversations included a broad array of subjects.

'We talked about movies,' Peter enthuses. 'I like action movies. I'm looking forward to the day when I can go back to the cinema.'

They also discussed their families – and Peter was never short of pearls of wisdom.

'ROGER, I'LL GIVE YOU A TIP,' HE'D SAY. 'TELL YOUR WIFE YOU LOVE HER. TELL HER THAT SHE'S REALLY SPECIAL.'

'Roger, I'll give you a tip,' he'd say. 'Tell your wife you love her. Tell her that she's really special.'

He also informed Roger: 'You're a good husband and father' and reminded him to always stay positive.

On the back of three months of travelling together the two have formed a solid bond and Roger has valued the time they've shared in the traffic as much as his fellow traveller.

'We're firm friends,' Roger explains. 'Peter's a good man.'

Raise a glass to the newest craft beer in Sydney – Brew Horizons.

The top tittle has been created at New Horizons Aged Care facility in North Ryde by a group of residents ranging in age from their 60s to the mid-90s.

The project developed from an initiative to draw more men into hands-on group activities during the COVID restrictions. After talking to a number of them, Lifestyle Coordinator Richard Arthur found that one of their most common shared experiences was brewing beer. Some had fermented their own home brew, others remembered their fathers labouring to produce a tasty drop for special occasions.

In all, 10 men decided to give it a go. One was 94-year-old Tom Woodhams, who explains: 'I used to do it at home. The last time I brewed beer was in the 70s, I suppose. It tasted very good. I was keen to be involved this time - it brought back memories.'

As word of the venture spread, five women at the

facility decided they wanted to join in as well - and the group worked together to produce nine litres of the amber fluid.

Richard ventured out to buy a \$40 beer making kit and led the early stages of the project. But when it came to adding the hops, none of the men stepped forward. Instead, Evelyn Evans, who's also 94, nudged her way from the back and announced: 'I'll do it.'

Evelyn says she's not the first person in her family to try her hand at making beer.

'My Dad brewed beer for my wedding when I was 20,' she recalls. 'It was after the war and beer was hard to get. He used to put it in bottles in the cupboard in the dark and every now and then one would explode!'

Fortunately, there were no mishaps for the New Horizons team. Once the liquid had been carbonated, 11 bottles of beer were popped into a fridge for a couple of weeks. Special labels were designed, produced and stuck to the bottles ready for the grand taste test.

"I SAID I DIDN'T WANT ANY, BUT I PROBABLY HAD A LITTLE MORE THAN I SHOULD!"

And the verdict on their efforts?

'It was terrific,' says Tom.

'It was nice,' according to Evelyn. 'I said I didn't want any, but I probably had a little more than I should!'

Cheers Evelyn, Tom and the rest of the beer-making team - here's to Brew Horizons ...

EVELYN

& TOM



TRANSFORMING NEW HORIZONS

The year 2020 has been truly transformative.

Everyone has seen some aspect of their lives change because of COVID, but the support services sector in particular has been confronted with the need to fundamentally alter its day-to-day operations.

In an immediate response to the pandemic, strict protocols were introduced and have been maintained in all New Horizons facilities to protect our customers and staff. As restrictions were eased, more normal activities have resumed, but health and safety remains the top priority.

In the longer term, New Horizons itself is in the process of transformation.

Our strategic direction has been developed in conjunction with leading global professional services firm Deloitte and our focus has been to streamline operations to free up time to deliver services to our customers.

Along the way, we have achieved many important milestones.

Probably the most important development is that we have secured the future of New Horizons by purchasing the land and buildings at North Ryde from the Department of Health. And we have also acquired other important assets such as 164 new vehicles – half the fleet, invested \$600,000 in our Gosford office and started delivering services from 15 new, purpose-built properties in conjunction with Compass Housing.

We have provided homes for 70 new customers through the Supported Independent Living program and have welcomed on 240 new team members across the Hunter Region.

On the process front, we have fine-tuned our procurement procedures, improved our budgeting systems to make sure more finance is spent on our core services and reviewed our back-office functions – bringing changes throughout head office, to better meet the needs of our staff and customers.

As well, we have rebranded the long-established packaging factory at North Ryde as Packable,

giving the service a clear and competitive identity and a new logo. The factory offers product assembly, packaging, shrink-wrapping, labelling and dispatch services for customers including Canon, Schwartzkopf, C&C Marketing and CSR Bradford. It employs around 70 staff.

While we have made great progress during the year, there's still a long way to go to achieve our ultimate aim - to do away with the notion of disability altogether and with our delivery partners 2021 will accelerate this transformation creating more diverse services and with this more employment opportunities in metro and regional areas.



Richard Gregg, CEO

CEO'S REPORT

"WE HAVE SECURED THE FUTURE OF NEW HORIZONS BY PURCHASING THE LAND AND BUILDINGS AT NORTH RYDE; THROUGH PROJECT SILABLE, WE HAVE PROVIDED HOMES FOR 70 NEW CUSTOMERS THROUGH THE SUPPORTED INDEPENDENT LIVING PROGRAM"





THE NEW HORIZONS BOARD MEMBERS
Clockwise from top left: Jennifer Anderson, Peter Howell (Chairman), Charlotte Leung (Vice-President), Irene Howell, Julie Powell, Robert Warry (Treasurer).

CHAIRMAN'S REPORT

THE BOLD NEW HORIZONS VISION

2020 has been a particularly challenging year. I'd liked to extend a sincere thank you to all our team members, particularly support workers, who during a time of high uncertainty, have focussed on and continue caring for the people relying upon you.

Recently, I was privileged be part of the formal acknowledgement for five of our longest servicing employees at our packaging factory in North Ryde. A cause for celebration with more than one person reaching a tenure of 35 years. In many ways, New Horizons operates like a family to people in our community. It is important that this sense of purpose is not lost in the future challenges faced by New Horizons.

The whole sector is undergoing huge changes and, in the face of emerging social policies, soon will be unrecognisable from the pre-NDIS model. We aim to make sure everyone can access the support they seek.

Our goal is to provide a bold, world-leading approach to social services. We have ambitious targets to use technology to improve the services we provide. As such, New Horizons is currently undergoing a transformation to embed, adopt and sometimes adapt new digital technologies fit for purpose.

Change is never easy but I can assure you that New Horizons does not advocate change for the sake of change alone. To lay the foundations for a positive future, our mantra, wellbeing done well, will continue to be the basis of everything we do. Proud of our history, we look forward to building upon (not replacing) it as we move into our future.

With the future in mind, I formally welcome our new Chief Executive, Richard Gregg. Richard has a wealth of experience and an understanding of the spirit of New Horizons.

I am confident New Horizons will continue to be a leader in our sector and I thank every member of our staff for the initiative, energy and dedication they show each day to help us all achieve our goals.

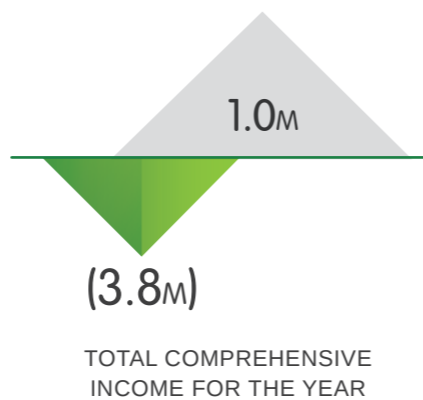
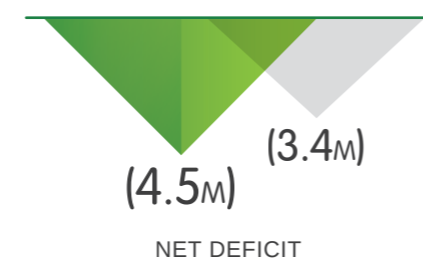
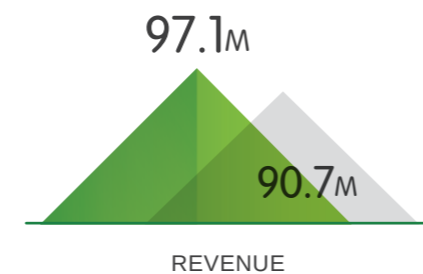
Finally, I welcome the new Directors to the Board and I thank all Directors for their commitment to successfully move New Horizons into the digital age.

Peter Howell, Chairman

FINANCE

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

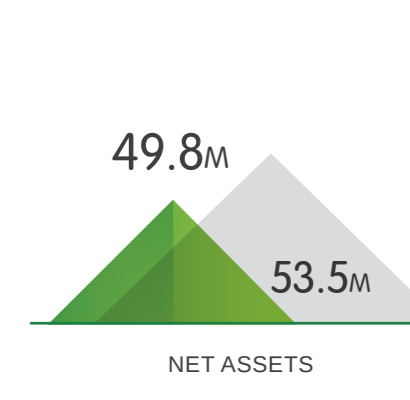
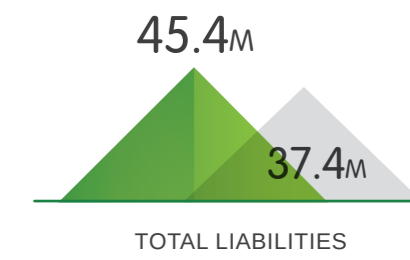
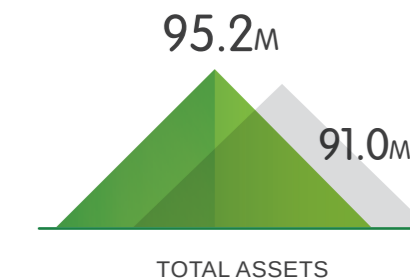
	2020 \$	2019 \$
REVENUE	97,057,478	90,677,102
Employee benefits expense	(69,955,559)	(66,645,610)
Depreciation and amortisation expense	(3,230,999)	(1,823,704)
Motor vehicle expense	(1,675,333)	(1,577,437)
Insurance expense	(3,599,208)	(2,246,200)
Property expense	(4,456,708)	(4,857,800)
Training expense	(485,347)	(702,189)
Audit, legal and consultancy fees	(6,695,409)	(1,848,562)
Agency fees	(2,628,074)	(2,468,777)
Customer support expense	(2,587,418)	(2,734,936)
Sub-contractors expense	(735,022)	(5,057,630)
IT & communication expense	(3,218,212)	(2,646,508)
Marketing expense	(66,659)	(80,654)
Other expenses	(2,180,206)	(1,339,255)
DEFICIT BEFORE INCOME TAX	(4,456,676)	(3,352,160)
Income Tax Expense	-	-
NET DEFICIT	(4,456,676)	(3,352,160)
GAIN/(LOSS) ON THE REVALUATION OF ASSETS	680,500	4,392,191
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(3,776,176)	1,040,031



▲ 2020 ▲ 2019

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020 \$	2019 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	34,744,610	45,435,514
Accounts receivable and other debtors	4,332,101	5,247,443
Inventories on hand	37,878	54,717
Financial assets	6,358,210	6,937,758
Other current assets	738,685	1,008,953
TOTAL CURRENT ASSETS	46,211,484	58,684,385
NON CURRENT ASSETS		
Property, plant & equipment	45,348,198	30,199,743
Right of Use asset	1,518,190	-
Intangible assets	2,066,906	2,066,906
Other non-current assets	31,808	-
TOTAL NON-CURRENT ASSETS	48,965,102	32,266,649
TOTAL ASSETS	95,176,586	90,951,034
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	22,475,625	17,769,958
Contract liability	7,820,916	13,439,382
Provisions for employee benefits	6,394,140	5,140,041
Lease liability	108,043	-
Financial liability	11,959	-
TOTAL CURRENT LIABILITIES	36,810,683	36,349,381
NON-CURRENT LIABILITIES		
Provisions for employee benefits	1,597,118	1,064,682
Lease liability	1,405,074	-
Financial liability	5,602,917	-
TOTAL NON-CURRENT LIABILITIES	8,605,108	1,064,682
TOTAL LIABILITIES	45,415,791	37,414,063
NET ASSETS	49,760,795	53,536,971
EQUITY		
Retained surplus	30,996,676	35,453,352
Reserves	18,286,798	17,606,298
Investment reserve	477,321	477,321
TOTAL EQUITY	49,760,795	53,536,971

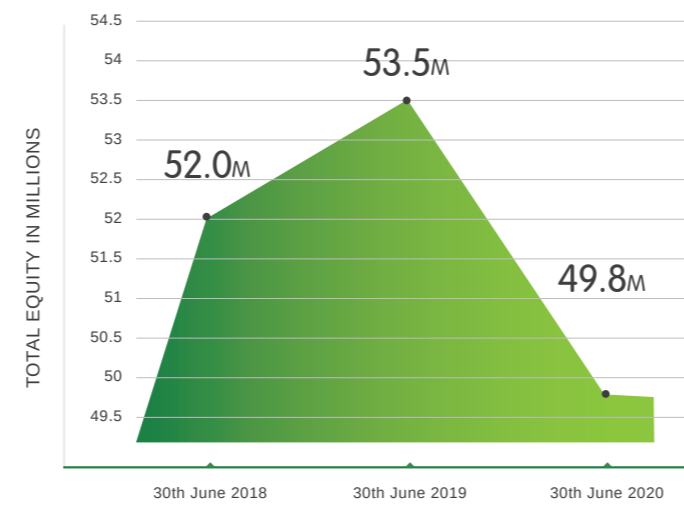


▲ 2020 ▲ 2019

FINANCE

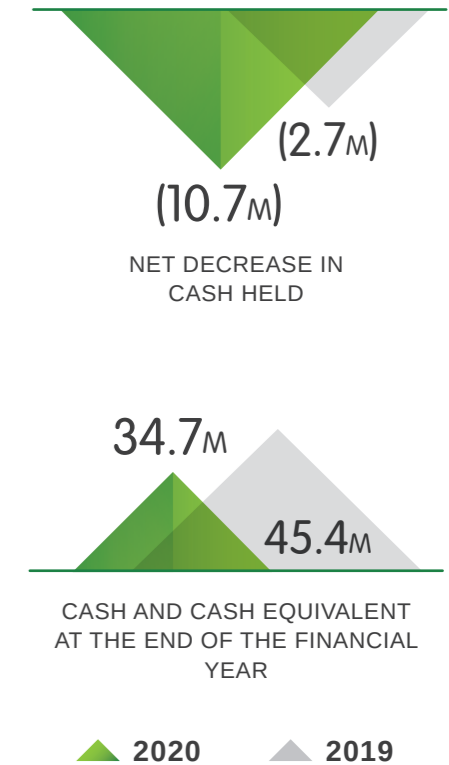
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

	Retained Surplus \$	Revaluation Surplus \$	Investment Reserve \$	Total Equity \$
BALANCE AT 30 JUNE 2018	38,805,512	13,214,107	-	52,019,619
Deficit after income tax expense for the year	(3,352,160)	-	-	(3,352,160)
Capitalised investment in Accessible Living Options Inc as part of acquisition	-	-	477,321	477,321
Other Comprehensive Income for the year, net of tax	-	4,392,191	-	4,392,191
BALANCE AT 30 JUNE 2019	35,453,352	17,606,298	477,321	53,536,971
Deficit after income tax expense for the year	(4,456,676)	-	-	(4,456,676)
Other Comprehensive Income for the year, net of tax	-	680,500	-	680,500
BALANCE AT 30 JUNE 2020	30,996,676	18,286,798	477,321	49,760,795



STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts of grants & other receipts	95,040,362	95,282,792
Payments to suppliers and employees	(94,616,971)	(93,042,884)
Interest received	875,554	1,278,050
Net cash provided by operating activities	1,298,945	3,517,958
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from financial assets – net	(70,008)	(2,464,414)
Purchase of property, plant & equipment	(17,212,471)	(4,369,869)
Proceeds from acquisition of Accessible Living Options Inc.	-	566,325
Proceeds from property, plant & equipment	614,157	98,403
Net cash provided by investing activities	(16,668,322)	(6,169,555)
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of borrowings	5,600,000	-
Net proceeds of lease commitments	(921,527)	-
Net cash provided by financing commitments	4,678,473	-
NET (DECREASE) / INCREASE IN CASH AND CASH EQUIVALENT HELD	(10,690,904)	(2,651,597)
CASH AND CASH EQUIVALENT AT THE BEGINNING OF THE FINANCIAL YEAR	45,435,514	48,087,111
CASH AND CASH EQUIVALENT AT THE END OF THE FINANCIAL YEAR	34,744,610	45,435,514





THANK YOU

We'd like to thank everyone who has joined us for a year of change and challenges. Our successes are down to a collective commitment from our customers, employees and our partners. 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 our customers and our staff featured in these stories, and:

- O'Neill Photographics
- Patrick Weaver Communications
- Oz Dean Digital
- Ally Mosher, Graphic Designer



newhorizons[®]
wellbeing. done well.