



**fairhaven**

big dreams  
great support  
loads of fun

ANNUAL REPORT  
2017-18

# vision

Our vision is a world where every individual matters, starting right here.

# purpose

Our purpose is to create opportunities where people living with disability can achieve what they want from life.



# promise

We see you and we get you. We'll work hand in hand with you to achieve what you want from your life. That's our promise.



# values



Be real.  
Have fun.  
Do your best.  
Work together.  
Make sure it's fair.  
Stand up for others.  
Dare to be different.

# Chair's Overview



**Clive Blunt**  
Chair of Fairhaven Services Limited

Fairhaven is an amazing contributor to the social capital of the Central Coast.

The things that we do with, in and for the community are generally extremely well regarded and respected by the members of that community, and importantly by our carers, family and the people that we support who work and live with a disability. I believe that our value to the community should be continuously evaluated, so that we respond appropriately and make well informed decisions.

In the last financial year, we have consulted with our community more widely, more frequently and more often than ever before – and we have received some wonderful suggestions and informed opinions.

There are of course a few things that we can improve however, for the most part the messages were positive, grateful and encouraging – particularly around welcoming younger people to our broad family across residential, community and our supported work force.

I was especially impressed by the employment options feedback we received arising from the Erina Fair Pop up shop and sector kiosk. This feedback confirms the Board's belief that we must do more to engage and attract a younger cohort of people across all service areas.

While we continue our dedication to our existing residents and employees, our future depends upon growing our capacity and relevance to our community.

The last financial year has seen the continued unification of our enterprise.

The management team have worked diligently to create greater robustness in all our dealings, with significant improvements in policy development, quality, financial rigour and the important work of people and culture. It may not seem very exciting, yet these organisational functions are important contributors to providing a compliant, stable and rewarding workplace for all.

During the financial year we had one director step down from their duties and move to live in New Zealand. We extend our thanks and kind wishes to Malcolm Angus who served as a board director for five years with

diligence, determination and clarity.

We also welcomed two new directors during the year – Jodie Watson and Kate Moore – whose skills, experience and commitment to our charter are a welcome addition.

We have also taken some important steps that give the best options to help make our Australian Disability Enterprise a viable and growing asset into the future.

The packaging business is quite specialised and we have to be cautious about the investments and expected returns, however we are in a better position to maximise the commercial opportunities with significant business partners while diversifying the associated risk in new and emerging market sectors.

It was also a great privilege and rewarding experience to be a part of the branding revision team during the year. We had fabulous input across

our staff, family members, board and management team which delivered an inspiring and timely outcome.

We sought and received external expert advice yet chose to back ourselves and were rewarded with exactly the right outcome – a welcoming and recognisable name/icon brand which supports fresh, well defined values and a revised inspiring purpose.

The board and management team continue to represent Fairhaven's best interests and I have every confidence that our reputation will be significantly lifted through the efforts of our incredible staff and wonderful volunteers.



# Chief Executive Officer's Report



**Monique Cardon**  
CEO of Fairhaven Services Limited

What a year Fairhaven has had – another year of change, growth and profile building, as well as embedding the concept of ‘One Fairhaven’ across our diverse business operations.

During 2017-18 we reviewed our brand and found it outdated, overly corporate and certainly not reflective of the vibrant organisation we knew we had! After a 12 week consultation process involving representatives from our families, participants, staff and Board we revealed the new logo which incorporates a lime green dragonfly named Bunji – an Aboriginal word for ‘mate’, which we thought was most fitting for the camaraderie and friendship felt across our Fairhaven community. Our official brand launch, held in May 2018 at The Coast Bar & Restaurant, was an event designed to raise our profile in the local NDIS and broader community and to celebrate the long and impressive history of Fairhaven. It was a well-attended and happy event that highlighted the contemporary, exciting and vibrant organisation that is Fairhaven.

Much of our work has focused on raising awareness about supported employment and to expand our contracts. In mid-2018 we welcomed Brian Phillips into the role of ADE Manager. Brian has negotiated with existing customers on repricing and increasing volume and has approached previous and new clients with good outcomes. A mobile work crew with a group of supervised supported employees who will undertake yard maintenance for Fairhaven and for private clients has also launched. We hosted a BuyAbility Week event to highlight that supported employment is an option for people within the NDIS and that there is a wide variety of jobs from which people can choose.

The Fare Cravin' café lease has been extended and is also now providing supported employment opportunities.

We passed our Third Party Verification (TPV) against the National Standards for Disability Services with flying colours, and the team at Tuggerah achieved HACCP (food safety) accreditation.

The Maintenance team have worked to improve site safety and complete a range of major projects. At Point Clare we now have an amenities area in the top shop ADE which includes a shower, and we constructed a vehicle bridge linking the bottom carpark with Margaret Street. We provided safer walking areas marked with yellow paint and created new retail spaces to assist with the sale of the always large volume of donated items. We also installed a new grant funded kitchen, flooring and a sick bay in the community building which has provided opportunities for cooking classes to continue in a safe and accessible space.

In January we held an all staff planning day where we received input from

staff which will dovetail into the Board's strategic planning and result in a Balanced Scorecard, which is an integrated strategy and performance measurement system that will enable us to view our progress from four perspectives: customer/stakeholder, financial, internal processes and organisational capacity. It's so important for all of us to have clear sight on where the organisation is heading and how it will survive and thrive in the NDIS environment.

We are collaborating on a public awareness strategy around access and inclusion which is scheduled to launch in the second half of 2018. We have developed close links with the University of Newcastle, in particular staff involved in teaching the Social Enterprise and Entrepreneur degrees; we are all keen to build on a strategy that was trialled last year, which saw two groups of students undertake some useful market research for Fairhaven.

Our two villas in Booker Bay were officially opened in February 2018 by The Hon Ray Williams, Minister for Disability Services, and attended

by members of local Aboriginal communities and a number of other dignitaries. Fairhaven staff and residents have a strong understanding of the site's cultural significance and have acknowledged this with a standing invitation to local Elders to gather on the site by agreement.

In late May 2018, we hosted the then Prime Minister Malcolm Turnbull, NSW Premier Gladys Berejiklian and a number of state and federal politicians, together with representatives from the National Disability Insurance Agency, at our Point Clare site, when they came together to sign the historic NSW and Commonwealth NDIS agreement. It was very fitting that Fairhaven, with its strong reputation and local history, was selected as the backdrop for this occasion.

Fairhaven has always enjoyed significant benefit from the committed volunteers who do so much for us. We have been blessed by the calibre of volunteers who choose to give their time to us and we are increasingly attracting people with key skills that are vital to our operations.

My role is to create a vision for our future and to encourage those who aspire to that vision to help achieve it. I am sure that a values-based, mission-driven organisation built on a sense of purpose, collective endeavour and relentless positivity is attractive to current and future participants, staff, supported employees and volunteers. As my second year with Fairhaven draws to a close I want to acknowledge the Board and senior leadership team for their support, and thank each and every one of our staff and volunteers for their commitment, and for sharing their stories, concerns and ideas for an improved Fairhaven.

*U E Caedon*





## NOVEMBER 2017

In support of the National Disability Insurance Scheme's BuyAbility initiative, Fairhaven hosted an event to showcase the high quality products and services that Central Coast Disability Enterprises produce; also to encourage NDIS planners and LACs to take a 'work first' approach with participants to see the scheme fund the supports needed for people to achieve their employment goals.



## NOVEMBER 2017

Uncle Kevin (Gavi) Duncan and people from the Darkinjung community performed a smoking ceremony at the official handover of our new Booker Bay accessible residences, respectfully marking the end of some journeys and the beginning of others.



## NOVEMBER 2017

The new Community Hub grant-funded kitchen is installed. Regular cooking classes become a fixture in the Activity Guide and include meal planning and shopping for ingredients.



## FEBRUARY 2018

After long delays and an extremely patient wait, four very excited residents, Ruth, Lindy, Jo-ann and Julie, celebrate the opening of their new villas at Booker Bay! The event was attended by various dignitaries, including the Hon. Ray Williams (Minister for Disability Services, Ageing and Multiculturalism) FACs representatives and members of the Darkinjung Land Council and local Aboriginal community.



## FEBRUARY 2018

After 11 months trading, having welcomed tens of thousands of customers, and turning over \$165,000, our pop up shop at Erina Fair courtesy of LendLease, closed its doors.



## MAY 2018

With thanks to the Lederer Group, Fairhaven's ReCreate pop up shop opened at the Imperial Centre Gosford. Showcasing the upcycle range and raising the profile of the ReCreate brand as we build this social enterprise into a business that can employ even more people living with disability and provide work that is creative and satisfying.



**MAY 2018**

We celebrated the official launch of our new brand and corporate identity at The Coast Bar & Restaurant rebrand party. The cake cutting honours when to some of our original Fairhaven School children plus school teacher and Fairhaven family member, Helen Walker.

To read more about the rebrand visit: [www.fairhaven.org.au/ournewlook](http://www.fairhaven.org.au/ournewlook)



**MAY 2018**

May proved to be a month of great events: former Prime Minister Malcolm Turnbull and NSW Premier Gladys Berejiklian came to Fairhaven to sign the new NDIS funding agreement between state and federal governments. They took a tour of our Point Clare work site then signed the agreement in the Fairhaven boardroom, alongside fellow Ministers Ray Williams, Dan Tehoe and Jane Prentice.

For more photos visit: [bit.ly/pmvisit2018](http://bit.ly/pmvisit2018)



**JUNE 2018**

Not even Winter could stop our Autumn Fair, which had to be postponed due to inclement weather. Our inaugural Pooch Parade was a big hit with friends and families of all ages.



**JUNE 2018**

Ten supported employees achieved Certificate III in Warehouse and Certificate I in Access to Vocational Pathways after a fantastic two-year effort.



**JUNE 2018**

At the annual Central Coast School Leaver's Expo for Students with Disability we connected with dozens of students, families and faculty members about post-school pathways, resulting in an increase of work experience and new employment opportunities across both Tuggerah and Point Clare work sites.

# Our structure

Six decades on, Fairhaven has grown from a small school for children living with intellectual disability to become a collection of social enterprises across the Central Coast that encourage, assist and advocate for people to build connected communities and live enriched lives.

Our major reuse and upcycling hub at Point Clare started up in 2015. ReCreate transforms salvaged materials and donated items into bespoke pieces.

Established in 2007, the op shopping village at Point Clare offers preloved second hand stuff, from fashion and furniture to homewares and books, along with the Fare Cravin' café.

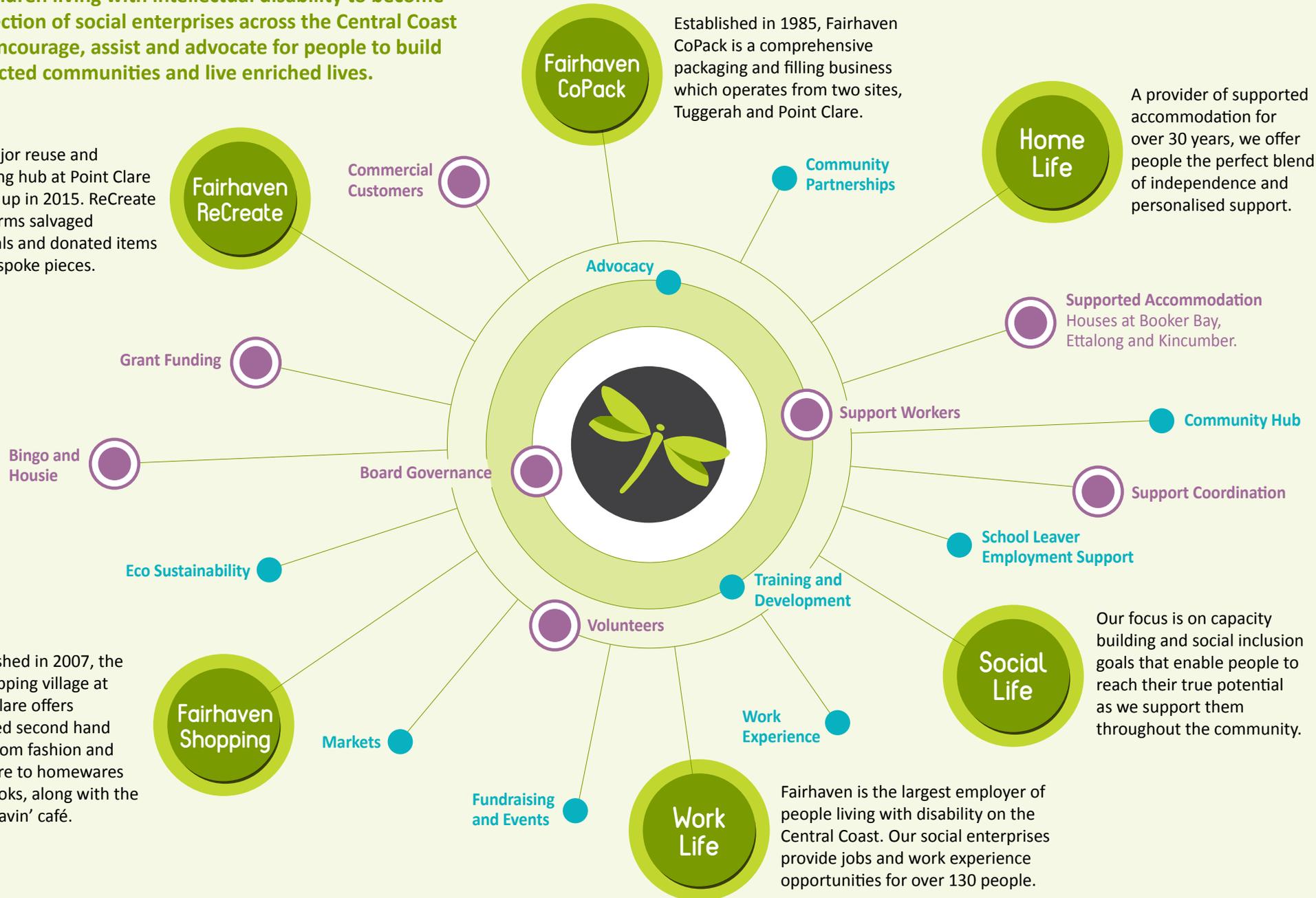
Established in 1985, Fairhaven CoPack is a comprehensive packaging and filling business which operates from two sites, Tuggerah and Point Clare.

A provider of supported accommodation for over 30 years, we offer people the perfect blend of independence and personalised support.

**Supported Accommodation**  
Houses at Booker Bay, Ettalong and Kincumber.

Our focus is on capacity building and social inclusion goals that enable people to reach their true potential as we support them throughout the community.

Fairhaven is the largest employer of people living with disability on the Central Coast. Our social enterprises provide jobs and work experience opportunities for over 130 people.





Marianne has been working with Adam for four months now, assisting him with his reading, writing and numeracy. If you remember last year's Annual Report, you'll know that Adam had previously been working hard on these areas of his learning, but together he and Marianne have applied Fairhaven's new, more person-centred approach to Essential Skills, and since then Adam has progressed two Oxford Reading Tree levels, and begun some basic spelling.

"Being able to read and write opens up your world," says Marianne. "For example, when I drive Adam home he's starting to pay attention to road signs, asking what they say, something he never previously took any notice of." Adam also attends Slow-Calling Bingo on Friday afternoons, with which he previously needed a lot of assistance; however, with his number-recognition skills having improved so much in such a short space of time, he now participates in bingo unassisted and even calls the numbers.

"I'm delighted with the outcome of Adam's hard work and determination," says Marianne. And who knows? He may even be ready to write his own report for this space next year!

In 2013, Sonia came over from Western Australia to visit with family for a few weeks; five years later, she's still here! She began working in supported employment as part of Fairhaven's packaging team, then recently headed down the hill to be part of Retail where the work environment is more autonomous. After all, it's not called an op(portunity) shop for nothing: "Yes, and I love it," she says. "I'm constantly busy and trying new things."

Sonia works two five-hour shifts each week; currently part of the sorting room team, matching loose cards with envelopes and making sure that both are in good nick so they can be sold in the shop.

"Some don't come with envelopes," she explains; "but we've gotta try and do what we can do." Sonia's workplace goal is to become more independent in the retail team, including learning how to operate the point of sale system.

Really, 'gotta do' could be Sonia's motto even when she isn't working. And what about her off hours? "I like shopping, I like dancing, I like keeping busy, doing find-a-words, I like – always keeping busy!"



Andrew

Andrew grew up on a cattle farm. He's the youngest of 5 with his siblings being all older sisters. An accomplished builder, he's been a foundation member of Fairhaven's ReCreate team since 2016, working on the drop saw, cutting blocks for sculptures and mosaics, and sanding the upcycled animals that are always such a big hit in our retail department.

"I love coming to work," is all he has to say about it, but his smile speaks volumes. At heart more a man of action, in his youth Andrew was a bit of a daredevil and still loves skiing, motorbikes and aeroplanes. And boxing. Maybe it has something to do with being the youngest growing up, but he has the hardest left hook that any poor support worker has ever had to catch on a mitt. If you've ever been kicked while milking a cow, well, that's the man's right cross.

Doing the Fun Boxing session at Point Clare on Tuesday mornings has also helped Andrew manage ongoing challenges relating to his movement and balance. And it helps to keep that smile on his face too.



Sam



Sam has been on a disability pension since she was 16. Living on a pension can be tricky, and Sam was finding it a bit of a challenge until she became a part of Fairhaven's ReCreate team in February after being referred by the Central Coast Disability Network.

"It's made such a massive difference to me," she explains. "It was getting to the point where we were only having two decent meals a day. Now I can go to the shop and buy what we need."

Supported employment isn't as well paid as open employment, but it's graded and Sam has quickly proven herself to be a valuable employee; her goal is to one day secure a supervisor's role and you wouldn't bet against her! And greater financial security is only part of the equation; Sam also values the friendships she's made and is rightfully proud of her work. Her personal favourite piece is a lamp that she upcycled. Sam reckons it won't last long in our Gosford pop-up store. "I was thinking I might even buy it myself," she laughs.

Dannielle



Dannielle and Sheree are both great Bulldogs supporters, so when they started working together in March of this year they clicked immediately! Dannielle lives with her mum and brother, and wanted to learn to cook independently to give her mum a break some nights. She also wanted to learn to play lawn bowls, with the goal of playing in a team.

To begin with, she and Sheree planned simple meals using packet sauces: beef stroganoff, goulash, honey mustard chicken, and so on. Sheree would cut up the meat and vegetables as Dannielle cooked over the stove. Gradually they progressed to old family recipes they both knew, like apricot chicken and pasta carbonara, and Dannielle took over the cutting duties as well. These days Dannielle does all the meal planning and Sheree takes her shopping, after which they go to bowls. Now that Dannielle has moved from lessons to actually playing in a team, they don't have as much time to cook together so she does it all on her own.

Says Sheree, "Dannielle worked so hard and demonstrated substantial determination, passion and commitment to all of her goals. I couldn't be more proud of her." Indeed, Dannielle's so good at hitting her goals, the Bulldogs should really consider offering her a contract!



Tim



Tim has been with Fairhaven for the past 12 years. He moved into Fairhaven supported accommodation in 2006 and lived in 'The Cottage' at Kincumber until redevelopment commenced in 2015. After a year of supported living in rental accommodation, while his new home was built, Tim moved back to Kincumber and now lives in one of the brand new purpose built accessible houses which he shares with one other resident.

A supported employee with Terama Industries, Tim has drop-in support to assist with tasks around the home such as menu planning, budgeting and shopping. He likes to regularly visit his grandmother, who lives locally, on his own and has on occasion travelled further afield with support to visit friends in Tamworth and Cessnock.

Tim is a champion of his local church, attending regularly and helping out wherever he can, including filming some of the church services and activities. Each year Tim attends the Hillsong Conference in Sydney as a registered participant and takes advantage of all the conference has to offer. This year was no exception and, with support from a like-minded Fairhaven worker, Tim spent four whole days checking it out, catching up with friends and enjoying the power-packed concert at the finale.

# Acknowledgements

We are grateful for the continued support of many individuals and organisations.  
Thank you to each and every one who helped us achieve our goals in 2017-18:

## Donors

Mr and Mrs Roberts  
Meryl Williams  
Mrs Mackellar  
R. Kay  
Clair Austin  
Judith Barnes  
R Vidot and family  
Lorraine Morgan  
Murphy family  
Leanne Mellon  
Brad Prazauskas  
D R Caldwell  
G and MH McCionman  
Margaret Clark  
Vic Whiteley  
Kate Consterdine  
Toni Trent  
Deb Holloman  
Vivienne Caroll  
Monique Webber  
WE and NA Welling  
Mrs D Webb  
Mr and Mrs Allen  
The Gosford Theosophical Group  
Sandra Bernie  
Lyn and Graham Robertson  
Kelly Guy  
Halcrow & Associates  
Gregor and Bass  
Margaret Beaumont  
Jim Hilton O'Mara  
D Wilson

## Funding Bodies

Department of Health  
Department of Social Services  
National Disability Insurance Scheme  
Training Services NSW (DAAWS - Disabled Australian Apprentice Wage Support program)

## Commercial Partners

Active Edge Promotions  
Apex Laboratories  
Bodhi Tea  
Catholic Care  
Kokonut Pacific  
Lifestyle Notions  
Mars Food  
Made in Hemp  
NSW Trains  
Pandora  
Parchem  
R&D Technologies  
Storage King

## Supporters

Families and clients - thanks to our wonderful families who strive to achieve life goals at every opportunity and continue to be supportive of each other and our service.  
Support Workers - our highly qualified and committed residential and community support

team of 70 share a wide variety of experience supporting people living with disability, ensuring our clients have direct and individual support with all aspects of their life.

Volunteers for their ongoing dedication and enthusiasm.

Staff - thanks to our amazing team who tirelessly provide both direct and indirect support for our clients.

Board members for effective governance of our service.

Liesl Tesch MP, Fairhaven Ambassador.

FACS (Department of Family and Community Services) for funding our accommodation redevelopment project, together with ongoing support during and since completion of the project.

Members of Darkinjung Land Council - we look forward to maintaining the positive working relationship with the local Aboriginal community, forged during the course of the redevelopment.

Gazwa Rignall and Lendlease for the generosity of the rent free space of our Erina Fair pop up shop.  
Deb Warwick and the Lederer Group for the generosity of the rent free space of our Imperial Centre pop up shop.  
The Coast Bar & Restaurant  
Lorraine MacLarty for the wonderful 'Faces of Fairhaven' photoshoot.  
Kylie Wallace of Biz Optimizer who built our Recreate ecommerce site providing over \$6,500 of inkind support.

Jenny Vile for soliciting over \$5,000 of gifts to support our fundraising.  
Ettalong Bowling Club for their annual sponsorship, for hosting our Dramarama performances and for engaging our supported employment work crew in washing their community bus.

Vanessa Ashcroft, Catherine MacDonald and Wolfgang Zichy of the Re:Publik Café for donation of artworks and hosting fundraising events.

Rolie Burns for his very generous donation of many pieces of antique furniture.

Carol Stratford for her ongoing donation of plants to our nursery each month.

Frank Sammut for his continued support.  
Courtney Malloy from University of Newcastle for collaborating with Fairhaven on their 'U-Connect Project'.  
Bruce Cottrill of Bib n' Brace for his ongoing support.

David Wilson for his very generous support.  
Media partners: 2GO, Central Coast Express Advocate, Coast Community News, Coast FM, iMag, Rhema FM, Star FM, Today's Country FM, What's On Central Coast.

Lorna McGee and Arnold Underwood, for ensuring Fare Cravin' cafe is an asset to the Fairhaven Shopping Village.

## In Memory

Vale to the following people who are greatly missed:

**Dallas Welling**, employee  
**Steve Hutton**, resident and employee

## 2017 End of Year Awards

**Gareth Beal** – Award for Values Alignment  
**Roslyn Murphy** – Award for Excellence in Customer Service  
**Luke Stinson** – Employee of the Year, Tuggerah  
**Vicki Aarts** – Employee of the Year, Point Clare  
**Kylie Cheney** – Encouragement Award, Tuggerah  
**Vanessa Neil** – Encouragement Award, Point Clare

## Fairhaven Board

**Mr Clive Blunt** – Director/Chair  
**Ms Anne Maree Daly** – Deputy Chair  
**Ms Diane Dales** – Director  
**Ms Margaret Twyman** – Director  
**Ms Jenni Allen** – Director/Hon Treasurer  
**Mr Tony Anderson** – Director  
**Ms Kate Moore** – Director  
**Ms Jodie Watson** – Director  
**Ms Monique Cardon** – CEO/Non-voting Director

## Service Milestones

– 10 Years  
**Maureen Johnson**, volunteer  
**Pat Ford**, volunteer  
**Angela Channell**, staff

Service Milestones – Supported Employees

- 10 Years  
Chris Williams  
David Meehan  
Adam Tamsett  
Carlo Triegaardt  
Sheree Simmons  
Chris Sibraa  
Dianne White  
Michael Hales  
Warren Hearn
- 15 Years  
Vicki Bailey  
Stephen Hancock  
Stephen Tanner  
Duncan Bond  
Peter Secomb  
Caitlin Frost  
Wendy Dowswell
- 20 Years  
Chris McClean  
Therese Jackson  
Jim Perry  
Donald Shaw  
Craig Frazer
- 25 Years  
Jonathan Webb
- 30 Years  
Mark O'Brien
- 35 Years  
Karen Thompson  
Jo-Ann Ranken  
Karen Fairleigh  
Noel Forster  
Rodney Vidot  
John Minns  
Michael Bird  
Lindy-Sue Caldwell  
John Taylor

2017-2018 Financial Summary

<b>TOTAL INCOME</b>	<b>\$7,394,972</b>
● Residential Services	\$3,581,335
● Supported Employment	\$1,625,853
● Community Programs	\$1,232,972
● Retail Sales	\$364,657
● Properties	\$229,011
● Fundraising	\$225,293
● Other	\$135,851

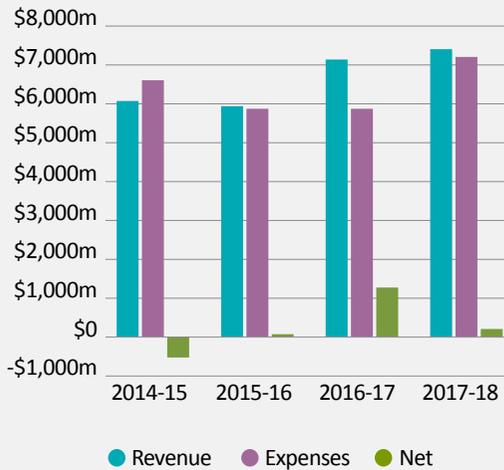


<b>TOTAL EXPENSES</b>	<b>\$7,214,801</b>
● Employee Benefits	\$5,496,761
● Other	\$717,503
● Occupancy Expenses	\$571,268
● Insurance	\$221,006
● Consumables and Services	\$167,737
● Consulting Fees	\$40,526

<b>Total Assets</b>	<b>\$11,615,603</b>
<b>Total Liabilities</b>	<b>\$984,127</b>
<b>Net Assets</b>	<b>\$10,631,476</b>

Four Year Summary

Revenue and Expenditure



Assets and Liabilities



Business Unit Revenue



Donate

Volunteer

Leave a bequest



fairhaven

209 Brisbane Water Drive, Point Clare NSW 2250

Email [hello@fairhaven.org.au](mailto:hello@fairhaven.org.au) [www.fairhaven.org.au](http://www.fairhaven.org.au) Call (02) 4349 5500

Fairhaven Services Ltd is a Registered NDIS Provider and charity with DGR Status.

ABN 83 058 123 729. Charitable Fundraising Number 15891

Proud members of NDS.

