

The logo features the number '50' in a large, dark grey, sans-serif font. The '5' is composed of a thick vertical bar and a horizontal bar that curves into a semi-circle. The '0' is a simple, thick-lined circle. Below the '50' is the word 'years' in a smaller, dark grey, lowercase sans-serif font. The background is a white field with a large, abstract geometric shape in shades of yellow and orange. This shape is composed of several triangles and quadrilaterals of varying sizes and colors, creating a dynamic, modern look. The shape extends from the top left towards the center of the image.






50

years

2017

WE'RE CELEBRATING 50 YEARS OF WELLBEING. DONE WELL.

The 2017 Yearbook acknowledges our past, present and future as we celebrate 50 years of New Horizons.

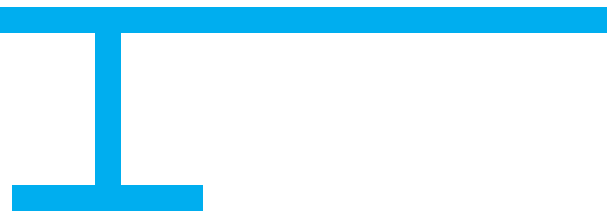
-  1 Download the free Aurasma app on your smart device, if you haven't already.
-  2 Launch Aurasma, open the menu and search for New Horizons.
-  3 Follow our New Horizons channel.
-  4 Tap the frame icon on your device screen.
-  5 Hover your device over any page where you see the play icon.
- Sit back, relax & enjoy!

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WE ARE 50!
HAPPY BIRTHDAY
NEW HORIZONS
HERE'S TO 50 MORE YEARS OF
WELLBEING. DONE WELL.



NEW HORIZONS 2017 YEAR BOOK 50 YEARS AND GOING STRONG

Pop on your party hats and cut the cake. New Horizons has turned 50!

Join us in celebrating half a century of putting wellbeing at the heart of everything we do.

Plenty has changed in Australia since we first came on the scene in 1967.

Attitudes towards people with disability were very different then. Many who deserved the most support struggled to find it, while others were living in institutions which meant that they had little or no chance of integrating into the community.

This was the world New Horizons was born into, and we came ready to make a change. We started

by setting up a world-first social enterprise, providing meaningful employment for people with disability in a regular business. Although there were charities helping people, this was pretty unheard of at the time.

But that was just the first of our ground-breaking achievements - which continue to this day as we explore the potential of technology to improve the quality of our customers' lives.

In this 2017 Year Book, we invite you to share some of the key milestones, past and present – as well as our exciting plans for the future.

So, here's to another 50 years of New Horizons, and more!

An illustration of a BP service station. On the left is a large green sign with the yellow BP logo. In the center, a green car is parked at a green gas pump that also features the BP logo. The background consists of stylized buildings in blue and orange, and a light blue sky. The entire scene is framed by green geometric shapes.

HOW IT

ALL BEGAN

PRIMING THE PUMPS

From little things, big things grow.

Back in 1967, we could never have known that a simple idea which came out of the North Ryde Macquarie Hospital Auxiliary would lay the foundations for such a vibrant organisation as New Horizons.

The auxiliary was a fund-raising group mainly made up of parents of people with intellectual and psychosocial disabilities, who wanted to give their kids a meaningful purpose in life. Something which would help them make a contribution to the community and develop their work and personal skills.

A plan was hatched to create the world's first social enterprise – a BP service station on the corner of Twin Road, North Ryde, which would provide Life Changing employment.

With the help of a government grant, the venture opened on 22 September 1967, with State Health Minister Harry Jago cutting the ribbon.

It was in the days before self-service, so the employees would work shifts pumping fuel, cleaning windscreens and working behind the counter and in the workshop. The idea worked and the garage employed people with disability for nearly three decades.

Times change though, and eventually the service station closed. But it marked the start of something new and innovative, something that would become the New Horizons we see today.

FAST FORWARD TO THE 80s: NORTH RYDE PACKAGING CENTRE OPENS

The next two decades were a period of huge expansion for New Horizons.

By the mid-70s, Charlotte Leung – now a long-serving member of the Board at New Horizons – started as a social worker at Macquarie Hospital.

Macquarie had two existing employment programs - a low-key recycling program that involved patients and nursing staff collecting glass bottles, smashing them and transporting them to a recycling centre, and a sheltered workshop at Bantry Bay near Killarney Heights on Sydney's North Shore.

Charlotte approached the hospital's Medical Superintendent, Jennifer Thompson, and put forward the idea of establishing a new workshop in North Ryde.

The North Ryde Macquarie Hospital Auxiliary agreed to provide \$70,000 in funding. Federal Government funding was also secured. The organisation established was what later became New Horizons.

Having negotiated 'peppercorn' (or nominal) rent with the State Government, the workshop and New Horizons head office were built on the land behind the BP service station and officially opened by the local MP (and later Prime Minister), John Howard.

Initially, the workshop packaged sheepskin boots and car seat covers. It still focusses on packaging today, although the focus has now switched to goods like printer ink cartridges.

Due to the success of the packing centre, it soon became clear that a more substantial business model was needed. With that in mind, New Horizons Enterprises Limited was created in 1981. Profits from the petrol station and the packaging centre enabled continued growth and the principals realised it had become too big for them to carry on running in their lunch hours. So they brought in the first CEO of New Horizons, Steve Kinead. He went on to manage the operation for 23 years.

Over those years and beyond, the packaging business has provided meaningful employment and training for hundreds of people with disability.

THE PACKAGING
BUSINESS HAS
PROVIDED MEANINGFUL
EMPLOYMENT AND
TRAINING FOR
HUNDREDS OF PEOPLE
WITH DISABILITY

New Horizons supported employees after painting a mural on the wall of the packaging centre - with the help of Citi employees. ▶

1970s AND 1980s: GOING TO WORK



THE COMING OF AGE

By the turn of the millenium, we started to expand our supports further across Sydney and regional NSW.

Expansion had started with group homes in Sydney in the late 1990s – spreading later to the Central Coast and Newcastle.


Before long, we had extended our reach along the east coast of NSW.

At the same time we were introducing new services, such as self-funded initiatives to improve the wellbeing of Aboriginal and Torres Strait Islander people, and moving into new services such as Aged Care.

The quality of care in nursing homes had been a growing issue in recent decades and New Horizons identified Aged Care as an area where facilities and services could be significantly improved.

We first moved into the sector in 1997, when we bought two struggling 20-bed Aged Care homes in the Ryde area and set about upgrading. After purchasing the homes, we began with the construction of a brand new Aged Care residence in Badajoz Road, transferring the 46 residents from the existing homes. It officially opened in September 2003.

Since then, New Horizons Aged Care has earned a reputation as a high-quality, professional, yet warm and personalised Aged Care residence.



THE 1990s AND 2000s:
PUSHING THE BOUNDARIES



2017:

EXPANDING OUR HORIZONS

NEW HORIZONS AT 50

Half a century on, New Horizons remains true to our roots as a social enterprise.

But we've evolved into much more than that. In the first quarter of the 21st century, we've become a dynamic and forward thinking organisation at the cutting edge of contemporary wellbeing, working in communities across wide and diverse areas of NSW.

The services we provide have also expanded – and we now provide a comprehensive range of support across Aged Care, Disability, Housing & Accommodation, Humanitarian and Justice, Indigenous, Mental Health and Youth.

But the innovative, social enterprise approach which set up the service station 50 years ago

remains in our DNA – and we still retain valuable links with our past.

While the service station is no longer there, the site remains an important symbol of our day-to-day activities. We identified the site of the service station as an ideal location to build a group of villas specifically designed for young people.

The \$3.7 million, six-villa project - a joint venture between New Horizons and the NSW Government – opened in 2015. Claireville is named after Claire Luck, a young woman with multiple sclerosis who lived for more than a decade in our Aged Care residence in North Ryde.

Nearby, the packing centre attached to our head office provides meaningful jobs for around 80 employees with disability. For the past 10 years, they've packed and labelled for Canon, including

more than 40 types of Canon printer ink packs, delivering nearly 100,000 ink packs each month.

In 2010, we acquired another Australian Disability Enterprise in Coffs Harbour, bringing the total production staff in the two factories to more than 100. Among other things, the Coffs Harbour team makes and sells an average of 4000 beehive frames each month.

Probably the most fundamental change in our sector for decades has been the introduction of the National Disability Insurance Scheme (NDIS), with its model of individual choice and control. New Horizons participated in a three-year trial of the service in the Hunter region and we learnt some valuable lessons for when the NDIS rolled out into to other areas.

ANOTHER WORLD FIRST - PARALLEL PARKS

Being close to nature is one of life's great pleasures.

Whether it's sleeping under the stars in pristine bushland or swimming with colourful sea creatures at the Great Barrier Reef, nature has the power to improve your wellbeing.

Imagine then, being faced with mobility difficulties which mean you don't have the chance to experience the great outdoors.

Step up New Horizons – which is now engaged in a pioneering project to broaden the horizons of people with disability.

We're developing a Virtual Reality app which could take people on a virtual tour of major national parks around the world.

The Parallel Parks initiative was launched in Sydney's Martin Place in September – almost 50 years to the day after the opening of the New Horizons BP service station.

And as much as the service station has been recognised as the world's first social enterprise, Parallel Parks is aiming to become a world first Virtual Reality app to transport people with a disability into major National Parks.

The launch – staged with the support of National Parks, People & Parks, Hamilton Island, Telstra and Qantas - showcased short virtual tours around iconic locations: the Great Barrier Reef, Murray River, Uluru and Kangaroo Island.

But there are still three significant challenges to overcome.

First and foremost is filming high quality content in locations that are often remote and inhospitable.

Then there's the technology. Building 3D apps requires specialist skills and technology. There are no off-the-shelf products, so it all has to be custom-made. And lastly, the supply of Virtual Reality headsets is also an issue – especially for more disadvantaged people.

So how do we take on those challenges?

We're delving further into the world of technology and social media – with a crowd-funding campaign which allows supporters to donate money, services or equipment.

It's easy to get involved in this exciting and innovative project. Just click onto the web site: parallelparks.com.au

We'd really welcome your support. And, more importantly, so will all the people who will get to have their first experience of Australia's National Parks.

VIRTUAL REALITY OPENS
DOORS AND ENABLES
ME TO EXPERIENCE THE
WONDERS OF NATURE

- Cath, New
Horizons customer

The Parallel Parks launch event
in Martin Place, Sydney. ▶



TODAY:

A VISION FOR THE FUTURE

Watch
video



WATCH
OUR 50TH
BIRTHDAY
VIDEO

CELEBRATING

50 YEARS

OF WELLBEING

Watch
video



wellbeing



CEO REPORT

WE DIDN'T WASTE
TIME SHOUTING
ABOUT OUR
ACHIEVEMENTS. WE
WERE ACCESSIBLE,
REACHABLE

DIFFERENT AND YET THE SAME: OUR 50 YEAR EVOLUTION

When I joined New Horizons as a Vocational Care Officer in 1999, the organisation was like a small family business - a quiet achiever, passionately dedicated to supporting our customers.

There weren't many of us. There were fewer than 100 employees - including production workers, packaging centre managers, community support workers and admin. When the lunch bell rang at the packaging centre in North Ryde, almost everyone would sit down to eat lunch together.

We operated on a small budget and sometimes even kids and partners would come in and lend a hand to meet deadlines. Believe it or not, at the end of the 20th century, I was one of only two people in the organisation who worked on a computer!

We didn't waste time shouting about our achievements. We didn't let big egos stand in the way of what we were doing. We were accessible, reachable. Just getting on with the work we love.

From that point of view, nothing's changed, but now those 100 employees have grown to around 1000. The one site in North Ryde has become more than 100 sites across NSW. And from fewer than 200

customers, we now have more than 4000 at any given time.

We've continued to grow beyond expectations. I remember the day when we celebrated becoming a \$5 million business. Now, we're close to 20 times that size.

Of course, our size isn't the only thing to have changed. We've always remained flexible and adapted to the changing market. As a result during my time with New Horizons, the nature of the support we offer has also changed dramatically from a small production line and a handful of case workers to a diverse range of services throughout NSW. The NDIS has brought more change, offering our customers more choice and control – something we have always believed in and championed.

We've also moved to the cutting edge of technology, with innovations such as the *MyWellbeing* app to help people better understand their wellbeing and our latest initiative - developing an app which will give people with mobility difficulties the chance to experience our national parks through virtual reality. We're running a crowd-funding campaign to create the app, the content and buy the headsets.

But, despite the rapid growth and continuous changes at New Horizons, I still love getting onto the factory floor to work alongside with the dedicated ADE workers.

Their enthusiasm is infectious and their work is so important that many of them have been with us for 10, 15 or 20 years. One employee, Roslyn, has even passed the 30 year milestone. This really reflects their pride in having meaningful employment and making a genuine contribution to society.

This, and many other examples of the ways we improve our customers' lives makes me proud to be the Chief Executive of New Horizons. It's why we all come to work each day.

But I don't do it alone, so I'd like to thank our employees and the New Horizons Board for their dedication and support throughout another successful year.

JUDI HIGGIN
Chief Executive Officer

“Wellbeing. Done well.” isn’t just a slogan - day in, day out, it’s what New Horizons provides for our customers.

As we reflect upon our first 50 years, I'd like to recognise one particular Board member who has been with New Horizons since almost the beginning. In the mid-1970s, Charlotte Leung – then on the staff of Macquarie Hospital at North Ryde, came up with the idea of approaching the hospital's auxiliary and asking them to donate towards expanding the operations of New Horizons. Charlotte was a driving force behind our packaging business – which today shares the site with the New Horizons head office. To this day, the factory remains the beating heart of New Horizons.

We have come a long way in the last 50 years and as part of our continuous improvement and changes, we have this year been very busy implementing and managing crucial changes in the way that New Horizons delivers **wellbeing. done well.** It is significant that the current board continues in the tradition of innovation and development.

There have been many challenges over the past year. Again this year, the National Disability Insurance Scheme (NDIS) continues to be one of the biggest challenges the sector has seen in decades. New Horizons has embraced the new person-led model and requirements of the NDIS. Also, we've successfully navigated changes to funding and

providers in other programs, to ensure continuation of service for our customers.

Providing services in the mental health sector forms a large part of the operations of New Horizons. We are busy repositioning New Horizons to meet the challenges presented by the ongoing reforms in this sector. New Horizons remains committed to being a significant provider of mental health services in New South Wales. Similarly, New Horizons remains committed to providing services through our Aged Care facility at North Ryde.

To assist our employees, we've upgraded our technology to enable them to make vital customer updates, in real time, through a dedicated software platform. We've also launched our new Learning and Development and Onboarding portal and started implementing changes to our systems, processes and change management practices, following feedback from our employee survey conducted last year.

These examples are all evidence of our continued commitment to our values of passion, integrity and respect, both for our customers and our employees.

As the market continues to change, it's important that the Board think about how New Horizons can remain successful for another 50 years. Maintaining and developing the current service delivery models is very important to New Horizons. Nevertheless, the upheavals in the not-for-profit service sector have demonstrated a need for New Horizons to expand its presence into new markets. By developing new markets, New Horizons will not only grow but will

PRESIDENT'S REPORT



PETER HOWELL
Board President

secure its ability to continue to deliver and expand the services currently offered to our customers.

Looking to the future, we have started out on an exciting journey. We are exploring opportunities to expand the range of services we provide as well as the type of people we are able to support. We have already begun the ground-work for what promises to be some exciting developments over the coming year.

On behalf of the Board of Directors of New Horizons, I thank the CEO, management and employees for their commitment and achievements, during the past year.

Also, I thank my fellow Board members for the expertise and dedication they have contributed to New Horizons and I congratulate them on fostering our many achievements.



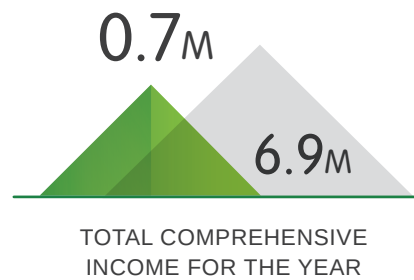
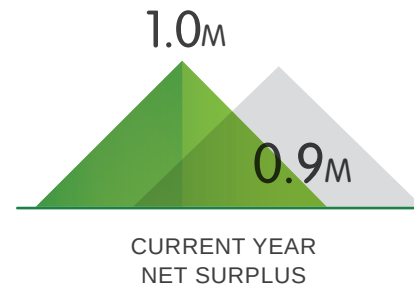
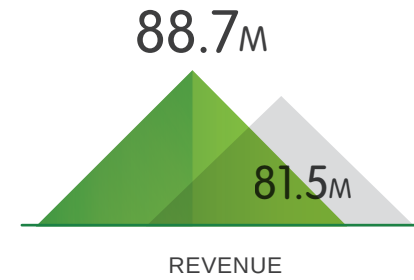
THE NEW HORIZONS BOARD MEMBERS

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

FINANCE

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

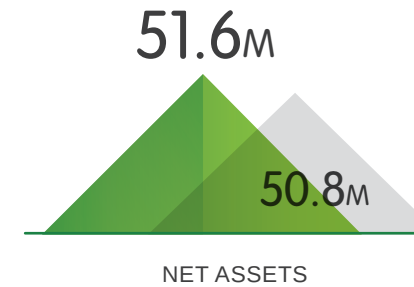
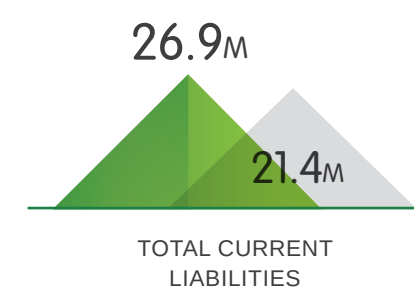
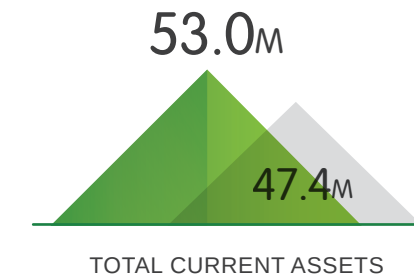
	2017 \$	2016 \$
REVENUE	88,700,876	81,476,578
Employee provisions expense	(56,577,032)	(49,032,650)
Depreciation and amortisation expense	(1,702,294)	(1,642,528)
Motor vehicle expense	(1,348,128)	(1,285,705)
Insurance expense	(1,733,862)	(1,454,168)
Property expense	(4,639,916)	(3,494,995)
Training expense	(1,025,191)	(1,248,142)
Audit, legal and consultancy fees	(1,586,695)	(1,175,444)
Agency fees	(4,434,531)	(5,148,675)
Customer support expense	(4,926,106)	(6,272,028)
Sub-contractors expense	(4,339,952)	(5,312,881)
IT & communication expense	(3,594,297)	(2,645,440)
Marketing expense	(633,792)	(341,822)
Other expenses	(1,136,136)	(1,560,870)
CURRENT YEAR SURPLUS BEFORE INCOME TAX	1,022,944	861,230
Income Tax Expense	-	-
CURRENT YEAR NET SURPLUS	1,022,944	861,230
GAIN/(LOSS) ON THE REVALUATION OF PROPERTY, PLANT AND EQUIPMENT	(302,500)	6,088,432
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	720,444	6,949,662



▲ 2017 ▲ 2016

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	44,972,210	36,154,458
Accounts receivable and other debtors	3,169,059	674,869
Inventories on hand	32,549	18,161
Financial assets	3,896,329	9,506,729
Other current assets	880,322	1,039,581
TOTAL CURRENT ASSETS	52,950,469	47,393,798
NON CURRENT ASSETS		
Property, plant & equipment	24,413,348	23,669,885
Intangible assets	2,066,906	2,066,906
TOTAL NON-CURRENT ASSETS	26,480,254	25,736,791
TOTAL ASSETS	79,430,723	73,130,589
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and other payables	9,949,978	7,168,449
Unearned revenue	12,449,336	10,112,335
Provisions for employee benefits	4,476,616	4,109,992
TOTAL CURRENT LIABILITIES	26,875,930	21,390,776
NON-CURRENT LIABILITIES		
Provisions for employee benefits	986,153	891,617
TOTAL NON-CURRENT LIABILITIES	986,153	891,617
TOTAL LIABILITIES	27,862,083	22,282,393
NET ASSETS	51,568,640	50,848,196
EQUITY		
Retained surplus	38,143,052	37,120,108
Reserves	13,425,588	13,728,088
TOTAL EQUITY	51,568,640	50,848,196

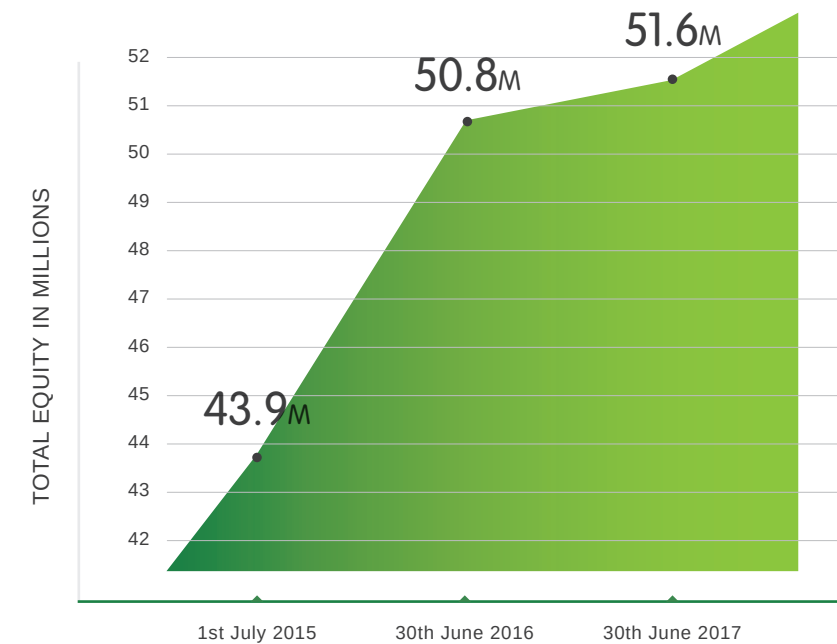


▲ 2017 ▲ 2016

FINANCE

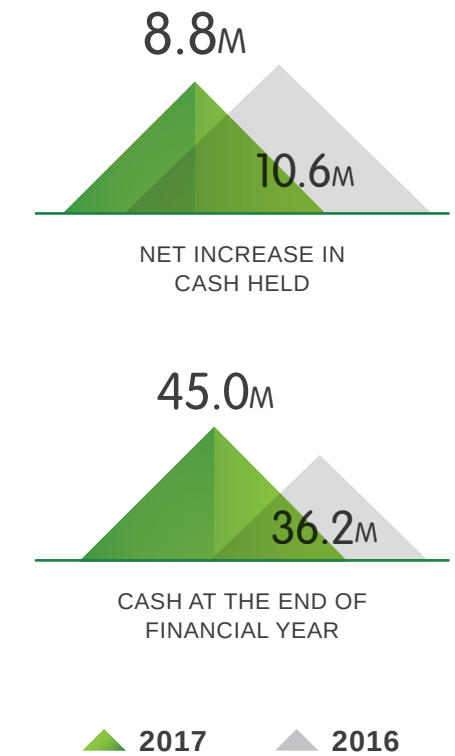
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

	Retained Surplus \$	Revaluation Surplus \$	Total Equity \$
BALANCE AT 1 JULY 2015	36,258,878	7,639,656	43,898,534
Surplus after income tax expense for the year	861,230	-	861,230
Other Comprehensive income for the year, net of tax	-	6,088,432	6,088,432
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



STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts of grants & other receipts	93,623,366	86,741,439
Payments to suppliers and employees	(89,134,627)	(82,893,651)
Interest received	1,392,431	1,356,628
Net cash generated from operating activities	5,881,170	5,204,416
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from financial assets – net	5,307,900	6,749,936
Payment for property, plant & equipment	(2,445,756)	(1,374,692)
Proceeds from property, plant & equipment	74,438	42,029
Net cash provided by investing activities	2,936,582	5,417,273
NET INCREASE IN CASH HELD	8,817,752	10,621,689
CASH AT THE BEGINNING OF THE FINANCIAL YEAR	36,154,458	25,532,769
CASH AT THE END OF THE FINANCIAL YEAR	44,972,210	36,154,458





2017 was a busy year for New Horizons. Here are just a few highlights.

THANK YOU

We'd like to thank everyone that's helped us achieve success over the past 50 years. 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
- Jumbla





newhorizons[®]
wellbeing. done well.