

ANNUAL REPORT 2024

ON THE SHOULDERS OF GIANTS.



Sunnyfield
For a brighter future



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For a brighter future

ON THE SHOULDERS OF GIANTS



FIRST NATIONS ACKNOWLEDGEMENT.

In the spirit of reconciliation, Sunnyfield acknowledges the traditional custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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STANDING ON THE SHOULDERS OF GIANTS.



ON THE SHOULDERS OF GIANTS



LIVING LEGACY
Everything achieved in Sunnyfield is a testament to the ideas, generosity and actions of parents and guardians, businesses and local communities. Sunnyfield’s enduring story is deeply intertwined with the Whiddon family. Their unwavering commitment, vision, and tireless efforts have been instrumental in shaping the organisation into the compassionate and supportive community it is today.

In 1952, The Manly Sunnyfield Association was formed by 20 mums and dads of children with disability. They were brought together by Hazel and Fred Whiddon, who wanted a better life for their son Trevor.

Families, guardians, donors, local companies and service groups have come together to secure sites and construct schools and homes specifically for people with disability. They raised money, gave their time and gained support from the NSW Government for land at Allambie Heights. They began building a strong and supportive community for people with disability to live, work and play.

We continue to be based on family members’ model. Our members are central to our governance and are active in fundraising and volunteering.

It is with heavy hearts that we acknowledge the passing of our esteemed Patron, Bryan Whiddon OAM, in March 2024, who was Hazel and Fred Whiddon’s son and Trevor’s brother. Bryan’s legacy extends over seven decades of dedicated service to Sunnyfield, where he held various roles, including Chair. His passion for empowering people with disabilities and his unwavering belief in their potential have left an indelible mark on our organisation.

The family’s commitment to Sunnyfield continues through Bryan’s daughter, Melissa Hammel, a member of our Board of Directors, and his grandson, Thomas Perrett, an Associate of the Board’s Audit, Finance, and Risk Committee. Their involvement is a testament to the Whiddon family’s enduring legacy and their unwavering support for Sunnyfield’s mission.

As we honour Bryan’s memory, we are reminded of his inspiring words:

“The Sunnyfield vision is to provide the best place for people with an intellectual disability to live, learn, work, make friends, have fun, and get help when needed.”

Bryan’s vision remains a guiding light for us all, and we are committed to carrying on his legacy by continuing to provide exceptional care and support to people with disabilities.

The Widdon’s vision is a living legacy that we all share.

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ON THE SHOULDERS OF GIANTS

ABOUT SUNNYFIELD.

EXCELLENCE IN CARE

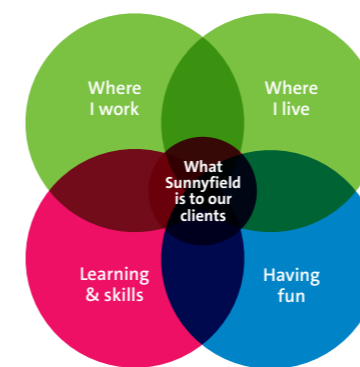
We aim to empower people with intellectual disability to live fulfilling lives by creating choice, opportunities and skills for life.

We stand strong on the shoulders of our founders. We do one thing and we do it well. We work hard to create a world where every person has the opportunity to reach their full potential, build meaningful relationships and contribute to their community.

A community where people with intellectual disability thrive.

We envision a future where Sunnyfield is recognised as the leading provider of exceptional care, support and opportunities, enabling individuals get help when needed and to live with purpose and joy.

WHAT WE DO



Where clients live – We provide accommodation solutions and supports for clients in 53 locations in NSW and ACT.

Where clients work – People with disability find meaningful employment & career pathways through us:

- > in our Enterprises Group in Allambie and Mt Druitt
- > in open employment, with our support on their career journeys

How clients have fun – Social life and friendships available enrich clients' lives:

- > fun activities in 23 Community Hubs and 13 Community Access locations
- > programs in Shared Living and short & medium-term homes
- > celebrations at work

Learning and building skills – We support people to build their skills:

- > life skills
- > work skills
- > individual independence

WHERE WE ARE

Our clients are people with disability in Sydney, the Central Coast, the Hunter, Northern NSW, New England and the ACT.



Shared Living – 53 properties

Short Term Accommodation – 5 properties

Community Hubs – 23 sites

Employment – 2 centres

Vocational Services – 5 locations

Community Access – 13 locations

OUR CORPORATE STRUCTURE

We comprise two primary entities that provide supports and accommodation solutions to Sunnyfield clients.

Sunnyfield
Support Services



Gateway
Accommodation
solutions to Sunnyfield
clients & others



A MESSAGE FROM THE CHAIR + CEO.



Karen Ingram
Chair



Andrew Hyland
CEO

The past year has been one of building, in many different ways, on the shoulders of those who went before us in Sunnyfield. We have been building our inclusive governance model to fully integrate the voice of clients into decision-making. We have been building up the capabilities of our people and giving them the support they need to deliver quality services. We have been renovating houses and partnering to develop homes for clients to live independently. As always, clients have been building their visions for their lives, setting goals, and making them a reality.

BUILDING INCLUSIVITY

Listening to the lived experiences of clients and their families is fundamental to meeting their choices and preferences safely and securely.

In early 2024, we launched a Client Learning and Ideas Group to encourage clients to be part of service design, development of organisational processes and decision-making. Its initial members are all supported

employees. A feedback cycle has begun in which the Group presents their ideas to leadership, and leadership responds. Opportunities are arising for clients to use their voices to help bring change to the broader community.

2024 was also the first year all the clients were invited to participate in our annual survey. A total of 150 people responded. The survey was tailored to clients and trialled with Client Learning and Ideas Group members. In parallel, the Voice of the Customer survey received 364 responses from family members and other decision-makers. The two surveys received a record number of responses and comments. Thank you to everyone who gave your feedback: it is very valuable, and the Board and Senior Leadership Team (SLT) are working on taking action as a result.

Board Directors and Senior Leaders also have in-depth conversations with clients and families. Directors and Senior Leaders completed more than 200 service visits during the year. We welcome feedback, complaints and compliments by phone or in writing.

SUPPORTING OUR PEOPLE

Our annual staff engagement survey had a record level of responses, with 73% of all staff participating. Sunnyfield continues to be in the top quartile with a 77% engagement score for non-supported employees and 90% for supported employees. Understanding and enhancing their level of motivation, involvement, commitment, and participation in their work will help us to deliver better service outcomes. Feedback from the previous survey led to the launch of new programs this year to enhance the leadership, capability, wellbeing and recognition of our staff.

In addition, over the past year, Sunnyfield has been implementing a transformational system integrating all client data and information with rostering practices and pay processing to improve service delivery for clients. These systems will enhance the efficiency and effectiveness of our services, including client safeguarding practices.

INVESTING IN OUR BUILDINGS

We continue to make major investments in high-quality client experiences in our service locations. The new Centre of Innovation for Pathways to Learning and Skills Development at Mt Druitt is purpose-built to be an engaging, safe environment supporting client-centred employment & career pathways. We have opened three new Shared Living houses and renovated a number of kitchen spaces where residents and staff are now enjoying preparing healthy meals together.

Unanticipated property challenges have arisen, too. In May, a fire broke out in our Community Hub in Maitland. Thankfully, everyone was safe, and the team swiftly made temporary arrangements and set about finding a new hub in the area. Maitland locals have been very supportive, demonstrating that hubs and activities are important parts of community life and vital to the lives of clients.

STRUCTURAL CHALLENGES

Sunnyfield welcomed the NDIS Review and the Final Report of the Disability Royal Commission in late 2023. The Government has flagged policy changes as a result, and Sunnyfield has been engaging with the sector and government regarding what we would like to see. They include an approach to regulation and registration that is comprehensive but proportional to the scale and services of providers.

Pricing for NDIS services is also putting stress on providers, and we are advocating for NDIS pricing that is proportionate to meet the complex needs of service provision for high-quality providers like Sunnyfield.

We have generated a small loss from client service delivery operations. It remains challenging to align the expectations of NDIS participants with the NDIA pricing structures for the delivery of services under the NDIS. We are committed to continuing to provide the high-quality services our clients have come to expect.

In the 2024 financial statements, we have made provision for two material one-off financial obligations arising from historical under-estimation of workers compensation claims over the past four years and historical under-assessment of employee obligations.

The Board and Management are focused on ensuring the safety and wellbeing of all our people and our clients and are committed to continuous improvement in our systems and practices.

While we recognise these provisions are significant, our balance sheet remains strong, and the way we provide services for our clients will not be impacted. We are in a sound financial position to accommodate these one-off events.

The Board and Management are focused on ensuring the safety and wellbeing of all our people and our clients and are committed to continuous improvement in our systems and practices.

THANKS AND WELCOMES

Donations and grants during the year have again enabled us to provide activities and equipment for clients that are not covered through the NDIS. This year, we created a new position of General Manager (GM) Engagement and Fundraising to focus on fundraising as well as our marketing and communication activities. Barry Kenyon took up this role in November 2023.

In July 2024, we also brought together our Community Services and Shared Living teams supported by new key functions that will ensure consistent quality service delivery and client experiences across services and their lifecycle. Gavin Hudson has been appointed as General Manager of Disability Services, having joined Sunnyfield in July 2023 as General Manager of Community Services.

We had two departures from the Senior Leadership Team in mid-2024. Penelope Anderson decided to transition to retirement and stepped back from her role as General Manager of Shared Living. Mike Le Geyt, General Manager of Quality, Risk and Compliance, leaves Sunnyfield in September 2024. We thank them for their contribution and wish them both well for the future.

We look forward to seeing our Members and clients at our Annual General Meeting.

BY THE NUMBERS.

would recommend
Sunnyfield

45  **61**
Customer NPS* Client NPS*

*The net promotor score compares the number of people who would recommend us compared to those who would not. Clients were asked how likely they are to tell other people that they like Sunnyfield.

staff
engagement 

77% **90%**
Non-supported employees (n=1,100) Supported employees (n=152)

According to the benchmark which compares 100's of NFPs this result places Sunnyfield in the top 25th Percentile, which is something that we are very proud of.



Sunnyfield
clients

1,919


Sunnyfield
members

297


HIGHLIGHTS OF THE YEAR.

2023

JULY	AUGUST	SEPTEMBER	OCTOBER	DECEMBER
New homes in Concord open	Beach2Beach raises \$20,000 for Sunnyfield	New house in Frenchs Forest opens	Rollout starts of new system for client and service information, rostering and scheduling	New 'green bus' launches

2024

MARCH	APRIL	MAY	JUNE
Vocational Services offered at Allambie	Grand opening of Mt Druitt Centre of Innovation	Enterprise Group certifies as a Social Enterprise	Voice of the Customer and Voice of the Client surveys
	First meeting of Client Learning and Ideas Group	Maitland Hub fire	
		Staff engagement survey	

SHARED LIVING.

Sunnyfield supports more than 215 residents to live independently within their local community through our Shared Living services. Shared living is when a small group of residents are supported by skilled Sunnyfield workers so they can live together in their local community. The support provided by Sunnyfield in each home is based on everyone's needs and their funded supports. In some homes, this support is 24/7. In other homes, it is less frequent.

Sunnyfield's 53 homes are located within 11 regions, including metropolitan (70%) and regional locations (30%). Life in one of our Supported Living homes is fulfilling and connected. Clients are supported to increase their independence in cooking, gardening and shopping; maintain their relationships with loved ones and friends; boost their connectivity to their local community; and try new and exciting things.

Shared Living clients, carers and other decision-makers are overwhelmingly satisfied with the quality of Sunnyfield's support services, with some commenting:

"Communication from my daughter's Service Coordinator is excellent. All staff have a good understanding of her needs. This has been achieved by regular permanent staff and a good house manager (Service Coordinator)."

"Having transferred to a new house recently, my daughter has blossomed due to the peaceful existence she is now experiencing and the wonderfully caring staff."

Sunnyfield is committed to constantly improving the quality of life of clients who reside in the homes and the quality of supports they receive. As part of this commitment, Sunnyfield has invested in a team of professionals who champion person-centred practice within homes, support clients and their teams to set and achieve goals, proactively monitor and address client healthcare needs and take active steps to improve Sunnyfield's practices continually.

THE BUDDING MASTER CHEF

Thirty-eight years ago, Sunnyfield opened its very first Shared Living home. Sunnyfield hoped the house would be a place where "people with an intellectual disability could live, learn, make friends and get help when needed" Bryan Whiddon, OAM. Four clients made the new house their home and Eva was one of them.

After all these years the original home no longer met Eva's needs, so Sunnyfield supported Eva to find her new forever home on the Northern Beaches of Sydney near where she grew up.

"Eva has happily settled into her new house, enjoying the company of the other residents, and all the excursions they undertake," her mother Anne said.

"As it is wonderfully close to where we live, we can now visit her more regularly. We can really appreciate just how much she loves her new abode, with her busy schedule and new activities, by the big smile she greets us with."

With a new home, comes a new energy for life. Supported by her new housing team, Eva now has a more active social life, and she has become the home's resident MasterChef. With the support of her team Eva is trying new foods, new recipes and her health has improved "despite her being so happy with the food!" Anne added.

Mark, the Service Coordinator at Eva's new home says:

"Eva has settled into the home really well. Eva has also helped set an example of what "Active Support" is and how it works. She has really pushed staff to think outside the box, and consider how they encourage and implement similar active support strategies with the other residents. Because of Eva's advocacy all clients are becoming more involved in the home."

COMMUNITY SERVICES.

Sunnyfield is embedded in more than 23 NSW and ACT communities, delivering a large range of programs, activities and services to more than 1423 children and adults. In the past year we have supported more than 900 clients within our Community Hubs and have worked alongside 375 clients to provide them with home and community-based supports matched to their needs.

Alongside each local community, Sunnyfield has delivered a wide range of specialist programs and supports, including:

	GROUP-BASED COMMUNITY PROGRAMS	SKILLS FOR LIFE PROGRAMS	TAILORED SUPPORTS	SHORT BREAKS	SOCIAL & RECREATIONAL GROUPS	BEFORE & AFTER SCHOOL AND HOLIDAY PROGRAMS
Children's Services			✓	✓		✓
Youth Services	✓	✓	✓	✓	✓	✓
Adult Services	✓	✓	✓	✓	✓	
Older Adult Services	✓	✓	✓	✓	✓	

Our collaborations and partnerships with local organisations, clubs and groups clearly demonstrate Sunnyfield's ongoing commitment to inclusion. These relationships allow us to support clients to gain skills and experiences, try new things, play and have fun.

Community services clients and families/ decision supporters continue to be satisfied with the quality of Sunnyfield's support services with some remarking:

"You have good communication and share my daughter's achievements. I also love when staff send me photos and communicate my daughter's achievements. Staff are very approachable and well trained. The environment is kept lovely and clean. I commend the Team Leader for looking after the participants, staff and site so well."

"Sunnyfield employs very caring and capable staff at their community hub. The staff keep in contact with me regularly and they send lovely photos of our son enjoying his activities"

FAREWELLS

The length of time that many of our clients have been with us at Sunnyfield makes it even sadder when the time comes to say a final goodbye. We convey our condolences to the families and friends of those who passed away this year and thank our staff for their care and concern in this difficult time.

people benefited
from support
co-ordination

481

service locations

53

SIL & SDA home
in NSW & ACT

23

Community
Hubs

5

short & medium-term
accommodation homes

13

Community
Access



182

Specialist Disability
Accommodation places

925 people
attended centre-
based activities

123

people attended
short-term
accommodation
homes

375

people increased
their independence
with community
access

215

 people
received
accommodation
services

COMMUNITY SERVICES.
CONTINUED

LACHLAN'S QUEST

Lachlan's quest for greater independence has taken some amazing twists and turns in the past year. With a view to increasing his confidence and awareness of travel, Lachlan, supported by Sunnyfield's Allambie Community Hub, decided to set himself a goal to "catch every single type of public transport on the same day."

The vision for the quest was epic. However, Lachlan's Allambie team was confident they had the skills, tools, and resources needed to partner with him and achieve his goal.

The team started by tirelessly creating the visuals and resources Lachlan needed to feel confident, independent and in control of his public journey adventures. Maps were drawn, timetables printed, communication aides created, bags and snacks packed.

Together, Lachlan and his support worker started with mini-quests using one type of transport. Whilst out and about, Lachlan met new people, explored new places and drank a lot of hot chocolates.

Gathering plenty of knowledge and skill-based treasure along the way, Lachlan's quests expanded to include changing transport lines and routes. Whilst certainly more challenging, the Allambie team was right beside Lachlan for every "tap on" and "tap off" Opal hurdle, supporting him in gaining problem-solving abilities with confidence.

Lachlan has decided that he is now ready to explore lands and territories further afield and is prepared to conquer the ferry.



Lachlan on the bus.

ENTERPRISE
GROUP.



ON THE SHOULDERS OF GIANTS

Sunnyfield supports people with disability to learn important skills for the workplace and to find and secure meaningful work.



Sunnyfield Packaging Services undertakes tailored, commercial-quality packaging and assembly for local,

national and international brands at our Therapeutic Goods Accredited facilities located at Allambie Heights and Mt Druitt.

Sunnyfield Packaging is now certified as a social enterprise by Social Traders.

Businesses and governments use this certification to confirm that a potential supplier primarily exists for a social purpose, that most of its efforts and resources are directed to that purpose, and that a substantial portion of its revenue comes from commercial trade.

Sunnyfield Employment Innovation combines our micro businesses, which currently cover Cafe Operations, Commercial Cleaning and Administration.

Sunnyfield Vocational Services offers a wide range of pre/post-school transition support options, including School Leaver Employment Supports (SLES) and Skills for Work, that assist people with disability aged over 16 years to smoothly transition from school to meaningful employment, volunteering, further training or education, and life skill independence.

Vocational Services provides an all-inclusive, client-centred skills development experience for young people to prepare for work coupled with the participants' goals, skills and interests. SLES participants gain vital life and workplace skills, find a job they love, and build independence through goal-oriented career plans and holistic approach, as well as a broad range of tailored employment-focused, soft and hard skill workshops and experiences.

Sunnyfield's Vocational Services guides participants to develop a clear next-step journey from the training room to meaningful employment pathways.

Vocational Services location growth	
2023	2024
Mt Druitt (old site) Chatswood Guilford	Mt Druitt (new site) Chatswood Guilford Toronto Allambie

almost 190K hrs of supported employment

over 200 supported employees & Vocational Services (SLES) participants

27,225 hrs of vocational services

2 supported employment locations 5 vocational training locations

total 216,633 hours worked

Supported employees at the Mt Druitt Vocational Services site.



Delivering Vocational Services.



ENTERPRISE GROUP IN ACTION.

PIVOTAL PARTNERSHIP

PAG, a leading Asia-Pacific-based investment firm, began supporting Sunnyfield in 2022, with PAG staff volunteering to work alongside production line workers at Sunnyfield’s packaging facility in Allambie.

That same year, PAG made its first charitable donation to Sunnyfield, funding equipment and supplies for Sunnyfield’s first 2 School Leaver Employment Supports (SLES) training rooms co-located with our Mt Druitt packaging facility. On average, these training rooms have enabled 24 students per year to complete the SLES program, with 95% of students securing employment afterwards.

In 2023, PAG continued to support Sunnyfield volunteering to work alongside production line workers at our Mt Druitt packaging facility and visiting Sunnyfield’s SLES training room classes.

Then, in 2024, PAG established a charitable partnership with Sunnyfield, making a substantial donation to fund the lease and fit-out of 2 new SLES training rooms at our new Mt Druitt site.

PAG also pledged to finance annual lease, and consumables costs for these training rooms over the following two years. SLES training room smartboards, laptops, furniture and stationery are among the equipment funded by PAG’s donations.

PAG’s charitable partnership has enabled Sunnyfield to double its number of SLES training rooms from 2 to 4 and doubled the number of SLES students forecast to complete our SLES program and secure post-school employment from 24 to 48.

PAG’s pledge gives Sunnyfield assurance that we can cover future training room costs and enables us to plan to ramp up training capacity and make these training rooms financially self-sustaining within two years.

“The commitment of the PAG team members is fantastic,” commented Sunnyfield’s General Manager of Employment Services, Mike Elvidge. “PAG staff are genuinely passionate about supporting the wellbeing of young Australians living with disability and helping them secure meaningful work.”

We are encouraged by the progress made as a result of our partnership with Sunnyfield, empowering young adults with disability to gain the knowledge and skills needed to build a brighter future,” said PAG Chief Talent Officer, Anjali Johannessen. “As a strong supporter of Sunnyfield’s vision, we are very pleased to see that our contributions are making a positive impact on the communities where we operate,” said Anjali.

“The commitment of the PAG team members is fantastic.”



PAG staff volunteer their time at Mt Druitt.

“I like everything! The flying fox, party dance so we got to dress up.” – Stefan



Sports Camp 2023 attendees.

SUNNYFIELD SPORTS CAMP

LIFELONG FRIENDSHIPS CREATED

Sunnyfield’s annual sports camp has been a highlight since 2015, bringing together supported employees and clients from Mt Druitt and Allambie. Its goals are simple: fun, friendship, and overcoming challenges.

Typically, around 60 participants attend, with volunteers from across Sunnyfield. The camp offers a unique opportunity to connect, engage in sporting activities, and build lasting relationships.

What sets the camp apart is the universal enjoyment it brings to everyone. Participants of all ages and abilities eagerly embrace the experience. Sunnyfield staff members from other departments also actively participate.

While staying overnight can be tiring, the rewards far outweigh the challenges. The sports camp provides a valuable platform to build friendships, overcome personal obstacles, and develop a stronger sense of teamwork.

“The sports camp has been an amazing opportunity for everyone to come together and support each other.”

NATHAN’S JOURNEY TO EMPLOYMENT

DETERMINED TO SUCCEED

Nathan, a 22-year-old with a passion for finance and computers, faced challenges in finding employment after high school. Despite being told he was not ready to work, Nathan was determined to improve himself through self-directed learning. His parents connected with Sunnyfield, where a program was tailored to support his professional growth.

Our Vocational Services team recognised Nathan’s strengths in mathematics and attention to detail but also identified areas for improvement in decision-making and efficiency. A personalised training program led by his coach, Andrew Huang, helped Nathan build confidence, communication skills and a more thoughtful approach to tasks.

Nathan soon gained practical experience through a vocational placement in Sunnyfield’s finance department. He now processes invoices every Friday, applying his skills in a real-world setting. With ongoing support, Nathan also secured a job at his local Woolworths, where he works at the cash register, gaining valuable retail skills.

Nathan’s journey has been transformative. He’s grown in independence and professional skills, setting new long-term goals and aspirations. His experience underscores the power of tailored support in helping people with intellectual disabilities achieve their potential.



Nathan on his way to work.



OUR PEOPLE.

At Sunnyfield, our commitment to fostering a positive, inclusive, and high-performance culture is at the heart of our success.

Over the past year, we have continued to invest in our people, recognizing that a motivated and engaged workforce is crucial to maintaining our competitive edge. Our efforts have been focused on enhancing employee experience, strengthening our organisational culture, developing leadership and management capabilities and supporting the safety and wellbeing of our people.

In 2024, employee engagement remains high with 71% participation and an engagement score of 77% for non-supported employees while 90% of supported employees participated, achieving 85% engagement score. Sunnyfield continues to be in the top quartile against approximately 400 human services organisations participating with Insync. We listened to the feedback from staff and are proud of the progress we have made over the past 12 months with the following initiatives:

- Bespoke executive, leadership and management development programs being delivered to approximately 130 leaders.

- Sunnyfield’s partnership with ‘I am Here’ Wellbeing program to support our managers’ with skills and resources to support their own and their team’s wellbeing. Currently 130 leaders have become “Tribe Members” and 20 as “Ambassadors”.
- Sunnyfield’s Employee Excellence Awards program has expanded to include awards for inclusion and leadership excellence. 248 nominations received with 61 winners across all award categories in FY24.
- Partnership with Fitness Passport has been established to provide all staff and their families with access to a wide range of gyms, pools and fitness centres at a fraction of the cost of regular gym membership.
- Development of in-house safety training capability with staff accredited to deliver MAYBO training to maintain safe working environments for our people.
- Expanded investment in staff development with 2531 attendances to 140 available face-to-face programs and over 13,000 attendances to 554 available online programs. Average rating of 4.0/5 for quality of training programs.

employees



1,800

Employee Excellence Awards



90 people & teams received awards

137 nominations

employee engagement survey



23% rise in non-supported staff participation in 2024 over 2023

TRANSFORMING THE WAY WE WORK AND SUPPORT OUR CLIENTS

Over the past year, Sunnyfield has been implementing a transformational system integrating all client data and information with rostering practices and pay processing to improve service delivery for clients. These systems will enhance the efficiency and effectiveness of our services including client safeguarding practices.

We trained 1700 staff and upskilled 24 peer trainers to support with this effort. Significant investment has also been made in supporting change readiness while maintaining quality business-as-usual service delivery.

“We trained 1700 staff and upskilled 24 peer trainers.”



ON THE SHOULDERS OF GIANTS

CONTINUOUS IMPROVEMENT.

This year's investments in quality and safeguarding include enhancing staff training programs, implementing new evidence-based practices and upgrading client safety protocols. Additionally, we have invested in technologies and systems to improve monitoring, reporting, and feedback mechanisms, all aimed at fostering a safer and more supportive environment for our clients.

SAFEGUARDING AND COMPLIANCE

Sunnyfield's Client Safeguarding Team plays a crucial role in investigating reports of abuse, assault, neglect, and exploitation. The team conducts these investigations with a person-centred approach, ensuring independence and objectivity. The team also coordinates approvals of restrictive practices and undertakes reporting of incidents to the NDIS Commission and other external bodies.

Sunnyfield encourages and values feedback, complaints, and compliments from clients and their families. These are regularly reported to our Board, the Board Client Rights and Safeguarding Committee, and the senior leadership team.

Sunnyfield's Board Client Rights and Safeguarding Committee is dedicated to fostering a culture prioritising safety, well-being, and respecting clients' rights and voices. The Committee actively monitors client safety, health, and well-being practices while staying informed on evidence-based practices and the latest developments in the disability sector.

The Committee comprises of five directors and one associate. Among the directors, Hans Van Der Wiel and Michael Brent are parents of Sunnyfield clients, Melissa Hammel is a health professional and the granddaughter of Sunnyfield founders Hazel and Fred Whiddon, Karen Ingram serves as the Chair of Sunnyfield, and Matthew Daly holds the position of Deputy Secretary for the NSW Ministry of Health. The Board Associate, Dr. John Carter, is a former GP, Board Member, and a Sunnyfield client's parent.

CHAMPIONING ACCESSIBILITY AND EMPOWERING CHANGE

Ryan, who works with Employment Services at Mt Druitt, has a passion for fixing problems experienced by people with disability.

Ryan is active with Side By Side Advocacy, a not-for-profit organisation based in Parramatta. He is part of a Side By Side Advocacy co-design group that aims to foster meaningful connections in the local community and establish social networks for people with disability.

He is still very proud of his role some years ago in improving the accessibility of Penrith station. "The station now has tactile tiles as well as Braille information," Ryan explains.

Ryan also puts his advocacy skills to use within Sunnyfield as a member of the Worker's Committee. He has a particular focus on safety, doing walks around the factory looking for risks, such as trip hazards, so they can be resolved.

Ryan has been a supported employee with Sunnyfield since 2013. He works on the production line and fills in on reception, among other jobs. "I love working here at Sunnyfield," Ryan says.

VOICE OF THE CUSTOMER

Sunnyfield has run an annual Voice of the Customer survey for the past eight years, asking parents, carers and other decision-makers to give their views about how we support our clients so we can improve our quality. In 2024, we also tailored the questions for a new Voice of the Client survey.

The two surveys ran in parallel in June 2024. 21 questions were asked for a score about the experience of Sunnyfield, and two open-ended questions were asked about what Sunnyfield does well and can do better.

Participants could repeat the survey for each type of support provided by Sunnyfield at the level of specific locations. This has resulted in a wealth of valuable information that has been taken up for a series of actions to ensure all services are delivered at a high level of quality.

The survey was conducted by an independent research company, Insync, for its expertise and systems, confidentiality of responses, and database of similar surveys across about 400 other human services companies. Insync also conducts our staff engagement survey, which helps us align results across our services.



FUNDRAISING.

Sunnyfield raised over \$600,000 this year thanks to the generous support of local clubs, councils, members of parliament, corporates, clients, families, friends and staff.



property improvements & furnishings

\$319k



Allambie, Kemps Creek and Carawa

\$68.5k



Recreational and therapeutic activities

\$126.5k



Educational and technology resources

\$72.5k

SPECIAL MENTIONS

- › Sunnyfield Members Auxiliary for contributing to the new Green Allambie Employment Services bus
- › PAG for its very generous donation towards Sunnyfield’s new SLES site in Mount Druitt and for its continued support of our youth employment program
- › Clayton Utz Foundation for supporting Sunnyfield SLES students, enabling them to participate in the Australian Museum work experience program and receive real-time interview tips from the best in the business

- › ASX Refinitiv Charity Foundation for being a huge supporter of Sunnyfield again. Its fun-filled charity events raised over \$40,000 to help cover the cost of communal furniture needed in our new Specialist Disability Accommodation homes
- › Publinc Communities for supporting Sunnyfield for many years through patron-driven donations. 5 of our Sunnyfield Community Services Hubs have been fortunate to benefit from their generosity by taking clients to theatre productions, apple-picking excursions, equine therapy sessions and big group celebrations – just to name a few

- › Grants from the Community Building Partnership scheme in the electorates of Castle Hill, Epping, Tamworth, Upper Hunter, Wakehurst and Wyong, all contributing to property improvements and the purchase of new vehicles

And, of course, a special acknowledgment to all our staff and families who volunteered at weekend BBQs, market days or took part in fun runs. Together we managed to raise over \$70,000.

Sunnyfield’s Beach2Beach charity fun run celebrated another successful year, reaching a significant milestone with an overwhelming turnout of participants.

In August, over 90 Sunnyfield clients, families, corporate partners and staff enthusiastically and determinedly navigated the sand, sun, and hills of the coastal event. The journey culminated in a celebratory finish line, where each participant was rewarded with a well-deserved medal and a cupcake.

Sunnyfield’s strong team spirit and commitment to the cause were evident as Sunnyfield secured second place in the Top Team category.

The event’s primary objective was to raise funds for vital active Sunnyfield programs that cater to intellectual disability within our communities. Through the generous contributions of participants and sponsors, Beach2Beach 2023 successfully raised over \$20,000, directly supporting initiatives that promote inclusion, connection, fulfilment, dignity, and choice for Sunnyfield’s clients.

Sunnyfield remains dedicated to participating in this annual event, providing opportunities for clients to engage in active pursuits, challenge themselves, and celebrate their achievements.



Tim celebrating his fun run finish.

Our fundraising aims to help people with intellectual disability in your community enjoy the quality of life they deserve – a life full of inclusion, connection, fulfilment, dignity and choice.



The Sunnyfield Golf Day is going to return in 2025, to raise funds for new transport vehicles for clients. The revival of this event was inspired by the wonderful contribution that the annual ASX Golf Day makes to Sunnyfield fundraising and the experience that a group of Sunnyfield SLES participants had in October 2023, learning how to play as part of the Concord Junior Golf Day.

The Concord Golf Club Director of Golf, David Northey, said that the involvement of the SLES group made it the most inspirational golf day he had ever seen. The Club President, Ian Crichton, praised the group for their “enthusiastic, energetic and personable interaction with all the teams.”

OUR BOARD.



From left to right: John Batistich, Matthew Daly, Julia Gunn, Karen Ingram, Mike Nicholls, Johannes Van Der Wiel and Michael Brent. Vivian Quinn & Melissa Hammel not present.

NAME	BOARD SPECIAL RESPONSIBILITIES	APPOINTED
John Batistich	Member of the Housing, Property and Equipment Committee and the Human Resources, Nomination and Remuneration Committee*	17 November 2021
Michael Brent	Chair of the Sunnyfield Audit, Finance and Risk Committee and member of the Client Rights and Safeguarding Committee	19 June 2019
Matthew Daly	Member of the Human Resources Nomination and Remuneration Committee and Client Rights and Safeguarding Committee	23 April 2020
Julia Gunn	Member of the Audit, Finance and Risk Committee	14 March 2019
Melissa Hammel	Member of the Client Rights and Safeguarding Committee	31 October 2012
Karen Ingram	Chair of the Board; member of the Audit, Finance and Risk Committee and the Human Resources, Nomination and Remuneration Committee; Deputy Chair of the Client Rights and Safeguarding Committee; and a Director of Endeavor Sunnyfield	17 March 2014
Mike Nicholls	Chair of the Human Resources, Nomination and Remuneration Committee and Director of Endeavour Sunnyfield	24 February 2016
Johannes (Hans) Van Der Wiel	Chair of the Client Rights and Safeguarding Committee	20 July 2022
Vivian Quinn	Member of the Audit, Finance and Risk Committee, and the Housing, Property and Equipment Committee; Chair of Gateway 2015 Properties Limited; and Chair of Endeavour Sunnyfield *	15 January 2020

*Non-executive director who is not a Member of Sunnyfield



ON THE SHOULDERS OF GIANTS

John Batistich
BBus (Marketing) MMgmt (HR) GAICD

John is a proven customer experience, digital and business leader with cross-sector experience across research, marketing, digital and general management with blue chip companies like Westfield/Scentre Group, Wrigley Company (Managing Director), PepsiCo Foods, Kimberly Clark and Lion Nathan. John is a Non-Executive Director for Zip Co, Foodco Group and Versa Connects, and a Board Advisor for Moose Toys and Ksubi International. John formerly held Non-Executive Director roles for Heart Research Institute and Stellar Group.

Michael Brent
B Fin Admin FCA GAICD

Michael is a Member of Sunnyfield with lived experience of disability through his daughter Nicole, who has been a client of Sunnyfield for over 20 years. He describes Sunnyfield as “an integral part of our family life”. His dedication to improving the lives of people with disability is also demonstrated in his contribution as a director of Sir Eric Woodward Memorial School Association, a charity associated with a school in St Ives for children with disabilities that his daughter attended.

Michael has over 35 years of experience as a senior finance executive.

Matthew Daly
BBus AssocDip HlthAdmin AICD

Matthew has been Deputy Secretary for the NSW Ministry for Health since July 2022. He was previously an independent consultant predominantly supporting the health sector, and Adjunct Professor at the Faculty of Business and Adjunct Clinical Associate Professor, Faculty of Health Services at the University of Tasmania. He has also held a Group Executive position in financial services with a major corporate.

Achieving better health outcomes for Australians is a consistent theme of his more than 30 years operational, executive and strategic management positions as CEO and Head of Agency in the delivery of acute, primary and community health services and his responsibilities for program implementation across Commonwealth and State Government departments and ministerial level positions. That included involvement at a national level in the development and trialling of the NDIS, which he regards as a great social reform for an important and neglected group in our society.

Julia Gunn
BSC (Hons) FCA ICAEW Fellow

Julia is a partner in KPMG’s Audit, Assurance and Risk Consulting division and has over 20 years of experience working in the financial services sector in Australia and the UK. Alongside her financial services clients, she is the auditor for a number of not-for-profit organisations that are advancing the lives and human rights of Australians.

Julia’s experience with a family member who receives supports has given her direct insights into the importance of creating choice, opportunities and skills for people with disability.



Melissa Hammel
RN DipMgmt

Melissa is a Member of Sunnyfield and the granddaughter of Sunnyfield founders Hazel and Fred Whiddon, and daughter of the late Bryan Whiddon OAM.

She was employed by Cerebral Palsy Alliance for the past 20 years as its Health Manager. She is a registered nurse with qualifications and experience in management, palliative care, disability and aged care.

OUR BOARD.

CONTINUED

Karen Ingram
BA LLB (Hons) MDR GAICD

Karen is a lawyer with over 24 years of experience advising and representing domestic and international listed, private and government organisations and agencies, including on issues involving corporate governance, risk and compliance. She was in the role of interim Group General Counsel of IAG until April 2024.

Karen previously consulted to ACWA, NSW’s leading peak body involved with the support and advocacy of organisations working with at-risk children and youth, including children and youth with disability. She is a former partner of law firm Clayton Utz, where she led the firm’s volunteering, foundation grants and in-kind support program in Sydney as part of her strong commitment to increasing social impact.

Mike Nicholls
BBA

Mike is a Member of Sunnyfield with lived experience of disability through his daughter Lola, who has been a client of Sunnyfield for many years. Mike is currently Group Director Portfolio Management at Foxtel and has over 15 years of experience in the media and sports industry in a variety of executive management roles. He is responsible for product development across broadcast, streaming and advertising industries, commercial and distribution management with suppliers, commercial partners and advertisers, and leads the Program Management Office delivering major projects across IT, digital platforms and content distribution solutions.

He previously led sales, marketing and retail distribution for Optus and IAG for an additional 15 years.

Johannes Van Der Wiel
Dip Eng Dip BusMgmt

Hans is a Member of Sunnyfield who became involved with Sunnyfield in 2017 when he and his wife were looking for shared living that would provide support for their son Nicholas. His experience as a parent and guardian of a Sunnyfield client has built up his understanding of shared living, support for people with disability, the NDIS and person-centred approach to support.

Hans has over 30 years of software and hardware design experience and had been General Manager at Ketocloud Pty Ltd since 2013 until his retirement in 2023. He studied subjects of Behavioural Neuroscience at Macquarie University and Harvard University.



Vivian Quinn
BEc GDipFinPlanning MAppFin SA Fin
FCPA GAICD

Vivian is an experienced CFO and Director and provides advisory services to businesses. Her experience with Sunnyfield began through observing decades of support for a member of her family.

At UTS, Vivian is currently on the Advisory Council for the Executive MBA program as well as the panel for the IBISWorld 3P Innovation & Entrepreneurship Program mentoring students to take their ideas from concept to commercialisation.



OUR SENIOR LEADERSHIP TEAM.



From left to right: Mike Elvidge, Penelope Anderson, Mike Le Geyt, Sandie Hogarth-Scott, Andrew Hyland, Barry Kenyon, Andrew Walker, Rosie Stilin and Gavin Hudson.

NAME	BOARD SPECIAL RESPONSIBILITIES	APPOINTED
Andrew Hyland	Chief Executive Officer	October 2022
Andrew Walker	Chief Finance Officer	May 2021
Gavin Hudson	GM, Community Services to July 2024, then GM Disability Services	July 2023
Mike Elvidge	GM, Employment Services	October 2022
Rosie Stilin	GM, People, Learning & Culture	October 2022
Sandie Hogarth-Scott	GM, Property	August 2019
Barry Kenyon	GM Engagement and Fundraising	November 2023
Mike Le Geyt	GM, Quality, Risk and Compliance until 30 September 2024	January 2021
Penelope Anderson	GM Shared Living until May 2024	October 2021

OUR SENIOR LEADERSHIP TEAM.

CONTINUED

Andrew Hyland

GAICD CGMA CPPD FCMA

Andrew is an experienced CEO with a record of achievements in the disability sector. He is passionate about ensuring the human rights of people with disability, robust safeguarding, and advocating for people with disability and support workers. Before taking on his first CEO role in the disability sector 8 years ago, Andrew held strategy and operations leadership roles for over 25 years in diverse fields, including insurance, technology, construction, transport, media, utilities and healthcare.

Andrew Walker

BComm GDipAcc MBA CA (SA)

A senior finance executive with commercial, strategic and leadership experience across organisations with diverse sizes and locations, Andrew was previously head of finance for residential care at HammondCare, and prior to that spent 12 years in Woolworths in senior finance roles within data analytics, risk finance and property development. He understands the financial management challenges within the disability sector that are changing, complex and have demanding compliance requirements.

Gavin Hudson

MBA GAICD

Gavin brings more than 30 years of leadership including 14 years of executive management in the home and community care sector in disability, aged care and health. He is driven to truly enrich the lives of clients, their families, staff and communities.

Mike Elvidge

Mike has strong strategic and analytical skills as well as business acumen, from financial to executive general management experience, and first-hand experience in business partnering and developing companies. His success instilling teamwork and motivation is a great asset for our clients who work with Sunnyfield as well as the team-members who support them.

Rosie Stilin

BA (Psych) MComm (ER)

Rosie is an experienced People, Culture and Business leader with a strong track record shaping strategic growth and change, building competitive advantage and driving purpose and business value through aligned talent, design, performance, capability and culture outcomes. She leads and develops high-performing teams to deliver effective people and business strategies and solutions that support the achievement of Sunnyfield’s vision, goals and values. Her passion lies in leading and driving positive cultural change, as well as playing a critical role enhancing executive leadership alignment and effectiveness to drive great customer outcomes.

Rosie brings more than 20 years’ HR leadership experience across sectors and industries including disability, ageing, health, technology, finance and education.

Sandie Hogarth-Scott

BAppSc

Sandie is a general manager and senior property development executive with more than 20 years in general management, real estate and property development experience. Sandie is an advocate for diversity and inclusion and is passionate about providing Sunnyfield’s clients with the best possible experiences in every facet of their lives – work, play and live.

Barry Kenyon

BBus

Barry has 12 years of fundraising experience having previously been the Director of Fundraising and Marketing at Soldier On and the National Campaign Manager of Jeans for Genes. Prior to entering the for-purpose sector, Barry held marketing positions in the sportswear industry and the fast-moving consumer goods sector, including with Coca-Cola. He has a passion for driving Sunnyfield forward and enabling our clients to receive the best level of support possible.

Mike Le Geyt

BSs (Hons) Chartered Insurance Risk Manager ICAEW Fellow GAICD

Mike has over 30 years of experience in risk management, compliance, business and strategy and project roles in business and government, as well as extensive experience in volunteer roles with not-for-profits and a professional association. Mike leaves Sunnyfield on 30 September 2024.

Penelope Anderson

BSc (Hons) MHlthServMt MPH GDips in Genetic Counselling and Education

Penelope has more than 20 years of experience in the not-for-profit disability sector managing operations to ensure safe, inclusive and person-centred services supporting the rights, interests and needs of people with disability. Penelope stepped down as GM of Shared Living in May 2024 and the position was subsequently merged into the new position of GM of Disability Services.

how to give us feedback

You can talk to anyone working at Sunnyfield, including a General Manager or the Chief Executive Officer.

Call our feedback line on 02 8977 8899

Fill in the Feedback (Complaints and Compliments) form at www.sunnyfield.org.au/about/qualitymanagement/feedback/

Write to us at: Attn: Chief Executive Officer
PO Box 193, Frenchs Forest, NSW 1640

Use our Whistleblower provider Stopline.
If you wish, you can remain anonymous. Phone: 1300 30 45 50

If you would like a support person to assist you to give feedback or make a complaint, call 1300 588 688





Sunnyfield
For a brighter future

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This is not a report made in accordance with Part 2M of the Corporations Act 2001 (Cth)