



Sunnyfield

Annual Report
2025



**A place
to grow
& belong.**

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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About Sunnyfield.



The Sunnyfield Story

The Sunnyfield story started in 1952 when Hazel Whiddon decided her son who had an intellectual disability, deserved a better life. So she helped create a place where people with a disability could live, learn, work, have fun and get the support they needed.

Sunnyfield has been a pioneer in the delivery of community support, education, employment, and accommodation ever since. As we head into our new 5-year strategic plan – Strategy 2030 – these services will remain in our DNA.

We believe everyone has something unique and valuable to offer – both clients and staff. We want Sunnyfield to be a place where people come to grow and belong.

Today, Sunnyfield continues to be a trusted, not-for-profit disability service provider with over 70 years of legacy, heart, and human connection.

Our Purpose

To provide the best place for people to live, learn, work, have fun, and get the support they need.

Our Values underpin everything we do

We show respect.

We listen to and care about each other. Everyone feels included.

We are honest

We will always do the right thing when we are at work.

We build trust

We try our best at work. We make sure others can count on us.

We try new things

We try and think of new ideas to improve how we work.

Our corporate structure

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

Sunnyfield – Established in 1952; provides Support Services

Gateway – Established in 2015 as Gateway 2015 Properties Limited; provides accommodation solutions to Sunnyfield clients and others

Gateway is an affiliate and associate company to Sunnyfield.

Gateway and Sunnyfield are aligned in their objectives and mission to provide services to people with disabilities and to continue to grow more solutions to meet clients' needs.



Awarded Most Trusted NDIS Provider for second year

Sunnyfield was once again honoured at the Enablement Awards, taking home the title of Most Trusted NDIS Service Provider Brand in Australia for 2025. This back-to-back win reflects our ongoing commitment to delivering safe, quality and person-led supports across NSW and the ACT.

The Enablement Awards celebrate excellence, innovation, and outstanding achievements in the disability care sector. They recognise organisations that set new benchmarks in service delivery, embrace emerging trends, and elevate the customer experience.



A message from the CEO and Chair.



As we reflect on another year of transformation and shared achievement, we begin by expressing our heartfelt thanks to our employees, clients, families, customers and communities for the trust you place in Sunnyfield.

The theme of this year's Annual Report is: **A place to grow and belong**. We continue to be guided by the legacies of the families who created Sunnyfield as a place where their children with intellectual disability could live, learn, work, make friends, have fun and get help when needed. We want our clients, employees and communities to see Sunnyfield as a place to grow and belong.

Over the past 12 months, we continued to undertake structural changes to position Sunnyfield for long-term success. There were significant changes made to Accommodation Services and we were pleased to welcome to the Executive team, Jarel Phillips, General Manager Disability Services Operations and Linda Hunt, General Manager of Safeguarding and Assurance.

This year, we also made important investments in our digital transformation, improving how we support our clients and teams. We were also pleased to open our new support office in Frenchs Forest – a modern and accessible space designed to bring clients and teams together and foster collaboration.

Operating within the National Disability Insurance Scheme (NDIS) remains challenging. Sunnyfield has been disappointed with the speed of reform, and pricing continues to put stress on providers. Our focus is firmly on balancing the delivery of high-quality, safe, and person-centred services with the financial sustainability needed to ensure we can be here for our community well into the future. We are also advocating for the needs of our clients directly with the Federal Ministers responsible for the NDIS and for Health, Disability and Ageing.

“Throughout the year we’ve had plenty of moments to celebrate. From delivering exceptional services and creating opportunities for people with disability to achieve their goals, to sharing in the joy and connection of being part of a vibrant, caring community...”

We saw the impact of changes to our Accommodation Services through our customer survey, which saw a dip in their rating of those services from last year. We have heard, and are working with, the families and carers who expressed their disappointment with the changes. On the positive side, our clients consistently rated us 90+% for being happy with Sunnyfield services and feeling safe, supported and respected. They rated our staff highly, as well as the friendships they have made through Sunnyfield.

Our employee engagement survey saw a drop from 77% last year to 73% in 2025, partly reflecting the unsettled feelings that arise from change experienced across the organisation.

A deeper dive into the results will build on the feedback around employees wanting greater development opportunities, improved communication and connection to Sunnyfield’s vision and purpose. Overall, employees look forward to work and value connection with clients and colleagues and embrace work challenges.

Throughout the year we’ve had plenty of moments to celebrate. From delivering exceptional services and creating opportunities for people with disability to achieve their goals, to sharing in the joy and connection of being part of a vibrant, caring community — we are happy to share some of these stories in this report.

A special thanks and farewell is also extended to departing Board members Julia Gunn and John Batistich and to Gavin Hudson, General Manager of Disability Services. We thank them for their contributions to Sunnyfield.

Looking ahead, we are excited to launch our new five-year strategy. This ambitious plan will see us expand our services to more people, in more locations, enabling them to live, learn, work, and have fun. We are determined to reach more communities, open more opportunities, and make an even greater impact in the lives of people with disability and their families.

FY 2025 by the numbers.

Statistics

CLIENT SATISFACTION SURVEY



400

additional individuals
shared their perspectives

NUMBER OF MEMBERS



294

Sunnyfield members

STAFF ENGAGEMENT SURVEY



73%

high engagement levels among
non-supported employees

STAFF ENGAGEMENT SURVEY



94%

exceptional engagement levels
among supported employees

NUMBER OF CLIENTS



1,980

Sunnyfield clients

NUMBER OF STAFF



1,761

Sunnyfield staff



Highlights of the year



381K+

visits to our website



16.4K

followers across social media



4

new services opened



869K+

in fundraising achieved



AWARDED + RECOGNISED

2024 & 2025

Most Trusted NDIS
Service Provider



**New Support
Office**

in Frenchs Forest

Strategy 2030 – A place to grow and belong.

From its beginnings in 1952, Sunnyfield was a pioneer in the delivery of community support, education, employment, and accommodation. The families who created Sunnyfield wanted a place for their children with intellectual disability to live, learn, work, make friends, have fun and get help when needed. These services remain in our DNA.

Over the next 5 years we will strengthen and build on these foundations – providing more services, to more people, across more locations. We will continue our great work in supporting clients, families and employees to live, learn, work and have fun. And we will ensure Sunnyfield is a place where they come to grow and belong.

How will we do this?

Underpinning Sunnyfield's strategy is the voice and participation of clients, families and customers in everything we do, and a relentless focus on quality and safety. We will also:

1. Invest in our services

Go big, local: We want to provide more services, to more people, across more locations. Our services need to be reliable, consistent and contemporary. To grow efficiently, we need a certain scale of people and services in each area. We will grow using a 'hub and spoke' model – our 24 Community Hubs provide an anchor service or 'hub' and the 'spokes' are our other services. We will add additional hubs and services in target locations where we have gaps, to build the scale we need to grow.

2. Invest in our people and culture

Support our teams to thrive: Our history of supporting people with disability has been made possible through the skills and hearts of our teams. Much work has been done on implementing the new operating model. Next is mapping the culture that we want at Sunnyfield, engaging employees in that culture and providing our teams with the skills, training and support they need to perform at their best – and ultimately to thrive. We want Sunnyfield to be a place where our people can grow and belong.

3. Invest in our community relationships

Influence a more inclusive society: We will continue to champion a more equitable and sustainable National Disability Insurance Scheme (NDIS) that truly meets the needs of participants. We will use our influence to raise awareness of what people with disability need to live full, independent, and meaningful lives. Through advocacy, partnerships, and storytelling, we aim to shift community attitudes, influence policy, and drive systemic improvements that benefit all Australians.

4. Invest in our infrastructure and tools

Build a more sustainable future: We will invest in the critical infrastructure and tools that enable long-term growth, efficiency, and impact. This includes accelerating our digital transformation to streamline service delivery and improve the experience for the people we support. Leveraging data and emerging technologies such as artificial intelligence will help inform decision-making, personalise support, and improve outcomes. At the same time, we will continue to invest in the right properties and physical assets to ensure our service delivery is safe, accessible, and fit-for-purpose.



What does success look like?

We will know we have been successful if:

1. Our services are the right services that clients and families need
2. Our services are safe, sustainable and available to more people
3. Our employees are well equipped and supported to be and do their best every day
4. Our clients and customers acknowledge the excellent service we provide
5. Our employees, clients, families and communities see Sunnyfield as a place to **Live. Learn. Work. Belong.**



Accommodation Services.

Supporting a person-led life

At Sunnyfield, residents are supported to live a person-led life; one where they choose their own path, set their own goals, and live as independently as possible, with the right support when they need it.

This year, our dedicated team supported over 210 clients across more than 50 Sunnyfield and Gateway homes. Our support teams do more than provide daily assistance. They guide, coach, and encourage residents to build confidence, learn new skills, and connect with the people and places that matter most to them. Support is shaped around each individual, depending on their needs.

Our supported living communities are vibrant and diverse. Many residents work in Sunnyfield's Supported Employment facilities, while others take part in activities at our Community Hubs across NSW. Together, these opportunities help strengthen friendships, develop skills, and contribute to the local community.

About Gateway - our accommodation provider

In 2015 Sunnyfield set up a separate entity, called Gateway, to manage all the houses that Sunnyfield previously owned or leased. Gateway has an independent board of directors and holds over 40 houses that Sunnyfield clients live in. Gateway is the property accommodation provider and Sunnyfield provides support services to its clients.

The NDIS wants to see a separation between service provider and accommodation provider. This separation allows for choice and control by the client. It also allows Gateway to provide an extra level of protection with all homes separated from any support services provider, empowering its separate board of directors to manage and monitor these properties for clients. Each resident or person responsible decides whether to use Sunnyfield for support and Gateway for their accommodation needs.

Two new purpose-built homes in Narrabeen

We welcomed residents to two new purpose-built SDA homes in Narrabeen. Whether that's tending to veggie pods in the sprawling gardens, cooking meals in the shared kitchen, or enjoying the open living space together, every person's journey to independence looks different.

For some, moving into a Sunnyfield home is their first step towards living more independently. For others, it's a chance to explore new experiences, build connections, and create a home filled with choice and belonging, supported by people who know and understand their goals.





Witness the Fitness: Timbo's journey to better health and happiness

Timbo decided it was time to review his lifestyle and make some changes to improve his health and wellbeing. With support from the Sunnyfield Kelburn team, he booked a doctor's appointment to discuss his overall health.

After being encouraged to make some adjustments to reduce his risk of future health issues, the team worked with Timbo, his family and allied health professionals to create a personalised health plan.

“I have a goal to get down to 100kgs and to go on a cruise with my brother for my 50th birthday next year,” said Timbo.

Timbo took the lead in choosing his own dietitian, researching options through pamphlets and phone calls, and together they set achievable short- and long-term goals.

Timbo began learning about different food groups, portion sizes, and how to make balanced meal choices. With the guidance of his dietitian and support from Sunnyfield staff, he started

shopping for fresh, nutritious ingredients, cooking meals at home, and making healthier choices when dining out.

Physical activity also became part of his routine. Timbo chose his favourite local pool and began swimming several times a week, steadily increasing his stamina. He also introduced regular afternoon walks to the dog park.

“Timbo has focused and stayed consistent with his diet plan. It is very inspiring to all.” Andrew, Home and Lifestyle Lead who has been supporting Timbo.

Since starting his journey, Timbo has lost over 25kg. More importantly, his latest medical reviews have shown significant improvements in both his physical and mental health.

“I swim on Wednesday with my friend. I walk during the week and weekends. I feel good. Stronger and have more energy, “ added Timbo.

Everyone at Kelburn is incredibly proud of Timbo's determination and progress, and the team will continue to walk (and swim) alongside him as he works toward his next milestones.



Accommodation Services. Continued



Our teams – the Sunnyfield difference

Every day, the teams at Sunnyfield are focused on providing the best support possible for their clients. It's not only their skills and heart that makes a difference, but a little bit of detective work at times.

For Maggie Swift, Home and Lifestyle Lead at Geelong House, her support of client Dom has led to some amazing outcomes.

Dom has Rett syndrome, which is a rare, neurodevelopmental disorder that affects movement, communication, and cognitive function.

“Dom went through a tough phase where she lost a significant amount of weight, and her medications had to be reviewed after she was diagnosed with osteoporosis,” explained Maggie. “During that time, I found myself diving deep—researching medication

side effects, reaching out to Rett Syndrome organizations, talking with pharmacists, and working closely with Sunnyfield teams.”

“It wasn’t just about doing my job — it was about standing up for someone I knew deeply. I could see that Dom wasn’t herself, and I knew she needed someone in her corner more than ever.”

“So with her parents on our side, I advocated fiercely to get her the support, adjustments, and care she needed to get back on track. Seeing her slowly return to her bright, smiling self made every effort worth it.”

Maggie has an amazing team around her supporting Dom and other clients.

This is just one story among many, that are reflected across our teams and homes in NSW.

Community Services.



Community - at the heart of Sunnyfield

Sunnyfield's Community Services are woven into the heart of 24 vibrant communities across NSW. From local parks and beaches to scenic walks, coffee shops, libraries and community events, Sunnyfield clients are out and about, making meaningful connections with the support of our dedicated staff.

Our Hubs are more than just places to visit — they're places to belong. They offer safe, welcoming spaces where clients can explore hobbies, build friendships, and discover new interests.

Across NSW, Sunnyfield hubs are alive with activity — music and dance in Western Sydney, buzzing micro-businesses on the North Coast, barista and coffee training in New England and volunteering programs that give back to the communities that welcome us.

It's through these hubs and our community access programs that Sunnyfield clients thrive, discovering what makes them unique, what brings them joy and where they grow in both independence and confidence. Our hubs are gateways to opportunity, connection, and growth for over 1,285 clients.

This year, our Community Services grew even stronger. We acquired a new hub in Wallsend, welcoming 26 new clients into a beautiful space. We also expanded our School Holiday Programs across Sydney and the North Coast, offering engaging and meaningful activities for children and young people aged 6-17.

Our hubs have undergone significant investment to revamp spaces, including new kitchens, sensory rooms, upgraded facilities and expanded activities areas. We've also invested heavily in program development, creating new and innovative programs that deliver key outcomes for clients.



Community Services. Continued

“I like meeting new people and making new friends. I like to cook. I have friends I talk to every week”

Short and Medium Term Accommodation

Sunnyfield's Short Term Accommodation (STA) and Medium Term Accommodation (MTA) has welcomed adults, children, and young people throughout the year. These stays have offered opportunities to build independence, connect with community, and enjoy an out-of-home experience in a warm, supportive environment.

We continue to grow our community connections and create even more opportunities for clients choosing to stay in our STA and MTA accommodation, including access to social activities and skill-building programs during their visit.



24 hubs



5 Short and Medium Term Accommodation sites

1,285

Clients in the hubs



7 Micro businesses in the North Coast

15

Community Service Hub Open Days



10

STA/MTA Open Days

229

New clients across community



349

Clients attended community access

Sunnyfield's community profile also grew with hubs hosting vibrant events and open days, showcasing the diverse, high-quality programs on offer.

Discovering a world of possibility in Gunnedah

Matai is always on the go, exploring his community, sharing a laugh, and lighting up every space with his wicked sense of humour. A true adventurer, you'll often find him at the local motorbike track, pony club, basketball court, or touch footy oval during inclusive sports days. He's passionate about trying new things, building connections, and embracing every opportunity that comes his way.

One of Matai's big goals is to find and enjoy new hobbies while developing his community



connections. With support, Matai is keen to hone his communication skills using a site board – and he's making incredible progress!



“We are very lucky to have the best support workers ever. Matai absolutely loves his workers, “ said Anna, Matai's Foster Mum.



Sunnyfield's Got Talent, North Coast



The stage was set, the lights were shining, and the performers were ready. *Sunnyfield's Got Talent*, the much-loved annual talent show, returned this year bigger and brighter than ever.

More than 100 Sunnyfield clients took to the stage to sing, dance, and perform in front of family, friends and community supporters. The event was a joyful celebration of self-expression and the incredible creativity that had grown from months of dedication and practice.

“Every year, we are blown away by the courage, talent, and energy our performers bring to the stage,” said Jarel Phillips, Sunnyfield General Manager, Disability Services. “This event reminds us all of the power of inclusion and the joy of shared celebration.”

Participants travelled from Sunnyfield’s services in Cessnock, Maitland, Muswellbrook, Port Stephens, Singleton, Toronto, Teralba, Wallsend, Charmhaven, McCabe and even a zoom in performance from Tweed Heads.

Luke's road to independence

Luke came to Sunnyfield’s Medium Term Accommodation (MTA) in Toukley looking for a place to call home while transitioning to a permanent shared living house.

For Luke, medium term accommodation opened a world of opportunities, new experiences, and bright beginnings. Luke has found his zest for life, discovering new hobbies and interests, gaining independence, and building relationships. His confidence has soared with every achievement and goal he has conquered.

“Luke has made amazing progress, and we really saw him thrive in his new environment.



It has been a wonderful journey watching him grow in confidence and ability.” Lisa, Support Worker.

Luke’s journey included not only mastering life at home but outside of his home too. At Toukley Luke enjoyed all the wonderful experiences on offer including joining a social group that developed into meaningful friendships.

“Luke went to the cabaret and dancing performances, the Australian Reptile Park, and a weekend motorbike festival. These activities enabled him to form meaningful friendships, and he is now living in a shared home with one of his new mates.” Lucia, Regional Business Manager: STA and MTA, Sunnyfield.

Luke’s story has been a beautiful journey of self-discovery and growth, and it has been such a pleasure to watch him thrive. Luke has now found himself a permanent home with Sunnyfield’s Shared Living Services on the Central Coast and is putting all the skills he learnt to good use. We can’t wait to see what’s in store for him next.

Enterprise Services.

At Sunnyfield, there is a strong belief that everyone has the potential to achieve their aspirations. Personalised supports are offered to build skills, grow independence, and open pathways towards future goals. Whether someone is studying, finishing school, or ready to explore employment opportunities, Sunnyfield is here to provide guidance every step of the way, helping people live, learn, work and belong.

Sunnyfield Packaging Services delivers tailored, commercial-grade packaging and assembly for local, national, and international brands at our Therapeutic Goods-accredited facilities in Allambie Heights and Mt Druitt.

Sunnyfield is proudly certified as a **Social Enterprise** by Social Traders — recognition that our primary purpose is to create positive social impact. This means the majority of Sunnyfield's efforts and resources are dedicated to achieving this mission, with a significant share of our revenue generated through commercial trade.

Businesses and government partners can be confident that working with us supports both exceptional packaging solutions and meaningful employment pathways.

Alongside packaging services, **Sunnyfield Employment Innovation** encompasses micro businesses which cover administration and the Aspire Café, situated on Sunnyfield's Allambie Heights grounds and operated by Sunnyfield clients.

The Aspire Café, *Where Good Food and Connections are made!* — offers a warm, welcoming space where people can connect, develop cooking skills, prepare and serve meals, enjoy lunch, and relax in a friendly atmosphere. The café provides meaningful employment opportunities and fosters strong, relationships, while supporting a pathway to open employment.

Sunnyfield Vocational Services supports people with disability aged 16 and over. Services include pre/post school transitions, School Leaver Employment Supports (SLES), employment assistance, Skills for Work, Skills for Life, and real-world work experience. Each service is tailored to individual interests, abilities, and ambitions, ensuring every participant has the opportunity to grow skills, gain confidence, and take the next step towards future success.

Sunnyfield helps participants discover meaningful employment, gain confidence through workplace and community experiences, and develop valuable skills for both work and everyday life.



193k hours of supported employment (vs 190k LY)



32,175 hours of vocational services (vs 27,225 LY)



Over 200 supported employment & vocational service participants



2 supported employment locations



6 vocational training locations



18 transitioned employment training pathways



Total 224,240 hours worked

Vocational Services

From Curiosity to Career Paths: Inside the Australian Museum Experience

In November, with the generous support of the Clayton Utz Foundation, Sunnyfield Vocational Services clients took part in the Australian Museum Industry Immersive Experience — a unique ten-week journey offering behind-the-scenes access to one of Sydney's most iconic institutions.

Each week, participants explored roles ranging from DNA exploration to model making, guided by passionate museum experts.

The program proved a great success, sparking curiosity in history, geography, and science while opening doors to diverse career pathways.

Participant Andrew shared: "I have enjoyed getting behind the scenes and being able to see what makes the Australian Museum tick. I find the history very interesting, and something I would be interested in working with."

Beyond knowledge and skills, the program has inspired many to consider volunteering, reflecting its lasting impact in aligning personal passions with future opportunities.



Sarah's Story – Courage, Passion, and Possibility

When Sarah joined Mt Druitt's Vocational Services program in 2022, her enthusiasm and passion were instantly contagious.

From the beginning, Sarah stood out for her ambition, energy, and determination. Recognising her commitment to growth, Sunnyfield supported her request for an extra year in School Leaver Employment Supports (SLES) to continue building skills and exploring new opportunities.

Never one to shy away from learning, Sarah applied for the Down Syndrome Association's Digital Champions

Program, which empowers young people with disability to use the internet safely. Backed by Sunnyfield's Vocational Services team, she walked into her interview with confidence — and excelled.

Six months on, Sarah is thriving. She is helping others stay safe online, speaking at events, and continuing her outstanding involvement with Special Olympics, where she was recently named Athlete Leader.

Sarah's journey is a powerful reminder of resilience, courage, and the opportunities that open when determination meets support.



Enterprise Services.

Continued

Employment



Jan's Path to Confidence

In April 2023, Jan joined Sunnyfield's Mt Druitt packaging team with a determination to grow and increase her confidence.

With guidance from her Employment Support Officers and team leader, she has embraced change, built resilience and reached important milestones. Jan has recently achieved her goals of increasing her workdays

from two to three per week and proudly mastered new skills such as operating weighing scales.

Her contributions now extend beyond her daily role. Jan is an active member of the Client's Rights Group and ScreenEQUAL program, and her welcoming nature ensures new staff and visitors always feel at ease. Jan's journey is a powerful example of how persistence, support, and opportunity can create lasting growth.

The Great Work Swap

In February, Sunnyfield launched the Work Site Swap Initiative — an idea sparked by one of our supported employees. The amazing program gave team members the opportunity to spend a day experiencing a new location, meeting new people and building new skills.

Twenty five supported employees from Mount Druitt and Allambie put their hands up to take on the challenge. Accompanied by their Employment Support Officers, they travelled across Sydney to spend a day working alongside a new team.



Using the new Vocational Services 12-seater bus, each group arrived at their destination ready for a site induction and locker allocation before meeting their Leading Hand and getting stuck into the day's jobs.

Lunchtime was a chance to enjoy a meal from the Aspire Café or the Mt Druitt mobile lunch van, while spending time with new friends. By 2pm, it was time to head back —

tired but happy after a day of building skills, making connections, and broadening horizons.

"The experience swap work at Mt Druitt was unreal," said Cathy. "I like the different job, it was fantastic! I would like to do it again." Craig said: "I felt home and welcome." Safe to say we will be rolling out the initiative again next year.



Business Innovation

New Horizons for Aspire Café

Aspire Café has been reborn after more than 20 years, transforming into a modern hub. With a new coffee machine, stainless steel benches, and a new oven on the way, Aspire is now a welcoming space for staff and clients to connect.

At its heart are nine supported clients, gaining barista, customer service, and hospitality skills while building pathways to open employment.

Aspire Café is set to become the perfect place to gather, learn, and grow.

PharmaCare Creates Sports Camp Memories

With the generous support of PharmaCare Laboratories Helping Hand Committee, 61 supported employees took part in Sunnyfield's 8th Annual Sports Camp at Vision Valley. Over two action-packed days, participants built confidence, friendships, and skills through fun sporting activities and memorable events — all made possible thanks to the encouragement of Vision Valley staff, volunteers, carers, and Board members.



This marks yet another year of PharmaCare's ongoing partnership, ensuring Sunnyfield's Sports Camp tradition thrives.

Empowering Pathways Through PAG Partnership

We are incredibly grateful to our Corporate Partner, PAG, a leading alternative investment firm, for their continued financial support of our School Leaver Employment Supports (SLES) program.

Thanks to their generosity, Sunnyfield has been able to expand into new regions and reach even more young people with disability, helping them gain the skills, confidence and opportunities to explore meaningful pathways to employment. PAG's partnership plays a vital role in empowering the next generation to thrive in their journey toward independence and employment.

Bright Futures in the Making at Mt Druitt

At Sunnyfield's Mt Druitt Employment Services, five supported employees — Chantelle, Hayley, Jessica, Cristhian, and Malcolm — have teamed up with staff to launch a new micro-business: candle making.

From selecting fragrances to pouring wax, the team has embraced every step, creating beautiful handcrafted candles.

After launching successful seasonal collections, the team is now preparing a special Christmas range. More than just candles, these creations represent teamwork, accomplishment, and the joy of learning something new together.





Our people.

Celebrating staff, training, culture, and diversity.

At Sunnyfield, our people are the heartbeat of our organisation. We are more than a workplace — we are a community where every individual belongs. Together, we create an environment where people feel safe, valued, and empowered to deliver life-changing outcomes for clients and communities.

This commitment shines through in our 2025 Staff Engagement Survey, which reported engagement levels of a high 73% among non-supported employees and an exceptional 94% among supported employees. These results reflect the strength of our culture.

Safety and Wellbeing

Sunnyfield recognises that the wellbeing of our people is foundational to delivering exceptional services. In 2025, we deepened our focus on health and safety through a strategic partnership with Priority Care, giving staff 24/7 access to a workplace injury hotline delivering rapid access to medical support. More than 60% of appointments were secured within four hours, enabling a smooth return to duties and stronger support for recovery.

We also partnered with **Fitness Passport**, extending access to hundreds of gyms and pools across metro and regional NSW. Our new **Strategic Health and Safety Plan** provides a roadmap for the future, strengthening governance, operational excellence, physical wellbeing, and psychological safety.

Building Capability

We are committed to ensuring every employee has the skills and confidence to do their best work. In 2025, Sunnyfield expanded access to training and development opportunities across all levels of the organisation.

- **MAYBO Training:** Bringing the program in-house enabled more than 300 staff to participate in person-centred training to support clients with complex needs.
- **New Systems Training:** As part of our triple system rollout, 1,205 frontline employees and 168 managers received both virtual and face-to-face training, supported by an online resource library.



- **Leadership Development:**

Managers across NSW took part in a four-part effectiveness program, with 100% rating it as highly relevant to their role.

- **Onboarding Enhancements:**

We introduced house-specific training, person-centred induction modules, and weekly system sessions to ensure new staff are set up for success.

Attracting and Growing Talent

In a competitive labour market, Sunnyfield has continued to attract and retain talented people. Over the past year we welcomed **415 new hires**, supported **64 internal promotions**, and achieved an average of 35 new hires per month. These outcomes highlight our ability to draw in new talent while nurturing career pathways for existing employees.

Celebrating Diversity

Our workforce of 1,761 people represents a wide range of skills, experiences, languages and cultures.

With 66% of our workforce female and 34% male, and a balance of full-time, part-time, and casual employees, our people reflect the communities we serve. Diversity is not just a statistic — it is central to how we learn from one another, adapt to challenges, and deliver person-centred supports.

Looking Ahead

As we move forward, Sunnyfield will continue to invest in the right talent, capability, engagement, performance, safety, wellbeing and development of our people.

Our commitment is simple: to create a workplace where staff feel safe, seen, and supported, and where they are empowered to grow, contribute, and flourish. Because when our people thrive, so too do the clients and communities we are proud to serve.

Driving continuous improvement.

Creating stronger processes and empowering voices.

This year, Sunnyfield strengthened the foundations of safeguarding and quality across the organisation. Guided by our Client Safeguarding, Quality Assurance and Practice Support teams, we advanced a series of key initiatives designed to embed proactive, collaborative, and systematic improvements.

We developed a new **Quality Assurance Framework** and refined internal governance to make better use of evidence-based monitoring and data-driven insights. This enables us to identify risks earlier and respond more sustainably. Our **Quality Audit Program** was revised to automate parts of compliance monitoring, encourage self-assessment, and share good practice across services, with greater focus on systematic improvement.

We also introduced new ways of reviewing **incidents and complaints**, shifting the emphasis from individual cases to identifying trends and preventing issues before they occur. At the same time, we commenced a review of our **learning and development programs** for frontline staff, particularly in supporting clients with complex needs.

A major milestone was the creation of our first paid **Client Rights Group and Customer Rights Group**, which now work directly with Senior Leaders and the Board to ensure rights and lived experience are central to decision-making.



We also broadened accessibility in our **Annual Client and Customer Survey**, offering multiple formats such as text, voice recordings and video. This inclusive approach enabled 400 additional individuals to share their perspectives.

Looking ahead to FY26, we are preparing to launch a **Practice Framework** and explore new technologies, ensuring best practice is embedded, client voices are amplified, and quality remains at the core of everything we do.

Information and technology.



Building stability, resilience and future-ready systems.

This year, investment in information technology is transforming the way we work and deliver services. Sunnyfield's IT team focused on making technology simpler, faster, and more reliable for the people who use it every day, improving efficiency, and creating a more connected experience for our staff and clients.

Staff satisfaction with IT rose by +28%, from 51% to 79% — a sign that our systems are now easier to use and our support more responsive.

We introduced the Jira Service Management (JSM) ticketing system for logging issues and ensuring the most urgent problems are fixed first.

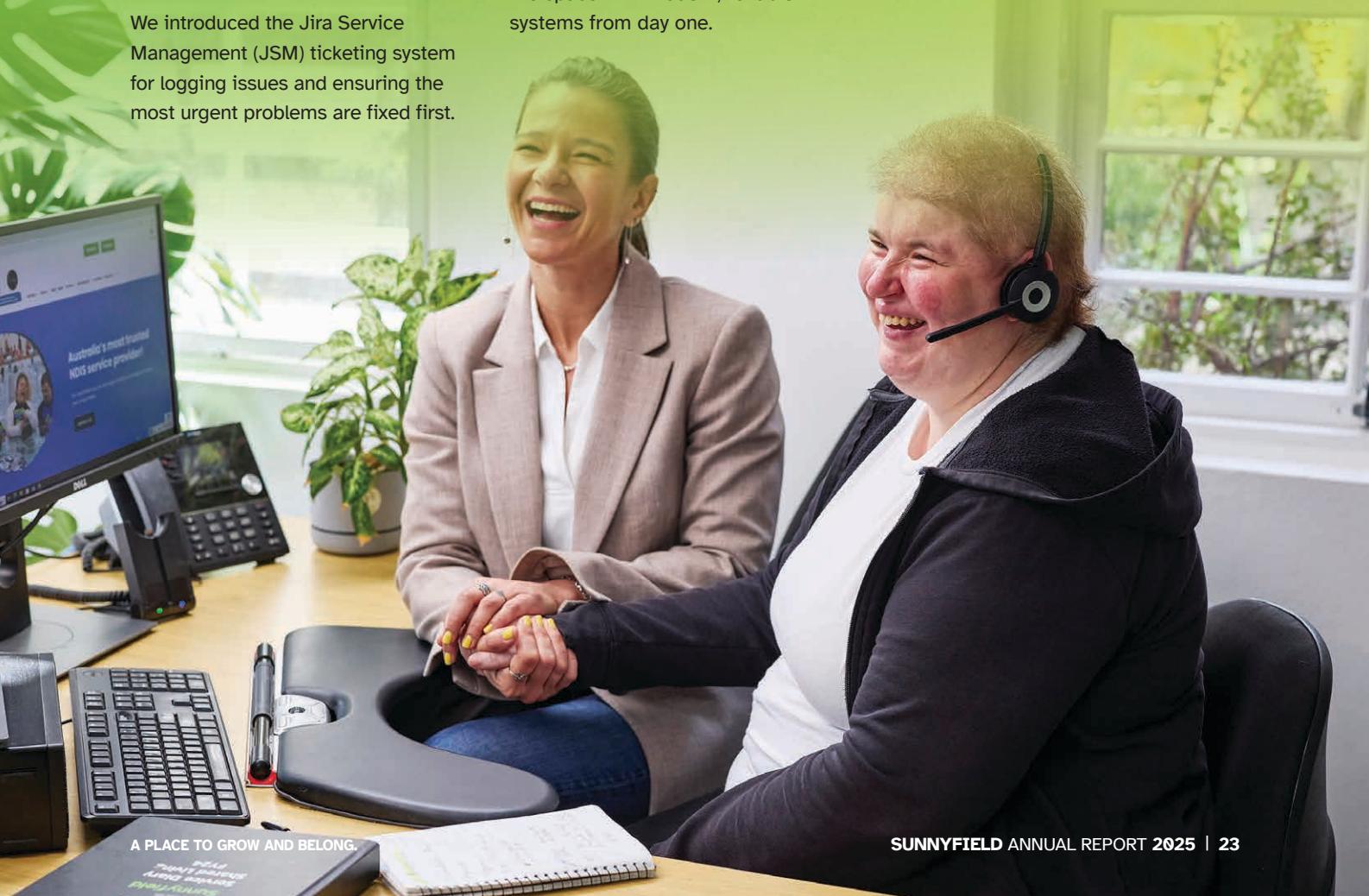
New processes also mean staff are notified in advance of system changes, reducing disruption to their work with clients.

Important upgrades to Skedulo Plus, Skedulo Health Care Package, Lumary 22 and the NDIS Price Guide were delivered with no interruption, so frontline staff could continue supporting clients without delay.

The IT team also managed the full technology setup for our new Rodborough Road office, ensuring staff could transition smoothly into the space with modern, reliable systems from day one.

We strengthened cyber security and data protection through external reviews, risk checks, and new onboarding processes for any new systems. These steps give staff greater confidence that the information they use every day is safe and secure.

Looking ahead, IT will focus on streamlining systems, boosting cyber resilience, and adopting next-generation tools to make it easier for staff to deliver high-quality support — and in turn, better outcomes for Sunnyfield clients.



Fundraising.

This year, the generosity of our donors, supporters, and community partners has made a lasting difference in the lives of the people we support. Over \$870,000 was raised, enabling Sunnyfield to expand specialised services, create new opportunities, and reach more individuals and families who rely on our support.

Special Thanks

- Thanks to the ongoing generosity received through the Clayton Utz Foundation, SLES participants were able to take part in the Australian Museum, Industry Immersive program.
- ASX Refinitiv Charity Foundation helped raise over \$35,000 through fun filled events. These funds helped purchase a new wheelchair accessible van for our service in the Hunter.
- PAG generously contributed \$70,000 to support the expansion of our School Leaver Employment Supports (SLES), helping us create greater opportunities for young people with disabilities.
- Pharmacare contributed to their local community and donated \$10,000 to ensure our Employment Services Sports Camp could go ahead.
- Smart Group, who specialise in salary packaging and employee benefits, generously donated \$10,000 to our Staff Awards program.
- Cared Pharma contributed \$4,500 towards Christmas gifts for supported employees.
- Office of Responsible Gambling awarded Sunnyfield with a \$70,000 grant to purchase a new wheelchair accessible van for our Maitland Service.
- Mounties Group generously granted \$26,300 towards our SLES program, which went towards first aid courses, virtual reality resources and technology.
- We are deeply grateful to the Hawkins Family who chose to honour their late mother, Noela, with an incredibly generous donation. Their gift has enabled Sunnyfield to pilot our new cooking program, *Chef In Training*, creating meaningful opportunities that will carry forward Noela's legacy of teaching and kindness.



Property Improvements & furnishings



Vehicles



Sports & Leisure activities



Education & Technology

\$298K

\$70K

\$107K

\$77K



Teeing Off for a Worthy Cause

Sunnyfield's 2025 Charity Golf Day was more than a round of golf—it brought together clients, supporters, and corporate allies to raise a remarkable **\$75,000** for vital disability services. Hosted at the beautiful **Concord Golf Club**, the event brought together 29 enthusiastic teams, sponsors, and a dedicated community committed to inclusion.

A heartfelt thank you to **Bluescale**, our Major Sponsor, and **Hays Recruitment** and **Marsh Insurance**, our Golf Cart Sponsors—their generous support was fundamental to the event's success.

The course buzzed with friendly competition as participants vied for the prestigious **Trevor**

Whiddon Trophy, presented by **Thomas Perrett**, great-grandson of Sunnyfield's founders, Hazel and Fred.

What truly made the event special was the active involvement of Sunnyfield clients—who volunteered by managing raffle ticket sales and supporting logistics.

Our MC, **Tim Gilbert**, kept the energy high with witty commentary and good humour—though the mystery of the missing golf driver remains unsolved! Guests enjoyed laughter, camaraderie, and the chance to share the course with clients riding alongside in sponsored carts.

The funds raised will go towards purchasing a new **accessible vehicle**, enabling safe and inclusive transportation for Sunnyfield clients. This investment will support

opportunities for independence, skill-building, community participation, and even future events like this Golf Day.



This year our tax time appeal helped raise a massive **\$109,000** meaning we can now purchase a brand-new wheelchair accessible van for clients like Nicole.

Nicole was born with cerebral palsy and a spinal injury, impacting her ability to talk and walk but since joining Sunnyfield, her world has opened up in ways her parents never

imagined. She loves long drives, bowling and stopping in at her local café for a hot chocolate with friends.

With this new van, Nicole and so many others can continue exploring their communities, building friendships, and enjoying the independence and experiences we all take for granted.

Because of you, we've turned generosity into freedom on wheels.

Thank you to all our generous donors, together you helped us fuel more dreams!



Sunnyfield Board.



Karen Ingram

Board Chair; Member of Audit Finance & Risk Committee; HR, Nomination & Remuneration Committee; Deputy Chair, Client Rights & Safeguarding Committee



Mike Nicholls

Board Deputy Chair; HR Nomination & Remuneration Committee Chair



Matthew Daly

Board Member; HR, Nomination & Remuneration Committee; Client Rights & Safeguarding Committee



Michael Brent*

Board Member; Audit, Finance, Risk & Property Committee Chair; Client Rights & Safeguarding Committee



Melissa Hammel

Board Member; Client Rights & Safeguarding Committee



Vivian Quinn

Board Member; Audit, Finance, Risk & Property Committee; Housing, Property & Equipment Committee



Johannes Van Der Wiel*

Board Member; Chair Client Rights & Safeguarding Committee

Gateway Board.



Vivian Quinn

Board Chair



Steve Herman

Director



Paul Oates

Director



Mal Parks

Director



Michael Brent*

Director

*Non-executive director who is a family Member of Sunnyfield



From left to right: Linda Hunt, Barry Kenyon, Sandie Hogarth-Scott, Jarel Phillips, Andrew Walker, Mike Elvidge, Rosie Stilin, Andrew Hyland

Our Senior Leadership Team.

Name	Responsibility	Appointed
Andrew Hyland	Chief Executive Officer	October 2022
Andrew Walker	Chief Financial Officer	May 2021
Rosie Stilin	GM, People, Learning and Culture	October 2022
Linda Hunt	GM, Safeguarding and Assurance	February 2025
Jarel Phillips	GM, Disability Services Operations	May 2025
Mike Elvidge	GM, Employment Services	October 2022
Sandie Hogarth-Scott	GM, Property	August 2019
Barry Kenyon	GM Engagement and Fundraising	November 2023

Thank you.



Thank you for making it possible.

Every day across Sunnyfield, people are finding new ways to live with purpose, learn with curiosity, work with pride and have fun in the moments that matter. That's only possible because of you.

To our clients — thank you for showing us what's possible.

To families and carers — thank you for your partnership and trust.

To our staff — thank you for your respect, honesty, care and innovation. You bring our mission to life.

And to our community of supporters — thank you for believing in a brighter, more inclusive future.

This year's achievements belong to everyone. We also pause to remember with gratitude the clients who entrusted us with their care and who are no longer with us. Their legacy continues in the community we are building together.

Thank you for being part of the Sunnyfield journey.



