Annual Report 2026

Sunnyfield



Live.
Learn.
Work.
Belong.

Sunnyfield

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

Sunnyfield was founded in 1952 when Hazel Whiddon believed her son, who had an intellectual disability, deserved the same opportunities as everyone else.

Together with other families, Hazel helped create a place where people with disability could live meaningful lives, build relationships, contribute to their communities and achieve their goals.

Our purpose

Hazel's vision continues to guide us today, with our purpose captured in four simple but powerful pillars: Live. Learn. Work. Belong.



These pillars shape everything we do, guiding how we design our services, support individuals and invest in opportunities for people to build skills, increase independence and live the life they choose.

- **Live:** Supporting people to live independently, safely and with greater choice and control.
- **Learn:** Building skills, confidence and lifelong opportunities for personal growth.
- **Work:** Creating pathways to meaningful employment, contribution and economic participation.
- **Belong:** Fostering connection, relationships and inclusive communities where everyone is valued.

Our values underpin our purpose

- **We show respect**
- **We are honest**
- **We build trust**
- **We try new things**

Sunnyfield today

More than 70 years since we started, Sunnyfield has grown into one of Australia's most trusted disability service providers, supporting almost 1,500 clients across NSW through accommodation, community, employment and vocational services.



Sunnyfield

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.



The year at a glance

1,421 Clients Supported

49 Shared Living Services*

25 Community Hubs

4 Short-Term Accommodation Services

4 Vocational Services

2 Employment Centres



Most Trusted NDIS Provider for third year

Sunnyfield was named Australia's Most Trusted NDIS Service Provider for a third consecutive year at the Enablement Awards, reflecting our ongoing commitment to delivering positive outcomes and quality, person-led support.

** Gateway properties*

A message from the CEO and Chair.



As we reflect on another year, 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 Live. Learn. Work. Belong. These four words represent the outcomes people with disability tell us matter most in their lives. They reflect the vision of the families who founded Sunnyfield more than 70 years ago and they continue to guide us today.

We believe every person should have the opportunity to live independently, learn new skills, engage in meaningful work, build connections and experience a true sense of belonging. Through our services, our people and our partnerships, we are committed to creating more opportunities for clients, employees and communities to achieve these outcomes and reach their full potential.

Over the last 12 months, we have continued to navigate a challenging operating environment. The disability sector remains under financial pressure, with providers balancing increasing costs against funding constraints.

While these challenges remain, we welcome the positive reforms underway across the NDIS. We support efforts to strengthen quality, safeguard participant outcomes and create a more sustainable system that delivers long-term certainty for people with disability, their families and providers.

This year, we also strengthened our voice as an advocate for people with disability. Sunnyfield joined forces with leading providers through the Ability First Australia, a collaborative partnership created to champion a stronger, fairer and more sustainable disability sector. Together, we are working to elevate the voices of people with disability, influence policy reform and help shape a future where every person has the opportunity to thrive.

Strong governance remains critical to achieving our purpose. Throughout the year we continued our Board renewal program, welcoming new expertise and perspectives while maintaining a focus on accountability, sustainability and long-term strategic growth. These changes position Sunnyfield well as we continue implementing our Strategy 2030 ambitions.

Sunnyfield

"Through our services, our people and our partnerships, we are committed to creating more opportunities for clients, employees and communities to achieve these outcomes and reach their full potential."

Important investments were also made across the organisation to improve services, increase capacity and enhance client experiences. We launched our new Practice Framework, providing a consistent, person-led approach to service delivery that strengthens quality, safeguards and outcomes across the organisation. We also announced the Allambie Heights Project, a significant investment in Sunnyfield's future that will create new opportunities for clients, employees and the broader community.

During the year we continued to expand and evolve our service offering. We opened our new Gregory Hills Community Hub, welcomed clients into purpose-built homes and launched additional Micro Hubs, bringing more localised supports into communities. We also renovated and relaunched our St Marys Community Hub and invested significantly in 17 existing homes, enhancing accessibility, comfort and quality of life for the people who call them home.

A key milestone was bringing Vocational Services and Community Services together under our Youth Strategy. This new approach creates more seamless pathways for young people as they transition from school into employment, community participation and greater independence. By connecting services more closely, we can support clients to achieve their goals with greater flexibility and choice.

Our client and employee surveys provided valuable insights throughout the year. Pleasingly, clients continued to report high levels of satisfaction, safety and trust in Sunnyfield services. Employees told us they value the meaningful work they do and the positive impact they have on the lives of people with disability. Their feedback will continue to inform how we strengthen communication, capability and employee experience across the organisation.

Throughout the year we also had much to celebrate. From opening new services and expanding into new communities, to witnessing incredible personal achievements by our clients and employees, we continued to see the impact of what can be achieved when people are given the opportunity to live, learn, work and belong.

As part of our planned Board renewal program we welcomed four new Board Directors. Martin Hoffman, Christina Bolger, Sue Healy and James Gribble bring great diversity of thinking and critical capabilities and experience across lived experience, governance, commercial, leadership and regulatory. All are passionate about improving the lives of people with disability and we look forward for you to get to know them.

This year we also farewelled three valued members of our Senior Leadership Team, Sandie Hogarth-Scott, Barry Kenyon and Mike Elvidge.

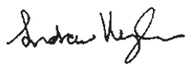
Sandie's expertise was pivotal in Sunnyfield securing the Allambie Road and Druids Court sites as Crown Land grants, and her leadership of the property team ensured the quality of the homes and hubs in which our clients live, learn, work and belong.

Barry's leadership strengthened Sunnyfield's engagement and fundraising efforts, helping build deeper connections with our communities and supporters.

As General Manager of Employment Services, Mike played an important role in growing our employment services, welcoming new clients and team members and strengthening our offering. His leadership also supported the refreshed branding of Aspire Café and the launch of Aspire Candles, creating new opportunities for clients to build skills and confidence.

Their passion, expertise and commitment have left a lasting impact on Sunnyfield. We thank Sandie, Barry and Mike for their significant contributions and wish them every success in the future.

As we look ahead, we remain optimistic. With a clear strategy, strong foundations and an unwavering commitment to the people we support, we will continue expanding opportunities for people with disability to achieve what matters most in their lives: to Live. Learn. Work. Belong.



Andrew Hyland
CEO



Karen Ingram
Chair

FY26 by the numbers.

2026 Statistics

225
Sunnyfield members

467
Welcomed team members

1.275M
Hours of support

1,686
Sunnyfield staff

643
Clients shared their voice

This is an increase of **288** voices from last year!

Highlights of the year

257K+
Visits to our website

15K+
Followers across social media

1
New Community Hub launched

5
Capacity building programs

$1.09M
In fundraising achieved

New AI technology to support our frontline staff



Strategy 2030 update.

Strategy 2030 sets out our ambition to provide more services, to more people, across more locations, while ensuring Sunnyfield remains a place where clients, families, employees and communities can grow and belong.

And we are already well on our way.

Across the year, we turned our strategy into action by expanding services into new communities, strengthening our workforce and culture, deepening community relationships and investing in the tools and infrastructure needed for a safer, stronger and more sustainable Sunnyfield.

The voice and participation of clients, families and customers remain central to this work, underpinned by our ongoing focus on quality, safety and person-led support.

Building on this progress, Sunnyfield will continue investing in cyber security governance, enterprise data capabilities, AI, operational efficiency and technology modernisation to support Strategy 2030.

1. Invest in our services: Go big, go local

We continued to grow our services in the communities where they are needed most. This included opening a new Vocational Service in Wyoming and a new Community Hub in Gregory Hills, creating more local opportunities for people with disability to build skills, connect with others and work towards their goals while strengthening our presence around the needs of each community.

2. Invest in our people and culture: Support our teams to thrive

Our people are at the heart of everything we do. Throughout the year, we continued to invest in the culture, capability and wellbeing of our workforce, strengthening the foundations that enable our teams to deliver exceptional outcomes for the people we support. We focused on creating a positive, safe and inclusive workplace where employees feel valued, connected and empowered to grow. Through a range of leadership development initiatives, learning opportunities and capability-building programs, we supported our people to build confidence, strengthen leadership practices and enhance team effectiveness.

3. Invest in our community relationships: Influence a more inclusive society

We continued to champion a more equitable and sustainable National Disability Insurance Scheme that meets the needs of participants.

This year, Sunnyfield joined Ability First Australia, the country's largest not-for-profit disability service alliance, bringing together 25 leading disability service providers across every state and territory. Together, members represent around $5.6 billion in support services for hundreds of thousands of Australians with disability, their families and carers.

Joining Ability First Australia strengthens Sunnyfield's voice within the sector and creates greater opportunities to collaborate and advocate for the needs of our clients, families, people and services at a national level.

Through advocacy, partnerships and storytelling, we are raising awareness of what people with disability need to live full, independent and meaningful lives. By working alongside clients, families, community partners and sector leaders, we aim to influence policy, shift attitudes and contribute to lasting improvements for people with disability across Australia.

4. Invest in our tools and infrastructure: Build a more sustainable future

As Sunnyfield continues to grow, investing in the right tools and infrastructure remains critical to delivering safe, high-quality and sustainable services.

Throughout the year, we strengthened our digital foundations and modernised key technology platforms, creating a more secure and connected organisation that is better positioned to meet the needs of clients, employees and communities into the future.



Accommodation Services.



Supporting people to live well, their way

At Sunnyfield, home is about more than where you live. It is about having choice, building independence and feeling connected to the people and community around you. Our approach is centered on each individual, with support shaped around needs, goals and aspirations.

During the year, Sunnyfield supported 195 people across 49 Supported Independent Living (SIL) homes, including 26 SIL only or basic Specialist Disability Accommodation (SDA) homes and 23 SIL and SDA homes.

We welcomed 12 new clients into Sunnyfield homes, supporting each person as they began a new chapter towards greater independence, choice and connection.

Our teams work alongside residents to build everyday skills, establish routines, pursue personal goals and feel confident in their home and community.

We also supported five residents to move to different Sunnyfield homes that better reflected their changing needs, preferences and compatibility. Finding the right home and the right people to share it with is an important part of feeling comfortable, connected and supported.

These moves reflect our commitment to listening to each person and recognising that the right home today may not always be the right home tomorrow. As needs, goals and aspirations evolve, we continue to work alongside clients and their families to ensure their living arrangements support them to feel at home, build independence and live the life they choose.

Sunnyfield

Partnerships that open doors to belonging

Sunnyfield works closely with Specialist Disability Accommodation (SDA) partners to help people with intellectual disability explore suitable housing options and navigate the pathway towards SDA funding.

Finding a home that meets an individual's needs can be a complex journey. We work alongside clients, families, support coordinators and allied health professionals to understand each person's goals, preferences and support needs, identify suitable housing options and help navigate the SDA funding process.

Our personalised approach considers more than the home itself. Lifestyle, location, accessibility, support needs and compatibility all play an important role in finding a place where someone can feel comfortable, connected and at home.

Through partnerships with SDA providers, we help connect clients with purpose-built homes designed to support greater accessibility and independence, while creating opportunities for connection and belonging.

Once a suitable home is identified, our teams support each person through their transition and provide personalised SIL services, with daily support shaped around individual goals, preferences and routines as we help residents build skills and confidence in their new environment.

Through strong partnerships and person-led support, Sunnyfield is helping more people find a place to build independence, create meaningful connections and feel a genuine sense of belonging.

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 39 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.

The year at a glance

195
People supported across 49 Supported Independent Living (SIL) homes

12
New clients welcomed into Sunnyfield shared living homes

5
Residents supported to transition to homes suited to their changing needs

3
Home bathroom renovations completed to enhance accessibility and comfort

Accommodation Services.
continued



Homes that evolve with our clients

Sunnyfield completed bathroom renovations at three homes in Green Point, Killarney Vale and Banora Point, improving accessibility, comfort and functionality for residents.

At Banora Point, the renovation was completed in May 2026, creating a safer and more accessible space that better supports the daily routines and individual needs of residents Jake, Noeline and Brianna, who all use wheelchairs.

Key features include:

- The expanded space provides greater room to move safely, while a larger shower area and new heat lamp make personal care more comfortable
- A newly installed tilted mirror allows residents to comfortably prepare for the day directly from their wheelchairs, offering greater daily autonomy
- Fresh updates and a feature wall bring extra warmth and personality into the home

These renovations reflect Sunnyfield's ongoing commitment to ensuring our homes evolve alongside the needs of the people who live in them, creating accessible and functional spaces that support greater independence in everyday life.

The A-team: Built on trust

For Andrew, support work was never the career he imagined. After more than a decade in real estate, he was looking for a change and eventually found his way into disability support.

More than 10 years later, Andrew has progressed from a casual Support Worker into a leadership role at Sunnyfield. What has kept him here? The people.

For more than three years, Andrew has supported another Andrew, who had previously only lived with his mum before moving into a Sunnyfield shared living home. It was a significant transition and one that required patience, trust and time.

"You're in their home. You have to take the time to let them get to know you, and then you get to know them," Andrew says.

Over time, the two have built a strong connection, or as Andrew jokingly puts it...

"He's A1, I'm A2, and together we're the A-team."

Today, Andrew is thriving in his home and building greater confidence and independence. He plays an active role in everyday life, from preparing meals and cooking to cleaning and shopping.

He also enjoys an active social life, spending time with family, friends and his housemate, and regularly heading to the local pool to build his swimming skills.

Their relationship is a reminder of what can happen when support is built on patience, trust and genuine connection, creating the confidence and opportunity for people to live life in their own way.



Peter feels right at home

After more than 30 years as part of the Sunnyfield community through Employment Services, Peter recently celebrated another important milestone: moving into his first Sunnyfield shared living home.

Having lived with his parents for many years, moving out was a significant life change. Peter embraced the opportunity to build his independence while staying connected to his family, work and community.

One of Peter's biggest goals was to travel independently to and from work using public transport. With support from Sunnyfield, he built the skills and confidence to travel by bus and train on his own, after previously relying on others for transport. It is an achievement Peter is incredibly proud of and one that has opened the door to greater independence.

At home, Peter is also building everyday living skills, enjoying cooking, completing household tasks and taking greater responsibility for his daily routines.

Another highlight has been the friendship Peter has built with his housemate, Darren. From watching movies to simply spending time together, their connection has become an important part of life at home.

"My favourite thing at home is to look after Darren when he's feeling down and upset"...

Whenever Darren sees me coming, he lights up and gives me a big hug," Peter says.

For Peter, moving into his new home has created opportunities to achieve personal goals, build meaningful friendships and enjoy greater independence.

Sunnyfield

Purpose in every step for Jesse and Peter

After seven years working in sales, Support Worker Jesse was looking for a career with greater purpose. Four years later, he has found much more than a job at Sunnyfield - he has found a second family.

The welcoming team and genuine connections he has built with clients have made going to work feel like going home.

"It's just different here," Jesse says. "There's always laughter and friendly banter, and everyone genuinely cares about one another."

With his own family living in Queensland, Jesse often volunteers to work on Christmas Day, helping create celebrations filled with decorations, home cooked meals and traditions everyone looks forward to.

For Jesse, one of the most rewarding parts of his role is supporting people to work towards goals they once thought were out of reach, and Peter's journey is one he will never forget. After previously being unable to walk, talk, sit or stand, Peter set himself a goal of walking on the beach. With his own determination and support from Jesse, he achieved it.

"It was such an emotional moment for both of us," Jesse says. "Moments like that remind me why I love what I do."

Peter is already looking ahead to his next goal: climbing to Barrenjoey Lighthouse.

For Jesse, support is about creating opportunities, celebrating progress and building trusted relationships that help people pursue what matters most to them.



Community Services.



Creating places to connect and belong

At Sunnyfield, community is built on connection, inclusion, and the belief that everyone deserves a place to belong.

Community services across Sunnyfield provide a place where everyone is welcomed, supported and empowered to be themselves, whether in a Community Hub, Short- and Medium-Term Accommodation or in the community.

We have been honoured to provide community support to over 1,220 clients this year.

We continued to grow across all services, investing in new programs, facilities and expanding into new locations, including:

- Gregory Hills: Opened a brand-new Community Hub providing innovative programs in a beautiful setting for 16 clients.
- St Marys: Relaunched the St Marys Community Hub following an extensive investment in renovations, transforming the space into a welcoming and accessible environment.
- Maitland: Relocated the Maitland Community Hub to a permanent location in a spacious setting in the heart of Thornton.

The year at a glance

1,220
Clients attended Community Hubs and Community Access programs

234
Clients utilised Community Access services

152
New clients

25
Community Hubs

4
Short and Medium-term Accommodation homes

4
New Micro Hubs services



A decade of trust and growth for Britney and Cleo

For over 10 years, Britney and Cleo have shared a special journey together. What began when Britney was still at school has grown into a strong, trusted relationship that continues to support her as a confident young adult.

Today, Britney attends Sunnyfield's Gregory Hills Community Services, where she is building greater independence with dedicated one-on-one support from Cleo. With big goals for her future, Britney continues to embrace new experiences and develop skills across all areas of her life.

Health and wellbeing is an important focus for Britney. She regularly attends the gym, is learning about healthy eating and is becoming more active in her community. She is also making new friends and building valuable everyday skills, including growing her confidence with computers in the tech lab.

Sundays are something Britney and Cleo both look forward to. Together, they plan outings based on Britney's interests, from trips into the city and dumplings in Chinatown to practising how to navigate public transport independently. Each experience is another opportunity for Britney to build her confidence, make choices and connect with her community.

Built on more than a decade of trust and consistency, Britney and Cleo's relationship shows the difference the right support can make. With Cleo by her side, Britney continues to work towards her goals, grow her independence and embrace what comes next.

"I love using the computers and Cleo has helped me a lot," says Britney.

Community Services. continued

Clinton's woodworking wonders

At the Maitland Community Hub, creativity and craftsmanship are coming to life through woodwork, with participants creating everything from bird stands and restored furniture to games and decorative pieces.

Clinton has taken part in woodwork classes for the past three terms, steadily building his practical skills, confidence and independence. He takes great pride in every project he completes and loves sharing his finished pieces with others. Seeing his ideas and hard work transformed into something functional has given Clinton a real sense of achievement.

Leading the sessions is Ben, who first joined Sunnyfield as a volunteer, bringing a passion for woodworking and a desire to share his skills. Today, he supports participants like Clinton to learn new techniques, try new challenges and experience the satisfaction of creating something with their own hands.

The woodwork program also supports Sunnyfield's Micro Hub business, where participants create products that are sold to the local community. It provides valuable opportunities to develop practical skills, gain hands-on experience and contribute to a real business venture.

"Clint has come a long way with his skills. He is always so proud of what he makes and is so happy to show everyone his final product," Ben, Support Worker.





Short and medium term accommodation

Sunnyfield's Short and Medium-Term Accommodation (STA/MTA) services continued to provide welcoming, supportive stays for adults, children and young people throughout the year.

Designed to promote independence, build confidence and foster meaningful connections, each stay offers clients the opportunity to enjoy new experiences in a safe, home-like environment.

This year we strengthened our service offering by launching Micro Hubs within the STA/MTA homes. These Micro Hubs act as Community Hubs but in a smaller and quieter setting.

With just five to 10 participants, Micro Hubs offer the benefits of a traditional day service, but just on a smaller scale. Participants can build skills, make meaningful connections, explore their interests and work towards their goals at a pace that suits them.

Together, our STA/MTA and Micro Hub services are creating more opportunities for people to connect, grow and experience greater independence.

By offering flexible, personalised and welcoming environments, we continue to support each person to build confidence, pursue their interests and achieve their goals in ways that are meaningful to them.

Sunnyfield

Caan's next chapter

Over the past three years at Ashfield Medium Term Accommodation, Caan has grown in confidence, independence and found his own voice. From building strong daily routines and exploring Sydney to working towards swimming goals and celebrating birthdays with new friends, Caan has achieved so much along the way.

When Caan first came to Sunnyfield, he had an important goal: to move into a shared living home. His time at Ashfield provided a supportive transition, giving him the opportunity to build the skills, routines and confidence needed to take that next step.

With the support of the Ashfield team and his family, Caan has now achieved his goal and moved into his new home, marking an exciting new chapter in his life.

"Caan is thriving in his new home. He has greater independence, confidence and ownership of his own life. For someone who had never spent a night away from his family, this is an incredible achievement," Caan's family said.

"Caan's journey has shown us that with the right support, people can achieve far more than we sometimes imagine," Caan's family.



Connor spreads his wings

Connor is an energetic and vibrant 15-year-old who has been part of the Sunnyfield community for more than six years, attending Short Term Accommodation in Caringbah, school holiday programs and after-school support.

For Connor and his family, respite has become an extension of their trusted support network.

Sunnyfield staff have supported Connor since he was just nine, creating strong relationships and a deep understanding of his personality and support needs.

A social butterfly, Connor loves meeting new people and brings his warmth and cheeky personality wherever he goes. He enjoys exploring the community, visiting the zoo and local parks, taking part in activities at Caringbah, including movie nights, the sensory room, tennis, sports and games.

Recently, Connor stayed at Caringbah for 10 days, a significant milestone for both Connor and his family. It was a wonderful demonstration of how far he has come and the confidence he has developed through years of consistent, trusted support.



Vocational Services.



Meaningful pathways, expanding opportunities

Vocational services at Sunnyfield continue to evolve, creating more opportunities for people with disability to develop skills, gain industry experience and pursue meaningful employment pathways.

Guided by Sunnyfield's Live. Learn. Work. Belong. strategy, we are supporting participants to prepare for the future through innovative learning experiences, strong industry partnerships and personalised pathways that build confidence, independence and long-term success.

Throughout the year, participants made meaningful progress towards their employment goals through targeted training, work experience and practical skill development.

Key employment and training highlights:

- Industry partnerships: Work experience with Sydney Zoo, Priceline, and local employers provided valuable real-world exposure.
- Employment pathways: Participants successfully transitioned into roles with organisations including Woolworths and Sunnyfield Packaging.
- Internal progression: One participant progressed into employment as a Sunnyfield Support Worker, demonstrating the power of internal vocational pathways.

The service has continued to grow through innovative program development, strengthened community partnerships and a renewed focus on industry engagement. Teams have embraced new ways of working, expanding opportunities beyond traditional vocational models and creating experiences that better reflect the changing nature of work and employment.

We are particularly proud of the adaptability, collaboration and commitment demonstrated by employees throughout the year. Despite changes in leadership and service delivery practices, teams remained focused on delivering positive outcomes for participants and supporting their individual aspirations.

Sunnyfield

Looking ahead

Sunnyfield is undertaking a significant transformation of the learning framework that underpins Vocational Services. Core learning content is being refreshed and redesigned to better align with emerging technologies, evolving industries and the skills participants will need to succeed in the workplaces of the future.

Key initiatives include:

- Exploring virtual reality-based learning experiences to provide immersive, accessible training simulations for building workplace readiness.
- Introducing new initiatives focused on fitness, health, wellbeing, and expanded work experience to support long-term employment retention.
- Building partnerships with organisations such as the Australian Reptile Park to broaden industry exposure and career aspirations.

As participant expectations and workforce opportunities continue to evolve, Sunnyfield's vocational services will remain focused on innovation, continuous improvement and meaningful outcomes. Through contemporary learning, strong industry partnerships and person-led support, Sunnyfield is helping people build confidence, achieve their goals and create futures filled with learning, employment, independence and belonging.





Wild about the future

For 10 weeks, clients from Sunnyfield's Mount Druitt Vocational Services learned, grew and explored new possibilities at Sydney Zoo.

Supported by workplace trainers, participants built practical skills while learning about horticulture, connection to Country, animal care and training, nutrition, customer service, retail, maintenance and more.

Working among more than 4,000 animals and zoo visitors, they strengthened their communication, teamwork, problem-solving and time-management skills, while growing in confidence and independence.

The program ended with a celebration where participants shared what they had learned and reflected on their achievements.

For Ryan, 20, the experience strengthened his passion for animals. He was "proud of learning about the animals and their environments" and hopes "to help the animals in any way I can in the future."

Dustin, also 20, now hopes "to achieve getting a job here" at Sydney Zoo and said he "will miss the place."

The partnership with Sydney Zoo was a wonderful example of what can happen when participants are given the opportunity to explore their interests in a real workplace. For Ryan, Dustin and their peers, 10 weeks at the zoo brought new skills, greater confidence and, importantly, new ideas about where the future might take them.

Vocational Services. continued



Tyson's prescription for success

When Tyson began work experience at Priceline Toronto in May 2026, his goal was to build his retail skills and take an important step towards employment. A pharmacy proved a great fit, giving Tyson the opportunity to learn, contribute and grow in a real workplace.

Starting with a two hour shift each week, Tyson has steadily grown in confidence and independence, increasing to three hour shifts. He now stocks shelves, replenishes displays, organises promotional materials and helps with the day to day running of the store.

Through Sunnyfield Vocational Services, Tyson has developed valuable skills in communication, teamwork, health and safety and stock management.

One moment showed just how far he had come. Initially less confident communicating with customers, Tyson was approached by someone needing help. Without hesitation, he assisted them and directed them to the right team member.

Reliable, resilient and hardworking, Tyson has become a valued part of the Priceline Toronto team.

"I like the social part of Priceline and how friendly everyone is and just learning new skills, gaining confidence and independence," Tyson says.

With growing confidence, new skills and real workplace experience behind him, Tyson is now looking ahead to his next goal: securing long term, meaningful employment.

Furthering skills at Fairhaven

Ryan had a clear goal when he began work experience at Fairhaven Copack: to build the skills and experience needed for meaningful employment.

Throughout July, Ryan attended Fairhaven every Friday, gaining hands on experience in warehousing tasks including packing, sorting, quality checking, stacking products and assembling components. He also built valuable life skills, learning to travel independently to work by train and bus.

"I love working as part of a team and experiencing the satisfaction of completing a task," Ryan says.

Through Sunnyfield Vocational Services, Ryan grew in confidence, learning to work as part of a team, communicate with supervisors, follow workplace safety procedures and complete tasks independently.

His hard work soon led to something even bigger. Ryan applied for paid employment and achieved a major milestone by securing his first job. From September 2026, he will commence permanent part time employment, working full days every Monday and Wednesday.

Described as humble, gentle and hardworking, Ryan has become a valued member of the team. Securing his first paid role is a wonderful reflection of how far he has come.

With paid employment secured, Ryan is already looking ahead to his next goals, including obtaining his driver's and forklift licences.



Employment Services.

Sunnyfield

Supporting meaningful employment

Sunnyfield believes everyone has the potential to achieve their employment aspirations and goals. Through personalised support, we help people build skills, confidence and independence, creating pathways to meaningful employment and greater community participation.

Sunnyfield Packaging Services

Sunnyfield Packaging Services provides GMP-accredited cleanroom packaging solutions for local, national and international brands from our Therapeutic Goods-accredited facilities at Allambie Heights and Mt Druitt.

As a certified Social Enterprise, the majority of our workforce comprises of people with disability, with revenue generated through our commercial operations reinvested to support our social purpose.

Sunnyfield Employment Innovation

Sunnyfield Employment Innovation further expands these opportunities through micro-businesses, including:

- Administration services, providing organisational support.
- The Aspire Café located at Allambie Heights and operated by Sunnyfield clients, providing a welcoming community space where participants can develop hospitality skills, build relationships and gain valuable work experience.

Together, these initiatives create meaningful employment opportunities, strengthen workplace and life skills, and support people to learn, grow and belong.

Inclusive employment pathways

By choosing Sunnyfield, our commercial partners receive high-quality services while contributing to genuine social impact and more inclusive employment pathways.

Employment Services. continued

The year at a glance

206,167
Hours of supported employment

192+
Employees supported

37
New employees hired



Growing together in Western Sydney

Western Sydney is one of the fastest growing areas in the country, with major investment and new employment opportunities transforming the region.

Against this backdrop, Sunnyfield Employment Services at Mount Druitt has welcomed significant growth of its own, increasing from 88 supported employees in June 2025 to 110 in June 2026.

Much of this growth has come through something simple but powerful: people sharing their experiences. Supported employees are telling friends about a workplace where they feel welcomed, valued and enjoy coming each day.

At the heart of Mount Druitt are Employment Support Officers Nicole, Denise, Megan and Ruth.

Their care, encouragement and commitment help create a workplace where people feel supported, while building skills, confidence and independence.

For Georgia, that sense of belonging has made a real difference.

"Working at Sunnyfield has built my confidence and I have been able to make new friends. I am very happy," Georgia says.

As Mount Druitt continues to grow, so too do the opportunities for more people to develop workplace skills, build friendships and experience the confidence and connection that comes from meaningful employment.

Sunnyfield

Forty years on, Michelle is still growing

When Michelle first walked through the doors of Chatswood Industries at age 18, she was completing work experience for school. She could never have imagined it would be the beginning of a remarkable 40-year career.

Michelle continued with Chatswood Industries through its transition to Sunnyfield, before moving to Allambie Heights in 2016. Over the years, she has built her skills, confidence and independence, eventually achieving one of her proudest goals: becoming an Assistant Team Leader.

For Michelle, leadership is about looking out for the people around her.



"I like being able to help other people, especially if they need someone to talk to," Michelle says.

Michelle's managers describe her as bringing energy and warmth to the workplace, always willing to step in, support others and take initiative.

And after 40 years, Michelle is still learning. This year, she has been working on her reading skills, learning to put words together and becoming more confident reading independently.

"Reading is important to live. I am still learning," she says.

As for retirement? Michelle isn't ready just yet. She hopes to keep doing the work she loves for as long as she can.

"I want to work up to my 70th!"

Jayden: From learning to earning

For Jayden, finding the right job started with discovering what he enjoyed and setting goals for his future.

During three years with Sunnyfield Vocational Services, Jayden developed an interest in packing, deliveries and warehouse work. With employment as his goal, he completed a Certificate III in Warehouse and Logistics, gained his White Card and First Aid Certificate and completed work experience at the Australian Museum.

That preparation helped Jayden take the next step: securing employment at the Sunnyfield warehouse.

Since starting, Jayden has grown into a confident and dependable team member. He has learnt to read picking sheets, wrap orders and use a pallet jack independently, while continuing to improve his reading.

His colleagues say Jayden's positive attitude stands out. He listens, learns quickly, is always willing to help and brings energy that motivates those around him.

"I have responsibilities at work, like getting the job done for the day and getting here on time," Jayden says.

"I am more confident now because I have a job that I like."

With his goal of working in a warehouse achieved, Jayden is looking ahead. He wants to strengthen his reading, build his warehouse skills, gain additional licences and take on greater responsibility.

With each new goal, Jayden is building the skills, confidence and independence to keep progressing in his career.



People Learning & Culture.



The year at a glance

467
Employees joined Sunnyfield

98%
Offer acceptance rate

82
Internal appointments

17.5%
Of hires filled internally

Every great outcome at Sunnyfield begins with our people

This year we strengthened the foundations that enable our teams to deliver safe, consistent and person-led services.

We attracted talented people, created more opportunities for employees to grow, strengthened leadership and frontline capability, improved health and safety systems, and developed a shared culture for the future.

Together, these achievements are building a safer, stronger and more connected Sunnyfield, where our people can perform at their best and thrive.

Sunnyfield

Building the workforce that powers Sunnyfield's future

In a highly competitive disability services labour market, Sunnyfield continued to attract people who connect with our purpose and want to make a meaningful difference.

During the year, 467 employees joined Sunnyfield, helping maintain workforce capacity and continuity of support across our services. A 98% offer acceptance rate demonstrated the strength of our employment proposition and our ability to attract candidates aligned with Sunnyfield's purpose and work.

We also created more opportunities for our existing people to progress. Eighty-two employees moved into new roles through internal appointments, representing 17.5% of all hires. This strengthened career pathways, retained valuable experience and built capability from within.

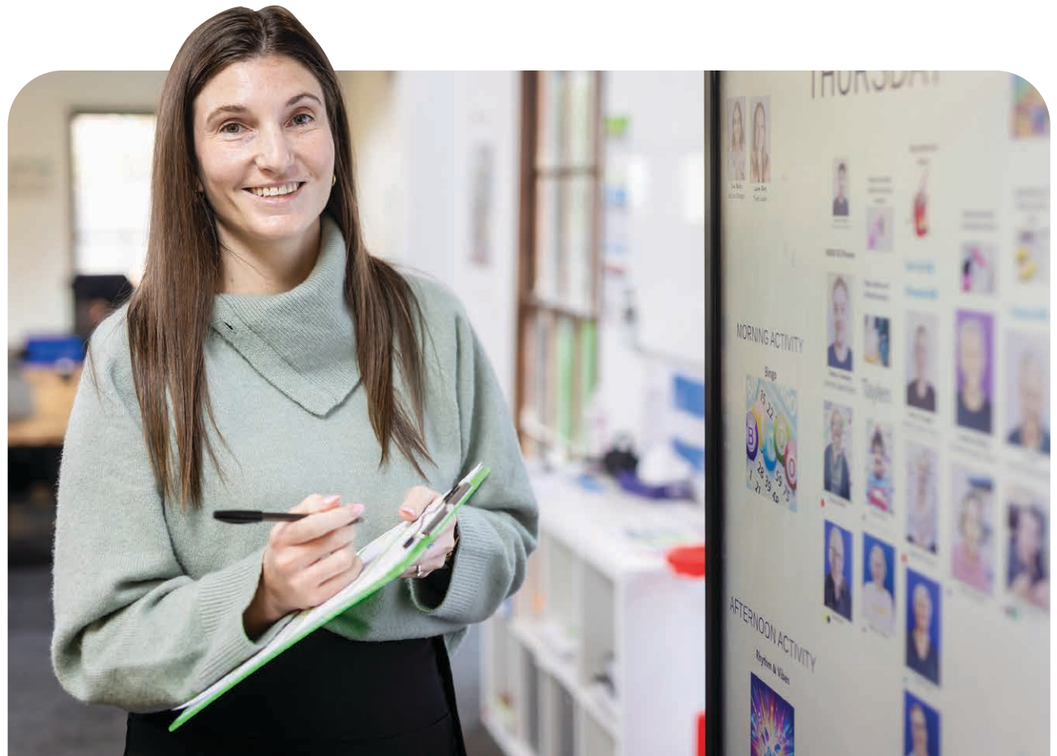
By connecting recruitment, onboarding and learning more effectively, we also created a more consistent transition from candidate to employee, helping new team members become confident and effective sooner.

Stronger leaders, stronger teams

Sunnyfield made an important investment in the people who lead our teams and services this year, including:

- Chrysalis Manager Development Program: Strengthened the practical skills and confidence of leaders across the organisation. Its four-part approach supported leaders to communicate clearly, lead performance, develop their people and create environments where teams can succeed.
- Performance Enhancement Program introduced a consistent approach to performance, development and wellbeing. Regular PEP Talks help leaders and employees set clear expectations, recognise contributions, address challenges early and have more meaningful growth conversations.

Together, these initiatives develop leaders who balance effective people leadership with the operational disciplines required to deliver safe, high-quality and sustainable services.





ONE Sunnyfield Culture

A significant achievement during FY2026 was the development of the ONE Sunnyfield Culture Program.

ONE Sunnyfield brings our purpose, promise, core beliefs and behavioural standards together to define how we work, lead and support one another. It creates clear, observable expectations that can be recognised, coached and reinforced across every team and every level of the organisation.

The program connects culture with organisational performance. It strengthens accountability, encourages collaboration and supports a more consistent employee and client experience across Sunnyfield.

With organisation-wide implementation commencing in FY2027, ONE Sunnyfield will provide a shared cultural foundation for delivering Strategy 2030 and creating a workplace where people feel connected, valued and responsible for our collective success.

Building capability for better support

Learning and development remained closely connected to the needs of our clients and services.

- High Intensity Supports: strengthened the capability of frontline teams to respond safely and confidently to people with complex support needs.
- Practice Framework: Continued implementation helped create greater consistency in how quality, person-led support is understood and delivered across services.
- EcoPortal implementation: Learning and change support prepared employees to use a contemporary approach to incident, hazard and risk management strengthening reporting, oversight and organisational learning while making safety processes more accessible and useful for frontline teams.

The outcome is a workforce better equipped to make sound decisions, manage risk and provide safe, consistent support.

Creating safer workplaces

FY2026 marked a significant step forward in strengthening Sunnyfield's safety culture and workforce wellbeing.

We commenced the development of an integrated Work Health and Safety Management System aligned to recognised ISO principles, providing a stronger foundation for governance, risk management, assurance and continuous improvement.

At the same time, we introduced a new service-based risk management framework, bringing risk ownership closer to frontline operations and giving leaders greater visibility of workplace hazards, emerging risks and safety performance across services. These improvements are helping shift our approach from reactive compliance to proactive risk prevention and stronger accountability.

Our workers' compensation strategy continued to focus on prevention, early intervention and recovery at work. Through our partnership with Priority Care and a more disciplined approach to injury management, employees are accessing treatment and support sooner, resulting in faster return-to-work outcomes, reduced claim duration and stronger recovery experiences for injured workers. This has helped minimise the impact of workplace injuries, improve workforce availability and strengthen service continuity across Sunnyfield.

By investing in prevention, capability and recovery, Sunnyfield is creating safer workplaces, reducing the human and organisational impact of injury, and building a culture where safety is everyone's responsibility.

Safeguarding & Assurance.

Sunnyfield continued to strengthen its safeguarding, quality and practice capability this year, embedding many of the foundations established in previous years.

Amplifying client voices

The voices of clients and customers remained central to decision-making, with our Client Rights Group and Customer Rights Group continuing to provide direct input into organisational priorities, policies and service improvements. Insights gathered through these forums, together with feedback from surveys, complaints and engagement activities, informed service enhancements and helped ensure lived experience remained a key driver of organisational improvement.

Strengthening practice leadership

A key milestone was the introduction of Sunnyfield's Practice Framework, guiding the organisation to provide a consistent approach to assisting clients, promoting client rights, and delivering person-led supports.

Since its launch, the framework has already helped to:

- Strengthen practice leadership
- Improve consistency in service delivery
- Support staff to respond effectively to complex client needs

Data-driven safeguarding and quality assurance

We continued to evolve our quality assurance and safeguarding systems through greater use of data and technology. The implementation of a new incident management system enabled more timely identification of emerging risks, while new reporting and analysis tools improved organisational visibility of trends and recurring issues. This strengthened our ability to focus on prevention, target improvement activities, and measure the impact of corrective actions across services.

Frontline support

A significant focus during the year was also improving documentation quality and practice oversight. Through the expansion of digital tools and targeted capability-building initiatives, we are continuing to better support our frontline teams to capture accurate, meaningful records that:

- Demonstrate client outcomes
- Support continuity of care
- Strengthen regulatory compliance

This ongoing work is particularly important as the disability sector adapts to significant changes across the NDIS environment.



Information & Technology.

Sunnyfield

Enabling growth, security and innovation

This year, Information and Technology strengthened Sunnyfield's digital foundations, improved cyber resilience and modernised core platforms to support clients, employees and organisational growth.

The year at a glance

- Migrated production systems, network connectivity, and remote access services across more than 80 sites across the organisation.
- Completed the decommissioning of one of our legacy platforms, retiring associated infrastructure and reducing ongoing support overheads.
- Modernised Microsoft licensing through the transition to a more secure and cost-effective F3 licensing model for frontline employees.

Modernising our infrastructure

The successful progression of Sunnyfield's infrastructure modernisation program was a significant milestone. Core services were migrated from legacy on-premises infrastructure to a more secure and scalable environment, reducing technology risk and improving long-term sustainability.

Driving data, AI, and business solutions

The organisation continued to invest in data and analytics capabilities, with a proof of concept successfully completed that validated data integration, transformation and reporting capabilities across key business systems.

Work also commenced on governance and adoption frameworks to maximise the value of data-driven decision making.

Several strategic business initiatives were delivered in partnership with operational teams, including:

- The roll-out of a new Incident Management system
- A successful proof of concept for a new policies and procedures management platform
- Use of AI capabilities to enable employees to better understand and respond to clients' needs and requirements

Strengthening cyber security and service delivery

Cyber security remained a priority throughout the year with independent assessments identifying zero critical security vulnerabilities, and high-risk findings were actively remediated.

Key achievements:

- Sunnyfield continued to mature its cyber security capability through identity governance, access management, security monitoring, penetration testing, policy development and alignment to recognised frameworks including NIST.
- Service delivery and operational governance improved significantly. The adoption of structured change management, two-week delivery cycles and enhanced service management processes improved visibility, accountability and responsiveness across technology services.
- Application performance remained stable while hundreds of service requests and changes were delivered to support business operations.

Looking ahead

Sunnyfield will continue investing in cyber security governance, enterprise data capabilities, AI, operational efficiency and technology modernisation to support Sunnyfield's Strategy.



Fundraising.



Fundraising for lasting impact

Our incredibly generous donors, corporate partners and supporters helped us raise over $1,090,000 this year. Every dollar helps create greater opportunities for our clients as they discover new skills, explore local neighbourhoods and benefit from upgraded facilities.

Property Improvements & furnishings	Vehicles	Sports & Leisure activities	Education & Technology
$394K	$265K	$322K	$67K



Sunnyfield

Special thanks

- **PAG:** Generously contributed $70,000 to expand our Vocational Services, creating more opportunities for young people with disabilities develop skills, build confidence, and transition into meaningful employment.
- **Salesforce:** Donated $50,000 to renovate the Allambie Heights Hub kitchen into a safe, accessible, state-of-the-art space. Thoughtfully designed to support a wide range of needs, the new kitchen provides clients with the opportunity to develop their cooking skills, navigate the space with greater confidence, and enjoy preparing recipes together in an inclusive environment.
- **ASX Refinitiv Charity Foundation:** Raised over $43,000 in support of our Skills for Life and Student Program, giving every client the opportunity to open the door to a world of possibilities.
- **PharmaCare Helping Hand Committee:** Donated $10,000 toward our annual Employment Services Sports Camp, enabling 62 employees to attend the two-day Great Aussie Bush Camp at Lake Macquarie enjoying an enriching experience focused on sport, teamwork, and personal development.
- **Clayton Utz:** Continued their long-standing support of our Vocational Services program by funding hands-on experiences at the Western Sydney Zoo and Australian Reptile Park, with students cleaning out the lion enclosure, planting in new enclosures and helping feed the giraffes.



- **The Hawkins family:** We are deeply grateful to the Hawkins Family who honoured their mother, Noela, through a $40,000 gift to establish the Rising Stars Scholarship Program, with our first recipients to be announced at this year's AGM.
- **The Latham family:** We gratefully acknowledge the generosity of the Latham family, who donated $100,000 to Sunnyfield to help purchase a wheelchair-accessible van for residents at our Geelong Shared Living home.
- **Beach2Beach Charity Fun Run:** Over 100 clients, families and staff raised an impressive $25,000 for the Active August program, earning Sunnyfield second place for Largest Charity Fundraising/Participant Team for the second consecutive year.
- **Government and community grants:** Sunnyfield received **$294,000 in grant funding** from State and Federal MPs, local councils and 13 clubs, supporting improvements and activities across our services. Funding contributed to kitchen and bathroom renovations, accessibility and landscaping upgrades, as well as activities including Heroes with Ability, Posh Pony Sessions and pottery classes, creating more welcoming and functional spaces that support client independence, comfort and participation.



Fundraising.
continued

Driving impact, one swing at a time

Sunnyfield's 2026 Charity Golf Day was far more than a day on the fairway - it was also a celebration of community strength as clients, supporters and corporate partners came together to raise an outstanding $110,000 for our new Liverpool Community Hub.

Set against the beautiful backdrop of Concord Golf Club, 36 enthusiastic teams took to the course with a shared purpose: make a lasting difference in the lives of people with disability.

Making the day truly special was the incredible involvement of Sunnyfield clients, who volunteered on the fun Lucky Duck hole, taking tee shots for our less confident players.

Our MC, Tim Gilbert, kept the energy high, while guests enjoyed great company, plenty of laughs, and a selection of premium wines from our Major Wine Sponsor, Molly Morgan Wines.

And the prestigious Trevor Whiddon Trophy was presented by Thomas Perrett, great-grandson of Sunnyfield founders Hazel and Fred Whiddon. We are deeply thankful for the generous support of our Major Sponsor and IT partner Bluescale, and Golf Cart Sponsors Hays Recruitment and Marsh Insurance. Without them, the event would not have been the success it was.









Cooking up big dreams

Supported by $63,000 in community donations, our Chef-In-Training program distributed 300 custom kits to equip clients with the tools and confidence to begin their culinary journey.

For young people like Claudia, Jess, Clare and David, learning to cook is more than developing a practical skill; it is a significant step towards greater independence, confidence and achieving personal goals.

The program focuses on building key knowledge, from budgeting and creating shopping lists to meal planning and prep. Participants also learn essential techniques like chopping, measuring and mixing in a supportive environment, gaining hands-on confidence to prepare safe, healthy meals at their Hub and at home.

As their skills grow, participants are taking greater ownership in the kitchen, making choices about what they cook and putting their new skills into practice. Each meal prepared is another step towards greater independence at home and in everyday life.

Sunnyfield



Your kindness helped unlock the door to new beginnings

This year, our Tax Appeal raised a fantastic $101,000, and it's all thanks to our incredibly generous donors. Your support helps us create accessible, safe and fully furnished homes where people with disability can feel secure, connected and truly at home.

Moving out of home is a huge step, filled with both excitement and uncertainty. With the right support, it can also open the door to new experiences, new skills and a greater sense of independence.

From creating welcoming shared spaces to providing the everyday essentials that make a house feel like home, every donation helps residents settle into their new surroundings and start their next chapter with confidence.

Because of you, Sunnyfield can continue turning houses into happy homes and creating more opportunities for people with disability to build independence, make their own choices and enjoy a true sense of belonging in a place they can call home.



Sunnyfield Board.



Karen Ingram
SF Chair, Client Rights & Safeguarding Committee, AFR&P Committee, HRNR Committee



Mike Nicholls*
SF Board Deputy Chair, HRNR Committee Chair



Michael Brent*
AFR&P Committee Chair, Client Rights & Safeguarding Committee



Matthew Daly
HRNR Committee, Client Rights & Safeguarding Committee



Martin Hoffman
AFR&P Committee



Vivian Quinn
AFR&P Committee



Hans Van Der Wiel*
Chair, Client Rights & Safeguarding Committee



Sue Healy
HRNR Committee



Christina Bolger
Client Rights & Safeguarding Committee



James Gribble
Client Rights & Safeguarding Committee

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



Gateway Board.



Vivian Quinn
Board Chair



Steve Herman
Director



Paul Oates
Director



Ralph Warburton
Director



Michael Brent*
Director

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

Thank you.

Thank you for making a difference

Every day across Sunnyfield, people with disability are building skills, gaining independence, finding meaningful work, creating connections and achieving their goals. These outcomes are only possible because of the collective efforts of our clients, families, employees, volunteers, partners, donors and supporters.

To our clients, thank you for inspiring us with your determination, achievements and the trust you place in us. You are at the heart of everything we do. To families, carers and advocates, thank you for your partnership, guidance and unwavering support. Together, we create opportunities for people to live fulfilling and meaningful lives.

To our employees, thank you for bringing our values to life every day. Your commitment, compassion and expertise help people with disability live, learn, work and belong in their communities. Your dedication continues to make a lasting difference to the lives of the people we support.

To our donors, corporate partners, community supporters and advocates, thank you for helping us expand opportunities, invest in services and create positive outcomes for people with disability. Your support strengthens our ability to grow our impact and build more inclusive communities.

We also pause to remember those within the Sunnyfield community who are no longer with us. Their contribution, presence and legacy remain an important part of our story.

Looking ahead

As we look to the future, we remain committed to the vision that has guided Sunnyfield for more than 70 years: creating opportunities for people with disability to achieve the outcomes that matter most.

Together, we will continue to help people **Live. Learn. Work. Belong.**

Thank you for being part of the Sunnyfield journey as we create a future where people with disability can live the life they choose.

Sunnyfield

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