

# ANNUAL REPORT 2015



*Enriching the lives of people with disability.*

# CHAIRMAN & CEO REPORT



The introduction of the National Disability Insurance Scheme (NDIS) promotes a “my life, my choices” approach for clients and coincides with Sunnyfield’s own Mission ‘to enrich the lives of people with disability by creating choice, opportunities and skills for life’. The NDIS represents unprecedented change for the disability sector, including both significant challenges and opportunities, which will have a positive impact on the lives of clients and their families. To prepare for this change, Sunnyfield has been making strong progress through the initiatives in our 2014-2017 Strategic Plan.

Again in early 2015 Sunnyfield conducted its bi-annual Client, Family and Staff feedback survey. Feedback included client strong satisfaction with supports (94%) and staff (97%), families recognising client enjoyment of our services (87%) and further increased employee satisfaction (up 4%), and large improvements in the areas of client health, wellbeing and communication with families. The need to continue to educate and communicate with families about Ageing, Disability & Home Care (ADHC) changes, the NDIS and person centred planning was highlighted by families. In response to this important feedback we have incorporated new initiatives in our business plans and will continue to deliver forums, workshops and updates with families in preparation for the NDIS.

Sunnyfield continued to assist clients to build their skills with 64 clients completing the *Skills for Life* training program. An additional 292 staff completed training in supporting the *Skills for Life* program, 95 staff were trained in effective communication with clients, 29 staff graduated in the Certificate IV in Disability and 13 Managers graduated with a Certificate IV in Front Line Management. Sunnyfield has established an internal agency of trained staff that has reduced our reliance on external agency by 20%. An external audit by QBE of Sunnyfield’s Work, Health and Safety systems rated the organisation at a high 82%.

We continue to focus on improving quality of service delivery in all areas of support. In addition to Sunnyfield achieving third party verification of our service delivery quality, Sunnyfield was reaccredited to ISO 9001:2008. We continue to raise the standards in our quality internal audits to meet client outcomes.

Sunnyfield has been approved to provide NDIS services in the ACT, and are currently working with a number of families who are seeking quality person centred active supports for shared living. Throughout the year we welcomed many new clients and families to our diverse range of support services from across NSW, including NDIS clients in the Hunter launch region. Again this year Sunnyfield opened new community facilities located at Belmont, Tamworth, St Marys, Mount Druitt and upgraded Charmhaven services hub.

Sunnyfield has also been actively engaged in NSW ADHC’s *Ready Together 2* initiative where over 200 community services clients have transferred to individual funded packages, with more clients funding to transfer in the year ahead.

The Enterprises team has had a good year with strong growth in revenue, particularly in therapeutic goods packaging at Allambie Heights and Mount Druitt facilities, where new equipment increased productivity, leading to an improved end of year financial result. Sunnyfield has campaigned to save the jobs of 20,000 people with disability, as we recognise the push for higher supported wages, whilst maintaining viability of Australian Disability Enterprises.

Substantial progress on upgrading Sunnyfield’s back office systems are underway, including a new intranet, upgraded financial, new payroll, Client Relationship Management and Human Resources Information systems.

Looking forward to the year ahead we have a number of initiatives in our business plans to ensure Sunnyfield is fully prepared, expands its client support services and thrives under the NDIS.

As Sunnyfield continues to build towards a bright future, we acknowledge the great efforts and support of our community; including Clients, Families, Members, Staff, Associates, Directors, Patrons, Ambassadors, Donors, Business Partners and all supporters. As an organisation our hard work and dedication in collaboration, will continue as we strive to excel and be a leader in supporting people with disability in NSW and the ACT.

Best Regards,

Mal Park Chairman

Caroline Cuddihy CEO

## OUR VISION

Excellence in  
supporting people  
with disability

## OUR MISSION

To enrich the lives of  
people with disability  
by creating choice,  
opportunities and  
skills for life

## OUR VALUES

Respect  
Trust  
Honesty  
Innovation

## ABOUT US

*We are a leading disability service organisation that has assisted people with disability and their carers for over 63 years; providing trusted, flexible, support services across New South Wales.*

In partnership with families and communities we actively support and skill people with disability to live happy and fulfilling lives.

## SUNNYFIELD SERVICES

*Sunnyfield provides a range of individualised services to support people with disability including Shared Living, Respite, Community Programs, Transition to Work, Supported Employment, and Specialised Support.*

Clients' needs, personal interests and chosen goals are the foundation of the support services provided. Communication with clients, families and carers and quality service delivery is a key focus of Sunnyfield's dedicated and skilled staff.

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**1,900 SERVICES FOR 1,427 PEOPLE WITH DISABILITY**

**238 CLIENTS**

USING CLINICAL SERVICES &  
COMMUNICATIONS SUPPORT

**292**

SUPPORTED  
EMPLOYEES

**171**

PLACES IN  
SHARED LIVING

**910 STAFF**

PERMANENT  
& CASUAL



# Our Future

## NDIS IN FOCUS



THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS) IS TRANSFORMING THE DISABILITY SECTOR AND CONTINUES TO BE A MAIN FOCUS FOR SUNNYFIELD.

Sunnyfield has been planning to ensure programs, services and resources are NDIS ready as the roll out continues. Sunnyfield has been involved in the ADHC initiative *Ready Together* which focuses on investing in what people say they want most from their support – more flexibility, choice and control. Through this program, over 600 Sunnyfield participants have transferred, or are working towards transferring, from block funding to individual packages.

Along with the *Ready Together* initiative, Sunnyfield has held a number of community forums that gave families of Sunnyfield and members of the community information relating to the upcoming move to the NDIS, as well as tools to prepare themselves for the process of NDIS. These tools included the well received Sunnyfield *Pre-Planning Workbook* which has been designed to ensure that all aspects of a person's life are considered in the planning process.

Sunnyfield currently has 22 participants registered through the NDIS receiving services in the Hunter region. The progressive launch of the NDIS has continued with the Nepean and Blue Mountains areas welcoming the NDIS from the 1st of September, 2015. This region has been chosen to trial an early intervention program which will see up to 2000 people with a disability under the

age of 18 transition into the scheme. The aim of early intervention is to ensure children and young people with disability are able to access supports early on in life with a view to helping them attend mainstream schools, engage in community activities and participate fully in life.

As the NDIS expands across the country, Sunnyfield is also looking to expand, and over the next 12 months will provide services in the ACT. Sunnyfield has been approved as a provider for a number of NDIS services, including assistance with Accommodation and Shared Living, Community Access and Therapeutic Supports.

The full roll out of the NDIS will commence from July 2016.

***"I am so happy that the NDIS has started. It offers our son Chris amazing flexibility and choice."***

LOUISE, SUNNYFIELD FAMILY MEMBER

2014 to 2017

## STRATEGIC PLAN

### FY15 BUSINESS PLAN ACHIEVEMENTS

#### 1. PERSON CENTRED OUTCOMES & VALUE FOR MONEY SERVICES

- Sunnyfield *My Choice My Way* service brochure.
- *Skills for Life* training – 64 clients and 292 staff undertook courses.
- Effective communication skills for clients.
- Service quality delivery – ISO9001:2008 audit, no non-conformance; Version 3 Internal service delivery audit, 100% compliance; Third Party Verification.

#### 2. TRANSITION ENTERPRISES

- Department of Social Services social enterprise grant \$441,000 implementation.
- Enterprises break-even, growth in revenue, particularly in therapeutic goods packaging.
- ADHC Transition to Work (TTW) approved for Hunter, New England and Central Coast.

#### 3. PREPARE FOR NDIS, READY TOGETHER 2, & GROWTH

- NDIS client pre-planning workbook for families and workshops attended by over 200 carers.
- Project team established to develop new organisational processes for better and more efficient services under the NDIS.

#### 4. ATTRACT, RETAIN & UP-SKILL STAFF

- February 2015 staff survey showed a 4% increase in satisfaction across the organisation.
- Training – 13 Managers graduated with a Cert IV in Front Line Management and 29 staff graduated with a Cert IV in Disability.
- 27 Service Managers and Service Coordinators completed the Success Strategies for Team Leaders and Supervisors program.
- 21 staff were promoted internally.

*“I like the fact that staff at Sunnyfield aren’t just doing a job. They really care about and listen to the clients.”*

Anonymous Survey Feedback

#### 5. IMPROVE COMMUNICATIONS & MARKETING

- Client & Family/Carer Survey February 2015 showed strong satisfaction of clients (94%).
- Continued to educate and communicate to families about ADHC changes, NDIS and person centred planning.

#### 6. VALUE FOR MONEY ORGANISATION

- ADHC devolution of Hostel and Carinya one year ahead of schedule.
- Fire safety upgrade of residential buildings completed.
- Software system upgrade – Financial, Intranet, Client Relationship Management.
- QBE audit stated a well-developed and sophisticated WHS Management System.
- Seven regional service facilities opened: McCabe, Campbelltown, Charmhaven, Tamworth, Orchard Hills, St Marys and Belmont.

*“Over the last 10 or more years, Sunnyfield staff and managers have exceeded the expectations of my family.”*

Anonymous Survey Feedback

OUR  
CLIENTS  
SAID

95%

of clients feel happy when they're at Sunnyfield

97%

of clients feel that Sunnyfield staff do a good job

95%

of clients feel Sunnyfield staff are friendly and polite

\*2015 Independent Survey Results

## My Home SUPPORTED LIVING

*Sunnyfield provides trusted, flexible, individualised support services that are value for money, enabling people to lead the life they want and develop skills for life.*

Through a range of living options from shared homes to independent living and drop-in services, Sunnyfield offer personalised communication support, opportunity for growth and development, a strong support network and a family atmosphere. Our 2014-17 Strategy focuses on ensuring that Sunnyfield develops a consistent Supported Living service that will enrich the lives of our clients.

### EMMA'S SOLO PERFORMANCE

Emma moved into her own place at Sunnyfield's Druids Court in January and hasn't looked back. Sunnyfield staff supported the bubbly 35-year-old to transition from a shared home environment to independent living. "She started with a money skills course, which she was really good at, and one night a week was cooking a meal for everyone in the house," says Emma's mum, Di. Pretty soon, Emma was ready for her own flat. "She's very happy in her own home," says Di. "She keeps it spotlessly tidy. She takes out the rubbish and even keeps her chest of drawers tidy, which she never did before!" Sunnyfield Community Support worker Jenna, drops in regularly during the week to assist with cooking and laundry. On weekends they go out grocery shopping, to the gym or for a coffee. "I like independent living," Emma says. "I have my friend Sarah around for dinner on Sundays. I love my home and I'm very proud to live on my own."

Emma attends the Northern Beaches Dance Academy twice a week. "Emma does hip hop and jazz ballet," says Di. "She gets herself to dance on a Saturday and home again on public transport. It's great to see Emma getting out by herself." Currently working as a supported employee at Sunnyfield Enterprises, Emma would also like to explore her dancing and singing talents. "I love performing," says Emma.

*"I love my home and I'm very proud to live on my own."*

EMMA



Emma and Jenna enjoy preparing a healthy evening meal.

## HOME SWEET HOME

There's a warm, family atmosphere at Dee Why's shared living home. When we visit, residents Helen, Matthew, George and Andrew are making their lunches for the work day in the communal kitchen and Caroline is drawing at the kitchen table. There's a strong focus on active support and independence in the home. "We support the residents here to do as much as they can," says Service Coordinator, Karen Holiday. "They have their own roster for jobs around the house like cleaning, washing up, helping prepare some meals and taking out the rubbish. It works really well."

The house has regular visits from three beautiful dogs who brighten up Caroline's life – one of her favourite activities is snuggling with them on the lounge. On Saturdays, Helen, George and Matt play in the Dolphin League bowling team and Andrew has a hit of tennis. During footy season, the residents watch games together.

Art teacher Louise Keyter also visits fortnightly, running classes in clay pottery, collage, painting and screen printing.

"I like this house and the people I live with," says Helen. "We watch the footy together and have fun." Matt agrees: "I enjoy watching DVD's and cooking dinner. I like my life here."



From Left to Right: Matthew, Helen, George and Caroline are good friends and housemates in their shared home.

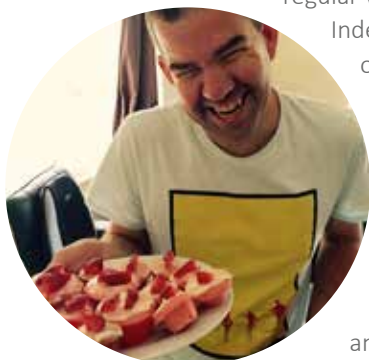
## EION'S STORY

Eion lives independently in a unit in Mona Vale, with regular visits from Sunnyfield Independent Living Services who

offer support with cooking, cleaning, living skills and community access. "I can now live in my unit independently," says Eion, 43. "I wash my clothes and hang them outside and also clean my kitchen and bathroom." Eion uses public transport on his own and enjoys shopping trips and regular visits

to the gym, where his strength and general fitness has improved. "I go to the gym twice a week and can ride my bike there from my unit by myself. I volunteer at the gym – helping to clean the equipment."

Arts and crafts is another of Eion's favourite activities. "I love making craft presents for friends and family and I've started to learn how to paint," he says. Eion has a sweet tooth and enjoys baking. "One of my favourite things when I'm home is to learn how to cook desserts. I love passionfruit cakes with lots of icing! For my brother's birthday I made Doctor Who cupcakes."



## JAMES'S NEW LIFE

James is loving his new life at Wadalba shared home on the Central Coast. James, 53, was originally from Peat Island Centre, which was devolved in 2010. Having spent most of his life in a large residential care facility, he's adapted well to living in his own home, with more community interaction. "James's life is very full," says Debbie Gentz, Service Coordinator. James has a girlfriend, Cheryl, and likes to go to Merrymakers dances and join friends for dinner. "I make more friends now," says James. "I like Cheryl and she likes me too."

James is involved and engaged in his home life. "James is a great character around the house," says Debbie. "When I arrive on a Monday he gives me a full rundown of what's been going on." James is known for his colourful crochet rugs. "James has joined a crochet club at the library," says Debbie. "They meet up and swap ideas." James loves the group. "They're lovely ladies," James says with a smile. "Making the blankets for people makes me feel nice and selling them is fun."





## My Time RESPITE SERVICES

*Sunnyfield offers many respite options for children and adults.*

We have three respite centres – Ashfield, Caringbah and Randwick – offering short overnight stays. We also offer centre-based day programs, holiday programs and individualised drop-in home support for daily routines.

### JOSH'S STORY

When 13-year-old Josh heads off to respite, his mum Julie knows he'll feel comfortable, safe and welcomed. "It's lovely that Josh has another home away from our home," says Julie. "He doesn't get invited to sleepovers like his sisters, so respite means he can get away and spend time with other kids. He enjoys the fun activities and always comes back happy. The staff at Sunnyfield also cater for his vegetarian diet, and put in the effort for the small things. We appreciate that. Looking after Josh isn't simple."

The family utilise respite services to spend time with their two daughters, Caitlin, 15 and Madison, 10. "During the year, respite is a blessing," says Julie. "We go to Caitlin's singing concerts and do things that we normally couldn't do. I might take the girls out for dinner or to a movie. I wouldn't ever take Joshy to those places because he doesn't like to sit still."

Julie and her husband Keith also book a few days of respite during the January school holidays. "It makes a huge difference to have that time together as a couple," says Julie. "Usually we don't travel anywhere, we stay at home and the kids all go! We walk on the beach, relax, watch movies and go out to dinner. It's a lifesaver thing. Every year we look forward to these days. We don't have any family to help out, so we really appreciate the support from Sunnyfield."

*"It's lovely that Josh has another home away from our home."*

JULIE



From left to right: Josh enjoys a family outing with dad Keith, sisters Madison and Caitlin and mum Julie.





Victoria enjoys weekend respite.



Respite offers lots of fun activities for children and teens.

## AN ESSENTIAL BREAK

When Graham and Diane spotted a Fiji travel deal in the paper, they called on Sunnyfield to help care for their 11-year-old granddaughter, Victoria. "Victoria has lived with us for the past seven years," says Graham. "We're getting on, I'm 72 and my wife's in her late 60's and Victoria's a beautiful kid but a tough number to look after, especially now she's getting stronger and heavier. Because of our age and looking after Victoria at this time of our lives, our little time away helps us all. We'd be lost without it."

The couple visited the idyllic South Pacific island in May, leaving Victoria to enjoy a few days at centre-based respite at Caringbah. "It's rare for us to do something like that, but with Sunnyfield's help it was possible," says Graham. "Victoria went to respite on the Monday, we flew out Tuesday morning and got back Saturday morning. We stayed at a nice beach resort, did some shopping and relaxed in the warm climate. That's all we wanted, just to get away and sit basically. We had a really good break and felt ready to get back into it again on our return."

The couple generally utilise Sunnyfield respite services on weekends, using the time to catch up with friends and take stock. "Respite provides us with an essential break," says Graham. "The house is a different place afterwards. We put things back in their place, tidy up and do things that we can't do when Victoria is here, because she's very active."

*"Our little time away helps us all. We'd be lost without it."*

GRAHAM



## My Lifestyle COMMUNITY SERVICES

*'Skills for Life' training for clients and staff has been a continued focus this year, as clients learn skills such as money management, travel training and personal care, while also enjoying social and recreational activities.*

Sunnyfield clients enjoy being involved in their community through a range of flexible, individual and group activities. Thriving community service hubs around NSW are a base for exploring local areas and a place to meet up and make friends.



*"They're making small, steady improvements each session."*

KIM

Kim takes Sunnyfield client, Vlad through a strength program.

## ST MARYS GYM CLASS HEROES

A group of clients from the Community Services hub in St Marys has teamed with Anytime Fitness to attend a weekly session at the gym. "These guys love being here and our community loves having them, too," says their personal trainer, Kim Dowling. "We do endurance, balance, stretching and strength work and they rotate through different pieces of equipment or use props like balls and balloons. The class is about movement and switching on muscles – especially if that person has been sitting for an extended time or they have muscle contraction or weakness."

18-year-old Nandni has been focused on strengthening her legs, which helps with her general walking and getting in and out of vehicles. The teenager has a huge smile on her face at the gym. "The program has been really good for her," says her mum, Roshni. "Kim makes the sessions really enjoyable and fun. Nandni gets her muscles working and stretching and she's getting stronger and fitter."

Another strength-based class has been added for Sunnyfield clients, and Kim has extended a general invitation to people with disability to join in. "It's amazing to see their progress," she says.



## ALEX DELIVERS

For the past six years Sunnyfield client Alex has given back to his local community by working for Meals on Wheels in Tamworth. Sunnyfield provides transport and a support worker so Alex can hit the road several times a week and deliver prepared meals to elderly residents. Alex loves the responsibility and social interaction of the job and puts his wage towards driving holidays with his father, Ian. "I'm saving my money to go on holiday with my Dad around Australia," says Alex. "We'll sleep in cabins and camp in tents. I'd like to see some wild animals."



## HARMONY AT SUNNYFIELD



Sunnyfield's Harmony Studios was set up by Service Coordinator Marika McArthur and Support Worker Linda Howell for clients in the Central Coast area. Once a month the converted garage at Sea Breeze becomes a hive of painting, tie-dye, pottery, scrapbooking and craft.

Sunnyfield client Lynette, 62, has been a regular at Harmony and now assists art teacher Linda with setting up and running the sessions. "We decorate photo frames, pottery vases and other craft activities," says Lynette. "I help out Linda, supervise and make sure everyone does it properly. It makes me feel like I'm doing something useful. I feel happy at Harmony Studios."

Harmony will hold their first exhibition at The Entrance Art Gallery later in 2015. "The work is amazing," says Marika. "We've seen such a growth in confidence and can do attitudes from clients. One client Cheryl, wouldn't even sit down in the beginning. All she did was pace. Now she sits down, holds a brush and really enjoys creating art."

## LOVE BLOSSOMS AT HARMONY

New couple Elizabeth and Brian met during a Sunnyfield Harmony class. "We sat next to each other during the class and our friendship grew and grew," says Brian.

"I like seeing Elizabeth, buying her presents and dancing with her. She makes me smile." Elizabeth is equally smitten with Brian.

*"I love seeing Brian,  
he makes me very  
happy."*

ELIZABETH





## My Work SUPPORTED EMPLOYMENT

*Sunnyfield Enterprises continues to grow meaningful employment opportunities for 292 Supported Employees.*

Enterprise workplaces play a vital role in providing employees with a sense of purpose, independence, friendship and skills development.

In FY 2014/2015 Sunnyfield Enterprises delivered an increase in commercial sales revenue of over \$1 million. Some of our highlights include the successful amalgamation of the old North St Marys and Minchinbury facilities into one Mount Druitt social enterprises facility, and the official opening of Chatswood Vocational Training Centre. We continue to expand our commercial customer base and have become an approved NDIS Service Provider in the Hunter region.

ADHC has approved Sunnyfield's request to expand TTW program services on the Central Coast and New England in the future.



ENTERPRISES USED MORE THAN

# 5km

OF PLASTIC SHRINK WRAP

PACKED

# 1000

TONNES OF BIOZET  
LAUNDRY POWDER

MORE THAN

# 3.5 Million

LABELS APPLIED BY EMPLOYEES

## DION'S DRIVE TO SUCCEED



Having gained his forklift driving license, Mount Druitt Supported Employee Dion has progressed to loading and unloading of trucks at the warehouse and is studying a Certificate 2 in warehousing at Nirimba TAFE. "There's a lot to learn and I enjoy this type of work," says the determined 34-year-old. "I do a nine day fortnight so it keeps me busy. Work is good for me. My life wouldn't be as interesting without it. I'd probably be sitting around playing computer games and not really making friends. Work makes me feel proud of myself. Hopefully my TAFE course will help me be better at my job. Especially doing paperwork." Dion met his girlfriend, Jamie at work – she works in processing. "I'm happy in my life right now. Things are going pretty well," says Dion.

## HALEY RISES TO THE CHALLENGE

18-year-old Haley, has gone from strength-to-strength in the two year Chatswood TTW program. Haley is currently doing work experience at Allambie Enterprises offices one day a week and is completing her Certificate 3 in Business Administration at Brookvale TAFE. Haley is focused on her goal of working in an office and has shown aptitude for developing training materials. She even re-writes her TTW training session notes, adding visuals and making the material easy to follow. "I really enjoy working with computers and PowerPoint," says Haley. "I like coming to Enterprises each week to gain experience and going to Transition to Work to learn about different topics, like workplace health and safety."



## CHATSWOOD VOCATIONAL TRAINING CENTRE

Sunnyfield Chatswood Vocational Training Centre opened in December 2014, supported by a NSW Community Building Partnership grant. The centre provides an interactive and stimulating training environment which focuses on communication, life skills and employment opportunities. Upgraded technology is available to students, including interactive white boards and Apple iPads.

TTW is designed for school-leavers to prepare them for open or Supported Employment and students can follow their personal interests in different areas, such as hospitality, retail, horticulture, manufacturing or business administration.

## MOUNT DRUITT ENTERPRISES

Sunnyfield opened our newest social enterprise site in October 2014 in Mount Druitt. The large, modern facilities support future expansion of Sunnyfield's Supported Employment and TTW programs and enable growth in commercial business operations in Western Sydney. Mount Druitt Enterprises provides extensive warehouse and production space, as well as modern offices and training room facilities for TTW, including Smart Boards, computers and Apple iPads.

A new TGA approved clean room is also in operation to accommodate the increased demand from pharmaceutical customers. Biozet-KAO laundry packaging is also fully operational at the new facility. Employees have the opportunity to participate in workplace training programs which include health and safety, communications and career plans.

**PACKAGED**  
**40 Trailer**  
LOADS OF CAR CARE PRODUCTS

**154 Million**  
INDIVIDUAL TABLETS WERE PACKED AT ALLAMBIE TGA

## My Support SPECIALISED SERVICES

*Sunnyfield is committed to person centred outcomes for clients and offers a range of specialised support including positive behaviour support, physiotherapy and speech pathology.*

Our trained specialists offer individual assessments and work alongside clients and their families to support them to live healthy, fulfilling lives.

## COMMUNICATIONS PROJECT

Speech Pathologist and Clinical Services Manager Amber Funnell and her team have been focusing on implementing Sunnyfield's Communications Project, which uses alternative and augmented communication support such as visual timetables, staff rosters and choice boards. Since its initial inception in June 2013 as part of Sunnyfield's communication strategy, the project has rolled out to 29 shared homes and nine community day programs with fantastic results for clients. "We book each house or day program into a training day and do an assessment of each client and their individual communication level and needs," says Amber. "Then we can start looking at all the communication tools available and how they might be relevant and assist daily communication. The Communication Project is about enabling clients to make choices about their lives, and in turn develop self-confidence. There's a lot of evidence and research that shows that using visuals to support spoken language with people with intellectual disability is an effective strategy."



*"It's like winning the jackpot when clients can communicate with tools and tell us what they want immediately, where they couldn't before."*

AMBER, CLINICAL SERVICES MANAGER



## COMMUNICATION TOOLS

**CALENDAR BOARDS:** A visual timetable of events which can be used to display 1–4 events in a day or a weekly schedule. “It helps clients to see how they’ll be spending their time,” says Amber. “Clients get a real sense of self-worth over being able to have some control over their environment.”

**CHOICE BOARDS:** The choice boards are like a menu, offering picture choices for daily activities including meals and outings. “I’ve got a video of a client making choices about her meal plan and as she’s made a choice, she laughs,” says Amber. “It’s so good for client self-esteem and helping them make choices outside the here and now.”

**WHO IS HERE BOARDS:** This board provides a visual roster of staff. “Clients *love* this tool,” says Amber. “It tells them which staff are working the morning, daytime and night shifts. They really enjoy the reassurance of knowing who is keeping them safe each day, particularly overnight.”

**APPS AND iPad:** Each of our day programs has an iPad for client use and many are using apps to communicate such as Pictello (sharing of videos and photos) and Choiceworks (a visual calendar with pictures for a day, week or month). Some clients are also learning how to use Skype and FaceTime to talk to families and friends. “Clients that can use and access technology are really benefitting,” says Amber. “It’s taking communication to the next level, which is really exciting.”

## MARK’S STORY

Mark was going through a rough patch before the communications boards were set up at St Marys day program. Using the communications board has helped to make him feel more secure about staffing and activities.

Mark proudly wears a ‘Supervisor’ hat and is responsible for putting up the ‘Who Is Here’ photos on the board and taking pictures of new staff. It gives him a valued and purposeful role and supports him in making choices about how he spends his time. “The pictures on the board help me know who’s here and not here,” says Mark, 28. “It shows me what vehicles we use and activities we’re doing. I like looking at the board and finding out more about my day.”



## POSITIVE BEHAVIOUR SUPPORT

People with disability can present with a variety of challenging behaviours which may jeopardise their support and access to services, exclude them from the community and compromise their quality of life. Sunnyfield’s team of Positive Behaviour Support Clinicians offer individual assessments and specialised behaviour strategies, increasing the quality of life for clients and creating greater harmony for families.

“People with disability need extra support, especially during times of transition or change”, says Sunnyfield clinician Maxine Rowland who worked with client Andrew, to assist him during his move from Carinya to Gardenia shared home. Maxine helped Andrew to get to know his new housemates and staff and provided

hands on support and mentorship while he found his feet in his new home. “The first few weeks of the transition were difficult,” says Maxine. “But Andrew settled in well and the support team assisted in so many areas of his life. He’s engaging in group meals and has been attending social outings such as the Merrymakers disco and trips on the bus and train.”

***“People with disability need extra support, especially during times of transition or change.”***

MAXINE, CLINICIAN

## Our Arts CREATIVE EXPRESSION

*It's been an exciting year for clients involved in Sunnyfield's Community, Culture and Arts Program.*

Through day programs and the arts and disability television series UnBard TV, Sunnyfield has run innovative creative workshops and initiatives empowering people with disability.

*Our arts programs help clients to develop skills and express themselves through the power of theatre, dance and movement, visual and digital arts. The programs break down barriers of societal perceptions and offer greater community inclusion.*



Sunnyfield's innovative UnBard TV, Australia's only Arts and Disability television program, was back for a 4th series in 2015, aired on Foxtel's Aurora TV Channel. The series documented the artistic process and talents of Sunnyfield's clients as emerging artists.

### OUR UNBARD ARTISTS

These Inner West community day program artists are making a big splash in the art world.



Cathy and Basil create an artwork supported by Liam.

#### CATHY

Cathy captures her audiences with sensitive and expressive dance-based performances. Working with choreographers and mentor artists through the Hatch program has given the 21-year-old the potential to become a solo artist within the arts and disability sector. "Dancing gives me energy and makes me happy," says Cathy.

#### BASIL

Participating in beat boxing, movement, drumming and visual arts has dramatically improved Basil's self-confidence. In 2014, he worked with choreographer Kay Armstrong and performed at the Museum of Contemporary Art's Bella Room. "Beat boxing and performing makes me feel good," says Basil.



*"They're making small, steady improvements each session."*

JOE

It's lights, camera, action for the St Marys movie team!

## WHAT IS HATCH?

Hatch is an arts and disability-focused professional development program which aims to mentor emerging artists to develop skills to work with people with a disability. This year Hatch projects have worked collaboratively with over 40 emerging professional artists involving Sunnyfield Parramatta, Inner West, Rockdale, Lilyfield and Frenchs Forest Day programs. Each program culminates in a public exhibition and performance in the local community, and is promoted to a wider audience through UnBard TV.

### HIGHLIGHTS

"This year Sunnyfield clients have produced video installations, art exhibitions and performances in renowned theatre and art gallery spaces across Sydney," says Community Culture & Arts Coordinator, Gaye Fleming.

- **HATCH PERFORMANCE FOR IDPWD**

Sunnyfield, in partnership with Parramatta Council, celebrated IDPWD in 2014 with an interactive art exhibition at Parramatta Riverside Theatre titled *Transformational*.

- **HATCH YOUR CREATIVITY DAY**

Sunnyfield also worked in partnership with Rockdale Council to celebrate IDPWD with a *Hatch your Creativity* day where local disability services came together to celebrate and inspire each other at Rockdale Council Town Hall.

- **INSIDE OUT ARTS EXHIBITION**

Supported by Marrickville Council as part of the Sydney Fringe festival. This exhibition, held at the Chrissie Cotter Gallery showcased artworks from seven local artists and 12 Sunnyfield clients from Inner West and Rockdale day programs.

## ST MARYS FILMMAKING

Hollywood has come to St Marys Community Service hub. Led by Support Worker Joseph Giannini, a group of clients has made over 20 short films from action flicks to comedies. One of their films *The Fast and the Fabulous* won the Blacktown City Council's Five Minute Film Festival for IDPWD in 2014. "I sat them down and said 'you guys write the film, produce it, shoot it, star in it and promote it,'" says Joe. "They're working so well as a team and having a blast.

### MEET THE CREW

Clients Christian and Kristy love being part of the movie making team.

#### CHRISTIAN

Confident Christian helps Joseph with securing locations for the films, including a local car yard and a jewellery store. "It's fun to get the group together to make movies. It's making me happier," says Christian. "Joe is the best guy I've ever met – he taught us how to make movies and we have so much fun working with him."



#### KRISTY

Kristy enjoys playing the part of the bad girl onscreen. "In one movie I was distracting one of the store managers in a jewellery store robbery – flicking my hair back and forth. It was a really good movie. Writing the scripts and doing the acting keeps my brain working and I really enjoy it."





# OUR HELPERS

*Sunnyfield received support in many different ways this year. We couldn't do without our incredible volunteers, fundraisers and other helpers.*

This year has seen a surge in volunteer numbers with the addition of a dedicated Community Liaison Officer. Over 400 active volunteers contributed to programs, including individuals, tertiary students on placement, corporate groups, high school groups plus support from members, auxiliary members, families and Directors, Associates and Patrons.

## VOLUNTEERING

### CORPORATE VOLUNTEERS

The corporate sector enjoyed meeting and interacting with Sunnyfield clients this year with 15 companies participating in 21 volunteering days and more than 300 staff taking part. Our most popular corporate program was the Enterprise Buddy Day, where volunteers work side-by-side with Supported Employees. Other corporate groups attended painting and gardening blitzes at shared homes at Allambie Heights, the Day Program at Kariong (Central Coast) and at Chatswood Enterprise. Our *Day in the Life* program was also successful with volunteers joining in with activities as clients attended day programs.

### INDIVIDUAL VOLUNTEERS

Individuals gave their time to Sunnyfield in many different ways this year. Enterprise mentors assisted Supported Employees and TTW students to learn new skills in the workplace. Event and fundraising assistants helped to make special events like the Golf Day a success and raise much needed funds. Companion volunteers provided social support and friendship to clients and our skilled and specialist volunteers shared their expertise in areas such as designing training materials and business strategy.

### MEMBERS & AUXILIARY

Sunnyfield has auxiliary groups in Northern Sydney and the Central Coast who meet regularly to discuss issues important to Sunnyfield, devoting countless hours to supporting the work of our organisation. New Members and friends are always welcome to Sunnyfield.



Volunteers get on the tools at Chatswood Enterprise Blitz.

*Volunteers donated  
6,833 hours this year!*

*"It was wonderful to see how much the Sunnyfield [supported] employees enjoyed their work and valued their jobs."*

EFIC VOLUNTEER

## FUNDRAISING



Sunnyfield client Tony (centre) joins broker Dean Rolleston and Ambassador Libby McClean at the ICAP charity day.

Fundraising raised \$950,520 including grants of \$209,523 in FY 2014/15. We are grateful for the generosity of the community who raise funds that go towards improving services for our clients. Throughout the year we had several successful fundraising initiatives.

**SUNNYFIELD & TIMETARGET GOLF DAY:** It was a gorgeous winter's day at Concord Golf Course as 32 teams competed for the Trevor Payne Memorial trophy with Allianz taking home the crown. Funds raised will go towards Sunnyfield's first ever transition home, enabling people with disability to learn the skills to live independently.

**MAIL APPEALS:** For the 2014 Christmas Appeal we shared Mina's dream of having her very own house. Funds raised will contribute towards building a Sunnyfield home. In our Winter Appeal Lola and her family gave an honest account of what it's like to cope with disability. Funds raised will provide more respite services to families in need.

**ACTIVE AUGUST 2014:** Over 100 members of the public, Sunnyfield clients and staff got active to raise funds to purchase outdoor play equipment for Hampden House, Sunnyfield's centre-based respite in Ashfield and life skills programs. A donation from Rotary Brookvale, organisers of Pub2Pub Fun Run, will set-up a wellness facility and gym at Frenchs Forest DOP.

**ASX THOMSON REUTERS CHARITY FOUNDATION CAMPAIGN:** Sunnyfield received over \$30,000 towards its Active Support program. The Foundation has been supporting Sunnyfield since 1992 and in FY 2014/15 Sunnyfield was one of 25 select charities to receive assistance.

**ICAP CHARITY DAY:** Sunnyfield was welcomed into ICAP's Sydney offices for their charity day. Our client Tony

had a great time and was able to meet all the traders. Funds raised went towards the *Refresh Our Homes* project.

**RICOH DONATION:** Ricoh generously provided a donation of \$40,000 to support Sunnyfield's programs.

Staff also fundraised through bake offs, challenges and raffles. The Sunnyfield Auxiliary Bunnings BBQs cooked hundreds of sausage sandwiches to support our organisation.

### CORPORATES WHO VOLUNTEERED:

- AMP
- Bunnings Warehouse
- CareSuper
- Deloitte
- Efic
- Elekta
- KPMG
- Mirvac
- Newcastle Permanent
- QBE
- Royal Bank Scotland
- Suncorp
- Swiss Re
- Zurich

### KEY SUPPORTERS:

- Accessible Transport
- Clayton Utz
- Dick & Pip Smith Foundation
- ICAP
- Mirvac
- Qenos
- Ricoh
- RBS
- SC Johnson
- Swiss Re
- Woolworths
- Westfield
- Sunnyfield Members

### BEQUESTS

Bequests allow us to continue to provide better support, facilities and programs for clients. Many thanks to those who contributed generous bequests to our organisation this year, including the Estate of John Bigelow.

### GOVERNMENT FUNDING

We would like to acknowledge the significant financial support from the NSW Government through ADHC which provides client funding.

We thank the Federal Government through the Department of Social Services (DSS) for Enterprises' supported employment funding and grants.



## BOARD



**Malcolm Park**  
BSc (Eng), FAICD  
*Chairperson, Member*



**Dr. John Carter**  
AO, BSc (Med), M.B.B.S.,  
M.D., F.R.A.C.P.  
*Chair FB&C Committee,  
Member*



**Ian Fraser**  
FCPA, FAICD  
*Member*



**Melissa Hammel**  
RN, Dip. Mgmt  
*Member*



**Dr June Heinrich**  
AM, BBSc BA (Hons), MSc,  
DEduc, Centenary Medal



**Karen Ingram**  
BA, LLB (Hons), MDR



**Heather Milnes**  
*Chair Property Committee,  
Member*



**Tom Pockett**  
BCom, FCA  
*Chair AFR Committee*



**Ross Rathmell**  
BEC, MAICD  
*Deputy Chairperson  
Chair HR Committee*



**Paul Walsh**  
BBus, MBA, FCPA

## PATRONS



**Bryan Whiddon OAM**  
*Member*



**Air Chief Marshal  
Sir Angus Houston**  
AK, AFC (Ret'd)

**"Senior Management demonstrated a very strong commitment to both the management system and more importantly to the provision of service excellence for its customers and leadership was exemplified by the company CEO. Strategic and annual business planning is robust."**

ISO 9001:2008 Quality Management surveillance audit, 2015



## SENIOR LEADERSHIP TEAM



**Caroline Cuddihy**  
B App Sc, MBA, GAICD, J.P  
*Chief Executive Officer*



**Dr. Mark Clayton**  
Dip Teach, B Ed, MA (Spec.  
Ed), Ph.D *Executive General  
Manager Supported Living*



**Margaret Loubos**  
B Ed Adult Education  
*Executive Manager  
Human Resources*



**Peter McKendry**  
B Business, CPA  
*Chief Financial Officer*



**Stephen Robb**  
*General Manager,  
Enterprises*



**Steve Russell**  
Grad Dip Financial  
Management, MBA  
*General Manager,  
Community Services  
(Contract)*



**Jonathan Swain**  
LLB  
*General Manager, Corporate  
& Company Secretary*



**Bruce Tosello**  
B Design, MBA  
*General Manager, Business  
Development & Fundraising*

## ASSOCIATES

### SUNNYFIELD BOARD COMMITTEE ASSOCIATES:

**John Connell**

Housing, Property & Equipment Committee

**Chris Howells**

FB&C Committee

**Scott Howells**

AFR Committee

### SUBSIDIARIES

Sunnyfield has two subsidiaries: Gateway 2015 Properties Trust, which was established in May 2015 and is registered as a Community Housing Provider under the Community Housing Providers National law; and the Independence Fund, a discretionary trust which was established in 2006.

The Directors of the Gateway 2015 Properties Trust are Tom Pockett (Chairperson), Michael Brent, John Connell, Chris Howells and Heather Milnes.

The Directors of the Independence Fund are John Harston (Chairperson), Michael Brent, Jean Hay AM, Tom Pockett and Ross Rathmell.

## HONORARY LIFE MEMBERS

**Mr John Coye**  
(1997)

**Miss Beth Symonds**  
(2000)

**Mr Byran Whiddon OAM**  
(2004)

**Mrs Jean Hay AM**  
(2007)

**Mr Nigel Shepherd**  
(2007)

**Mr Jonathon Casson**  
(2014)

**Mr Lloyd Draney**  
(2014)

**Mr Brien Mendham**  
(2014)

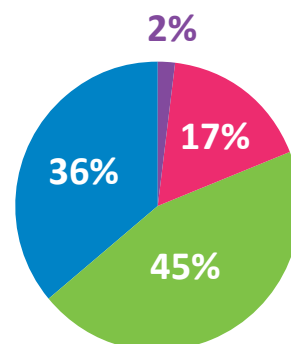
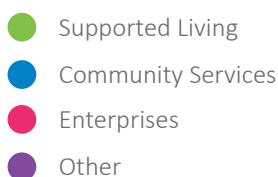
## FINANCIALS

Income - \$ Million	2014/15	2013/14
Government funding	44.8	42.8
Sale of goods	6.2	5.2
Fees, board & lodgings	3.1	3.1
Other revenue	2.2	1.9
<b>Total</b>	<b>56.3</b>	<b>53.0</b>

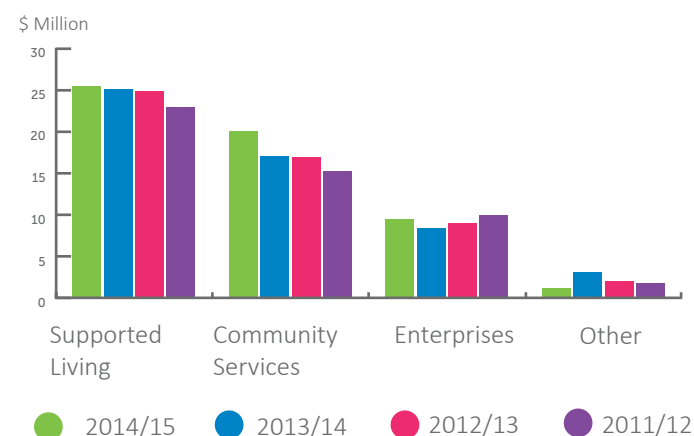
Expenses - \$ Million	2014/15	2013/14
Employee benefits	40.6	39.0
Occupancy	4.9	5.3
Cost of sale of goods	1.6	1.5
Depreciation	1.1	1.2
Other expenses	5.9	4.6
<b>Total</b>	<b>54.1</b>	<b>51.6</b>

Other income	0.1	0.5
<b>Operating Surplus</b>	<b>2.3</b>	<b>1.9</b>
Investment income	0.7	0.7
<b>Net Surplus</b>	<b>3.0</b>	<b>2.6</b>
Total equity	15.7	12.7

### Revenue by Division 2014/2015



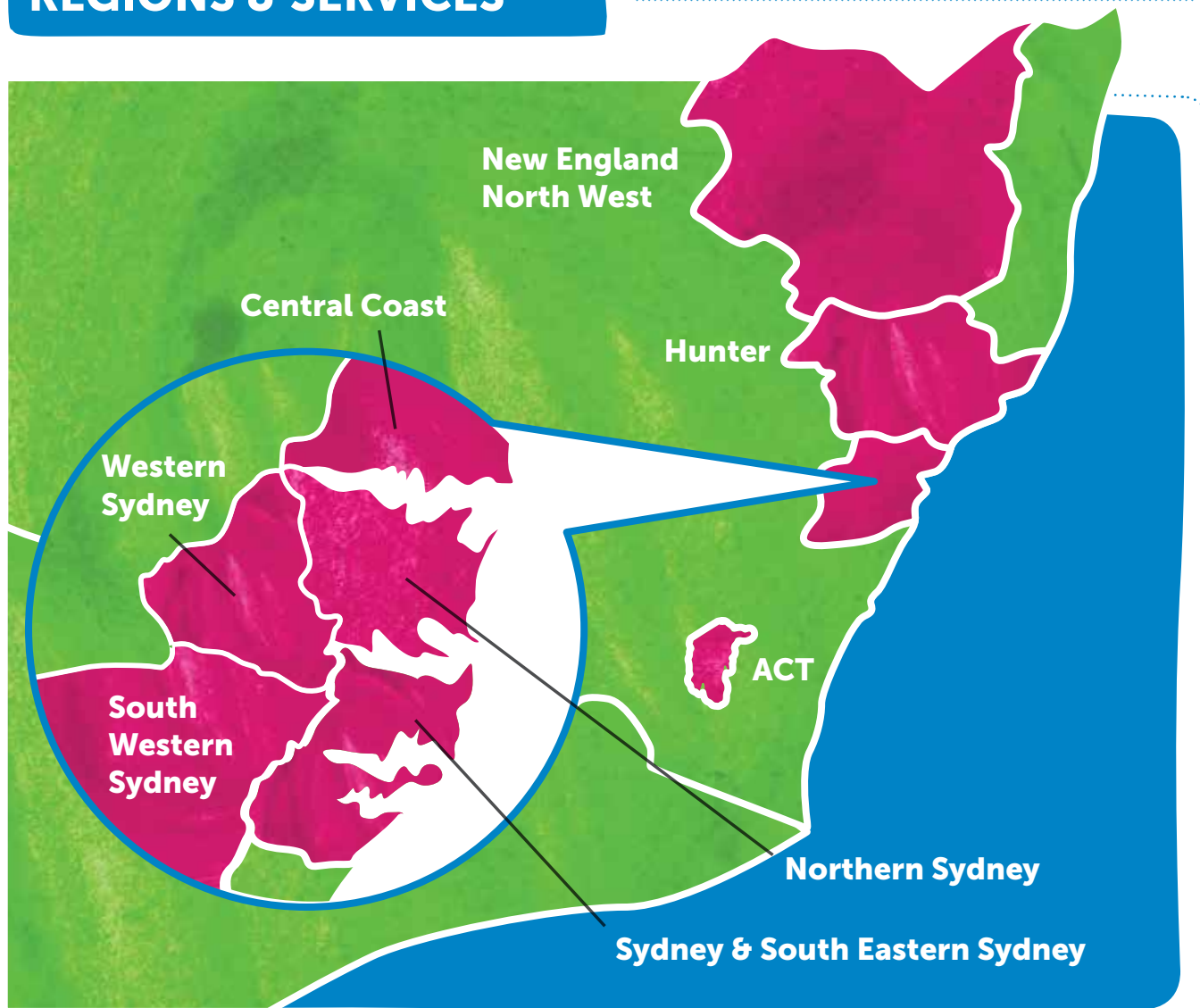
### Revenue Growth by Division



## OUR HISTORY

- 1950s**
  - 1952 Sunnyfield Association formed by Hazel Whiddon.
  - 1953 Sunnyfield Fisher Road school opens in Manly Vale.
  - 1950's A Crown Lease of 5 acres of land at Allambie Heights.
- 1960s**
  - The first Hostel at Allambie Heights opens.
- 1970s – 80s**
  - Community-based houses established on the Northern Beaches.
- 1990s**
  - Clients supported in their own homes.
  - Community services, outreach and post-school programs begin across Northern Sydney.
- 2000s**
  - Services expand across Sydney to the New England region and Central Coast.
  - Acquisition of Chatswood Enterprises and St Marys Enterprises opens.
- 2010**
  - Professional Clinical Services established including speech pathology and behaviour support.
- 2013**
  - Community Service hubs now open including Marrickville, McCabe House at Kariong and Charmhaven Day program.
- 2014**
  - The Communications Project is rolled out to services and houses.
  - A three year Strategic Plan is adopted to guide our approach to the NDIS including person centred outcomes and value for money services.
  - Revitalisation of the Sunnyfield brand including a new website and signage.
- 2014-15**
  - New Community Services Hubs open including McCabe, Campbelltown, Charmhaven, Tamworth, Orchard Hills, St Marys and Belmont.

## REGIONS & SERVICES



### SUPPORT OFFICE CONTACTS

#### Sydney and South Eastern Sydney Regional Office

Unit 9, 102-112 Edinburgh Road,  
Marrickville  
NSW 2204

#### Central Coast and Hunter Regional Office

Lot 10, Mt Penang Parklands,  
McCabe Road, Kariong  
NSW 2250

#### New England North West Regional Office

Parry House, Suite 4, 468-472  
Peel Street, Tamworth  
NSW 2340

#### Support Office and Northern Sydney Regional Office

185 Allambie Road,  
Allambie Heights  
NSW 2100

#### Sydney, South East and South West Region

369 Great Western Highway,  
St Marys  
NSW 2760

#### ACT Regional Office

Unit 15, Level 1, Grant Cameron  
Community Centre, 27 Mulley Street,  
Holder ACT 2611

**Phone: 1300 588 688**

[www.sunnyfield.org.au](http://www.sunnyfield.org.au)



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# Our AMAZING YEAR

