

ANNUAL REPORT 2015-16



Sunnyfield
For a brighter future

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FOR A BRIGHTER FUTURE



A lot can happen in 64 years. From the most humble of beginnings, Sunnyfield has grown in depth and breadth of support services. Working together with families, friends and dedicated staff, Sunnyfield provides a brighter future for people with disability. Sunnyfield is a member based, registered not-for-profit charity. Guided by our values of respect, trust, honesty and innovation, it's our mission to enrich the lives of people with intellectual disability by creating choice, opportunities and skills for life. Day to day, we deliver 2,000 services for over 1,800 clients, including young children, teenagers, young adults and seniors. Sunnyfield employs over 1,000 staff in NSW and the ACT, across accommodation services, assistance with daily life, social and community participation, supported employment and clinical services.

Vision

Excellence in supporting people with intellectual disability

Mission

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

Values

Respect, Trust, Honesty and Innovation

285

CLIENTS IN
SHARED LIVING

1567

CLIENTS ACCESSING
COMMUNITY SERVICES

282

SUPPORTED EMPLOYEES

34

SHARED
LIVING HOMES

15

COMMUNITY SERVICES
CENTRES INCLUDING RESPITE

1000

STAFF

MESSAGE FROM THE CEO AND CHAIR



In the lead up to the launch of the National Disability Insurance Scheme (NDIS), Sunnyfield's major strategic priorities in 2015–16 focused on organisational readiness and preparing clients, families and carers for their transition to the NDIS.

The launch of the NDIS is an unprecedented transformational change, empowering people with disability to have greater choice and control in the lives they want to lead. Sunnyfield has proactively embraced this change that significantly impacts the Australian disability support sector.

As a family and member based organisation, Sunnyfield continues to support clients and their families through the exploration of innovative service delivery, to increase community and social engagement for people with disability, through building life skills, community access, accommodation services, and in the workplace.

Delivering outcomes aligned to the second year of our 2014–17 Strategic Business Plan, Sunnyfield's highlights for 2015–16 include:

- Fostering Federal, State and Local Government partnerships to support initiatives that will provide long term organisational security for clients, families and carers. This included gaining access to special grant funding, such as Family and Community Services (FACS) \$1.68m devolution land capital grant and \$1.8m special grant; supporting Sunnyfield's

Crown Land's submission; and ensuring the success of the devolution of Sunnyfield's two large residential centres into nine new community homes.

- External auditors confirming renewed compliance of Sunnyfield's Quality Management System with the ISO 9001: 2008 standard, and NSW Disability Service Standards Third Party Verification (TPV) audit.
- We welcomed new clients and families from an amalgamation with Pioneers Centre in Guildford, to be ready for the NDIS and expand the delivery of services and supports.
- We held 21 NDIS readiness forums and launched a new Online Pre-Planning Tool to support clients, families, carers and participants with their person centred planning and goal setting, as they prepare for their transition to the NDIS.
- Sunnyfield supported over 140 shared living residents, their families and carers with preparation for informed planning meetings with National Disability Insurance Agency (NDIA) planners and Local Area Coordinators (LAC).

STRATEGIC FOCUS 2016–17

Sunnyfield's business plan for 2016–17 remains true to our vision of excellence in supporting people with intellectual disability. Our focus is driven by four key strategic areas that support quality services, organisational growth, and viability, so we can continue to thrive and support clients, families and carers in the new NDIS environment.

- We expanded Shared Living services and supports with four new NDIS and FACS funded group homes in the ACT and Sydney.
- The 'Communicate to Connect' initiative continues to be embedded in the Sunnyfield Way, supporting clients to communicate their goals and aspirations.
- A new Community Services Hub opened in Campbelltown to increase the level of access to services and supports for people with disability and families.
- We relocated our Community Services Hub in Gunnedah to the GS Kidd School with more space and improved facilities for client and community involvement.
- Sunnyfield Enterprises implemented strategies to expand the range of opportunities for career options for people with disability and to increase business revenue, with investments of almost \$1 million in facility upgrades.
- Sunnyfield Enterprises' Therapeutic Goods Administration (TGA) license was renewed following successful compliance with external audit.
- We improved organisational financial strength to provide the much needed working capital to move from government funding in advance to NDIS payment in arrears, lower Community Services NDIS pricing, and the riskier NDIS marketplace.
- Sunnyfield invested in the first stage of NDIS compatible business systems and IT capability.
- We launched the HATCH video installation, part of the Western Sydney Arts Initiative to extend the artistic abilities of people with disability and provide training to support their employment within the arts sector.
- We partnered with the Art Gallery of NSW to launch Momentum, a live installation performance by Sunnyfield clients inspired by contemporary artworks at the Art Gallery of NSW.

Sunnyfield continues to place clients at the centre of all we do, delivering services and supports that focus on each individual and their specific goals, opening doors to new opportunities and enabling clients to live the life of their choice. The NDIS will shape the opportunity for new futures for people with disability and their families. We look forward to continuing to support clients in close partnership with their families as we head towards a brighter future together.

Karen Ingram Chair Sunnyfield

Caroline Cuddihy CEO Sunnyfield



Proactive client engagement

Alignment of our vision, mission and values with a marketing and communications strategy that supports awareness of Sunnyfield's service and quality offering.

Business systems

Enhancing the effectiveness and efficiency of organisational business systems and processes that are NDIS compatible, including service scheduling, staff rostering, service delivery and tracking, and invoicing.

Workforce strategy

Executing a workforce strategy that builds upon a culture of continuous improvement, excellent person centred client service, and supports the attraction and retention of quality staff.

Major projects

Identifying, evaluating and investing in opportunities that support Sunnyfield's viable growth, securing the organisation's future sustainability, and increasing the value and quality of client support services, including the Hostel and Carinya devolution and Crown Lands projects.

SHARED AND INDEPENDENT LIVING

At Sunnyfield we take great pride in making a house a home, and in 2015–16 we were privileged to support new clients in four new homes.

Sunnyfield's accommodation services provide people with disability the opportunity to live their life independently in their own homes with active person centred support from Sunnyfield.

We expanded Shared Living supports and services in the ACT with new NDIS funded clients living in two homes, and also provided community access and social participation supports to assist them in attaining their goals.

This year we're proud to have supported clients, along with their families and carers, to develop their independence and make choices about the lives they want to lead under the NDIS; all in the comfort of their own homes.



268

CLIENTS SUPPORTED
IN THEIR SHARED
LIVING HOME

17

CLIENTS LIVING
INDEPENDENTLY WITH
DROP-IN SUPPORT

4

NEW SHARED LIVING
HOMES OPENED





• I LOOK FORWARD TO
WATCHING MY BROTHER
GROW IN CAPABILITY AND
CONFIDENCE WITH THE
SUPPORT OF SUNNYFIELD •

Ken, Brother of Shared Living resident

Highlights for the year

12 Shared Living homes participated in the 'Communicate to Connect' initiative to up-skill Sunnyfield staff to support improved client communication skills.

We relocated two homes in NSW into new premises.

Sunnyfield implemented a new rostering system to enhance staffing resources for client support across Shared Living services.

Our permanent staff were trained in Sunnyfield's 'Skills for Life' program to provide active support to clients to increase their independence at home

We launched a new Expression of Interest program for participants that currently have or request NDIS funding for accommodation support, to facilitate independent and shared living solutions.

We obtained a grant from FACS of \$3.4m to purchase two sites for the building of homes for the devolution project.

COMMUNITY SERVICES

Sunnyfield community access and recreational programs addressed a strong need for more flexible and personalised services to support the aspirational goals and outcomes of clients, empowering people with disability to have choice and control in their lives.

In October we welcomed Pioneers Centre in Guildford after successfully completing an amalgamation with them. Pioneers' values and approach to client services are closely aligned with Sunnyfield, while their location in Guildford provides access to new Sunnyfield clients.

Over the year Sunnyfield expanded services with the opening of a new Community Services Hub in Campbelltown and the relocation of the Gunnedah Community Services Hub, to increase the level of access to services and supports for people with disability and families in local communities.

In May, many Community Services' clients, families and carers answered our customer feedback survey. The results are being used to help us identify improvements for the delivery of community services, and to give us a better understanding of clients' current and future needs.



1567

CLIENTS IN COMMUNITY SERVICES PROGRAMS

15

COMMUNITY SERVICES HUBS INCLUDING RESPITE





Highlights for the year

Our staff actively worked with clients, families and carers in person centred planning in preparation for the NDIS. This included community forums, group meetings with clients and their family members and individualised consultation.

We provided additional music therapy programs for Community Services' clients.

We introduced innovative vacation care programs during school holidays for school aged children.

Sunnyfield secured greater geographic coverage in Western Sydney to deliver quality flexible respite and health and fitness programs to meet the current and future needs of people with disability.

We expanded client support services in the NDIS trial region of the Hunter.



• YOU SHOULD SEE THE
EXCITEMENT ON SAMUAL'S
FACE WHEN I PICK HIM UP
TO BRING HIM TO THE HUB
HE LOOKS SO HAPPY •

Kariman, Support Worker

SUPPORTED EMPLOYMENT

Providing employment for 282 people with disability across three Sydney locations, Sunnyfield Enterprises brings industry and community together to create sustainable, meaningful employment opportunities for people with disability.

Along with an increase in business revenue from new customers in Therapeutic Goods Administration (TGA) and packaging solutions, Sunnyfield Enterprises fostered innovative ways to create longer term success. With significant investments in upgrading facilities at Allambie Heights, Chatswood and Mt Druitt, Sunnyfield Supported Employees have access to work environments that are safe, provide suitable and relevant skill development, and are being positioned for the changes that the NDIS will bring.



I AM LEARNING NEW SKILLS AND GETTING THE SUPPORT I NEED TO BE ABLE TO DO MY ROLE

Theresa, Supported Employee,
Enterprises Mt Druitt



Highlights for the year

Our upgrade to fire safety systems at Enterprises Chatswood and Allambie Heights.

Our upgrade of the kitchen and dining facilities at Enterprises Chatswood to create more accessibility, enhance the facilities and improve safety features.

We undertook a major upgrade of Enterprises Allambie Heights to cater for an increase in packaging, warehouse and logistics operations, and improved working environment, including the expansion of Primary TGA production capabilities and a new bottle filling production line.

We installed new shrink wrapping equipment at Enterprises Mt Druitt to service increased demand from business customers and create diversified work opportunities for Supported Employees.

Over 40 Enterprises Supported Employees from Sydney and clients from Sunnyfield's Central Coast community program joined support volunteers and staff at the Sunnyfield Enterprises annual sports day.

282

EMPLOYEES

1550

JOBS DELIVERED IN FULL
AND ON TIME

32

NEW BUSINESS
CUSTOMERS

COMMUNITY AND CORPORATE PARTNERSHIPS

Sunnyfield fosters strong partnerships with Federal and State Electorates, Local Government Councils, Clubs, Foundations and Trusts. The funds received through these partnerships support the creation and implementation of new projects that provide greater opportunities for clients.



In celebration of the projects that have been possible through the financial contributions of the Federal and NSW Governments, we thank the Department of Social Services (DSS), Family and Community Services (FACS), and the Community Building Partnership Grant (CBPG) scheme. Clients have been able to enhance their community participation, social engagement, and work participation within their local communities because of these contributions.

We extend a heartfelt thank you to the Trusts and Foundations that create significant outcomes for clients. Arts NSW funded clients to partner with the Art Gallery of NSW for a performance celebrating the 2015 International Day

for People with a Disability. The Lord Mayor's Charitable Foundation funded a creative arts program for clients to develop a video installation showcasing their artistic talents. The contribution from the James N Kirby Foundation has equipped clients with iPads that support their communication, recreation and social needs.

Local Government Councils play an important role in supporting projects that give clients creative and skill-building opportunities. We'd like to thank Rockdale and Parramatta City Councils for supporting Sunnyfield's creative arts program, and Tamworth Regional Council for supporting clients' sports program.

OUR SPECIAL THANKS...

for making a valuable contribution to clients through the Clubs NSW scheme

- Campbelltown RSL Club
- Canada Bay Club
- Harbord Diggers Mounties Group
- Kingsgrove and Brighton Le-Sands RSLs
- Petersham RSL
- St Marys Rugby League Club
- Wests Ashfield Leagues Club
- West Tamworth Leagues Club



VOLUNTEERS

While a number of companies provided pro-bono contributions and other donations, a very special thank you to Clayton Utz who have donated many hours of professional pro-bono legal support, and Bunnings Warehouse for staff expertise including their time and resources for numerous projects.

Highlights

Mount Druitt Transition to Work students and Sunnyfield volunteers had a fantastic day visiting the Pure Gelato Factory in Croydon. Sunnyfield's industry excursions expose Transition to Work students to a wide variety of future employment options.

Sunnyfield residents in Castle Hill were absolutely thrilled when they returned home one day, after eight volunteers from the Royal Bank of Scotland repainted the interior of their house.

FUNDRAISING

Sunnyfield raised \$692,000 in 2015–16. We are touched by the generosity of the community, both by those who donated to us as well as those who fundraised for us.

A very special thank you to Clayton Utz, Rotary Club of Brookvale, Woolworths, Ricoh and all of our individual donors for their generous support.

Highlights

Sunnyfield was delighted to be selected as a beneficiary of the ASX Thomson Reuters Charity Foundation again this year. Sunnyfield received an outstanding donation of more than \$86,000 to support activities and programs for clients.

Thank you to the Lions Club of Sydney Pacific for selecting Sunnyfield as the beneficiary of their 20th Anniversary Ball and raising \$30,000. We were overwhelmed by the Lions' amazing efforts.

Peninsula Pals was established over 30 years ago on the Northern Beaches by Mayor Jean Hay, and Sunnyfield was proud to again be one of four beneficiaries from their annual Melbourne Cup Lunch. Sunnyfield was delighted to receive nearly \$10,000.

Thank you to the family of the late James Noble for their generous donation towards the purchase of a much needed bus to transport Supported Employees.

❖ **THANK YOU TO THE FAMILY OF THE LATE JAMES NOBLE FOR THEIR GENEROUS DONATION TOWARDS THE PURCHASE OF A MUCH NEEDED BUS TO TRANSPORT SUPPORTED EMPLOYEES** ❖



517

VOLUNTEERS

91

STUDENT
PLACEMENTS

28

CORPORATE
VOLUNTEER DAYS

11,084

VOLUNTEER
HOURS

OUR PEOPLE

As at 30 June 2016

Sunnyfield Board Members



Karen Ingram
BA, LLB (Hons), MDR
Chair



Dr John Carter AO
BSc (Med), MBBS, MD, FRACP
Chair Fundraising, Branding
and Communication
Committee; Member



Ian Fraser
FCPA, FAICD
Member



Melissa Hammel
RN, DipMgmt
Member



Heather Milnes
Chair Housing, Property and
Equipment Committee;
Member



Mike Nicholls
BBA
Member



Malcolm Park
BSc (Eng), FAICD
Deputy Chair;
Chair HR, Nomination
and Remuneration
Committee; Member



Tom Pockett
BCom, FCA
Deputy Chair;
Chair Audit,
Finance and
Risk Committee



Ross Rathmell
BEC, MAICD

Paul Walsh and Dr June Heinrich stepped down from the Board during the year. We would like to sincerely thank Paul and June for their outstanding contributions during their tenure as Sunnyfield Board Directors.

Senior Leadership Team



Caroline Cuddihy
BAppSc, MBA, GAICD, JP
Chief Executive Officer



Dr Mark Clayton
DipTeach, BEd,
MA (Spec. Ed), PhD
Executive General Manager
NDIS Transition and Service
Improvement



Patricia Foulds
Acting General Manager
Shared Living



Margaret Loubos
BEd (Adult Education)
Executive Manager
Human Resources



Peter McKendry
BBus, CPA
Chief Financial Officer



Stephen Robb
General Manager
Enterprises



Stephen Russell
GradDip Financial Mgmt, MBA
General Manager
Community Services



Jonathan Swain
LLB
General Manager
Corporate and Company
Secretary



Bruce Tosello
BDes (Industrial Design), MBA
General Manager
Business Development
and Fundraising

Sunnyfield Patrons



Bryan Whiddon OAM
Honorary Life Member



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

FINANCIALS

\$million	2015–16	2014–15	2013–14
Government funding	49.9	44.8	42.8
Sale of goods	8.2	6.2	5.2
Fees, board & lodgings	3.5	3.1	3.1
Other revenue	3.0	2.2	1.9
INCOME TOTAL	64.6	56.3	53.0
Employee benefits	45.4	40.6	39.0
Occupancy	4.7	4.9	5.3
Cost of sale of goods	2.7	1.6	1.5
Depreciation	1.1	1.1	1.2
Other expenses	6.7	5.9	4.6
EXPENSES TOTAL	60.6	54.1	51.6
SURPLUS BEFORE OTHER INCOME	4.0	2.2	1.4
Other income	3.7	0.1	0.5
Investment income	0.8	0.7	0.7
NET SURPLUS	8.5	3.0	2.6
NET ASSETS	24.2	15.7	12.7

Notes

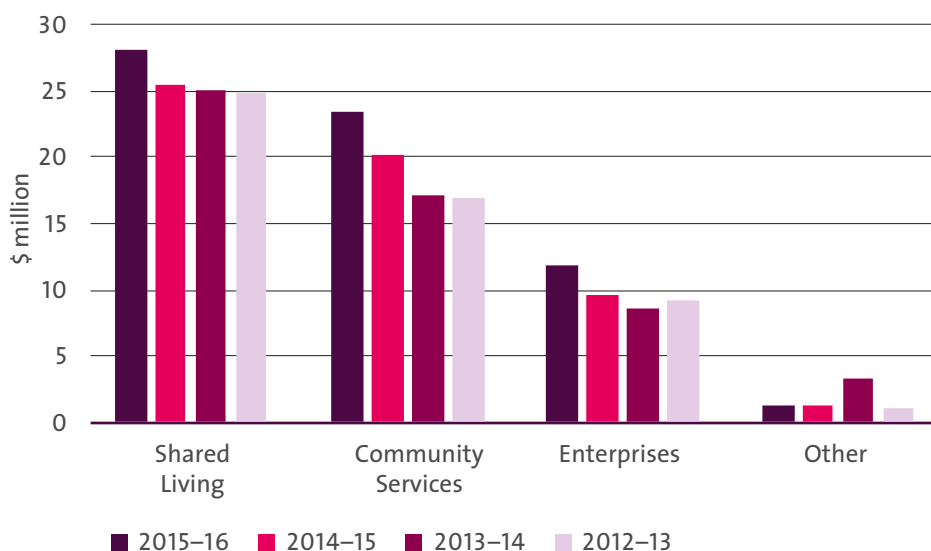
Government funding increase

- In line with client growth
- Applied indexation

Other income increase due to one-off contributions

- \$1.68m Government land grant
- \$1.80m special Government grant
- \$0.28m Pioneers amalgamation assets
- \$0.77m interest

REVENUE BY DIVISION



Feedback

We are not only in the business of improving lives we are also in the business of improving the way we do it.

So if you have any feedback, about the things we have done well, or the things we could do better, then please get in contact and send an email to our confidential email account at feedback@sunnyfield.org.au

Contact Us

T 1300 588 688

E NDIS@sunnyfield.org.au

www.sunnyfield.org.au

