

ANNUAL REPORT 2017



BRIGHTER FUTURE 00

A lot can happen in 65 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-forprofit 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 provide over 2000 support services

for people with disability, including young children,

teenagers, young adults and seniors. Sunnyfield employs over 1200 staff in NSW and the ACT, to deliver accommodation services, assistance with daily life, social and community participation, supported employment and clinical services.



During the 1950's parents of children with intellectual disability were advised to send their child to an institution, as they were not able to access mainstream schooling or financial assistance for in-home support services.

1951 Enterprising Northern Beaches resident, Mrs Hazel Whiddon gathers a group of mothers of children with intellectual disability, to start a local training program for their children.

The Manly Sunnyfield Association is established to provide education for students with intellectual disability aged 2 to 26 years at the Sporting Union Hall, Manly Oval.

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

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1954 The Sunnyfield School was opened in Manly Vale with 23 students, built on an acre of land generously donated by Mrs Rundle.

1961 Sunnyfield's first shared accommodation Hostel at Allambie Heights opened for 31 residents.

1967 A workshop is completed at Allambie Heights, forming the early foundations of Sunnyfield Enterprises.

1974 Sunnyfield continued to grow, supporting 188 children and adults with disability and 90 residents at Allambie Heights.

Sunnyfield met the residential and training needs of 140 people with disability.

1991 The first Great Sunnyfield Duck Race was held at Davidson Park, Roseville.

1994 Gateway Community Access service opened to support 21 people with disability to participate in their local community.

2000 Sunnyfield provides over 400 clients with opportunities in the areas of accommodation, employment or community services for people with disability.

2008 Person-centred practices are implemented across Sunnyfield.

Today Sunnyfield employs over
1200 staff in NSW and the ACT to
provide accommodation services,
assistance with daily life, social and
community participation, supported
employment and clinical services.



MESSAGE FROM THE CHAIR

Karen Ingram, Sunnyfield Board Chair

On a night in October 1951, Hazel Whiddon gathered with five other mothers of children with disability at her home on Sydney's Northern Beaches. She planted with them a seed of an idea about a better life for their children. A life that would have opportunity and provide their children with something different from what was the norm for people with disability at the time. And so, on 17 March 1952, Hazel and Fred Whiddon, and 18 other dedicated, like-minded founding mums and dads, came together for the inaugural meeting of The Manly Sunnyfield Association.

In celebrating Sunnyfield's 65th Anniversary, we acknowledge every family, Member, carer, volunteer, supporter, and all of our staff, those that came before them and the many more that will follow them, for their contribution to ensuring that the founding families' aspirations and ambitious dreams – to enable people with disability to have a good life of their choosing, supported by a passionate and committed community network – have become reality for so many.

While recognising Sunnyfield's wonderful history, we also look to the future with great optimism.

Today, the Sunnyfield community has grown to almost 600 Members and more than 1200 staff providing over 2000 support services for people with disability.

From humble beginnings on Sydney's Northern Beaches, Sunnyfield support services are now available from Moree, Gunnedah, Tamworth and Tweed Heads in Northern NSW, through the Hunter and Central Coast regions, across the Greater Sydney region, and stretching into the ACT.

The introduction of the National Disability Insurance Scheme (NDIS) from 1 July 2016 was a huge and positive step forward for the future of Australians with disability, their families and carers. The NDIS is also a huge and positive step forward for the rights of these Australians. For the first time, people with disability will have choice and control over the supports they receive, where they go to access them, and who they ask to provide them. This significant societal change has presented, and will continue to present, many challenges for families and carers, Sunnyfield, and the disability support sector in general. But, more importantly, it also presents many opportunities.

This year, we enlisted external consultants to review our Board and governance framework to ensure that Sunnyfield was appropriately structured to deal with the challenges and opportunities that the introduction of the NDIS presents. Whilst the review concluded that the Board is well positioned to support management and protect the interests of Members

and clients through their NDIS transition, a number of recommendations for further improvement were made. One of the recommendations is to review the current requirement in the Constitution that at least 50% of the Board of Directors be Members and consider whether this percentage should be reduced to make it easier to recruit Directors with the appropriate skills and experience in the new NDIS world. We will bring forward proposals on this recommendation to next year's AGM.

As I reported at last year's AGM, we have established the Gateway 2015 Properties Trust, a registered Community Housing Provider, to hold Sunnyfield's property assets. For a number of reasons, the Board considers that it would be beneficial to separate Sunnyfield's property assets from our operations and for those property assets to be held by a Community Housing Provider. The transfer of properties into Gateway was approved by the Board during the year and is expected to be finalised in early 2018. These properties will still be effectively controlled by Sunnyfield after they are transferred, and will continue to form part of the consolidated assets of the Sunnyfield Group reported in the annual financial report.

For 65 years, Sunnyfield's core strengths have been our unwavering commitment to improving the lives of people with disability and the inclusive role that members and families play in contributing to creating positive outcomes for people with disability. And so, in the true spirit of our founding families, the Sunnyfield community continues to be united as we look to the future.

- We are united by Sunnyfield's Vision, Mission and Values
- We are united in our passion to continue Sunnyfield's legacy to create a brighter future for people with disability
- We are united by our commitment to deliver greater and equal opportunities for people with disability to engage in the life of their choosing
- We are united in our support for the successful introduction of the NDIS
- And we are united in our desire for Sunnyfield to continue its vital community role for at least another 65 years.

Karen Ingram Chair Sunnyfield



THANK YOU...

We thank Sunnyfield's Members for entrusting Sunnyfield's Directors, past and present, with the stewardship of the organisation.

- We thank the management team, and all those that have contributed to leading Sunnyfield over the past 65 years
- We thank Sunnyfield's skilled, dedicated and committed staff
- We thank all those business partners, donors and community supporters who have contributed to creating the Sunnyfield we are today
- And, most of all, we thank the families and clients who have chosen, and who continue to choose, Sunnyfield



MESSAGE FROM THE CEO

Caroline Cuddihy, Sunnyfield CEO

This year started with gusto, as the introduction of the National Disability Insurance Scheme (NDIS) from 1 July 2016 has driven transformational change for both people with disability and disability support sector providers. As with most other service providers, Sunnyfield has operated this year in an environment where the National Disability Insurance Agency (NDIA) has been building and changing the NDIS as it is being implemented. It has only been with the transition of almost 100,000 people into the NDIS that the NDIA has been able to identify and start to address policy and procedure gaps.

While dealing with these implementation challenges is a continuing work in progress, it is exciting to see that the NDIS is positively changing many lives already. Sunnyfield has assisted more than 1000 people with disability to transition to the NDIS. Clients are experiencing new activities, making personal choices, and controlling the supports they receive. Most Sunnyfield clients have chosen to stay with us as their service provider, a testament to the outcomes that they experience in their interaction with Sunnyfield. Sunnyfield has consistently championed the implementation of the NDIS. We have contributed to NDIA policy development, and we maintain an open dialogue with senior management at the NDIA,

helping to ensure that the outcomes of the scheme remain focused on assisting people with disability to live the lives of their choosing and to control how they are supported.

This year marked the completion of our FY14-17 strategy, which was focused on preparing Sunnyfield for the NDIS. We have invested in the organisation through the implementation of new business systems; we have managed the financial performance to build a sustainable future; we have a robust risk and compliance framework in place; our quality management system was certified as compliant to the new ISO 9001:2015 standard and we maintained compliance with NSW Disability Service Standards; and we recruited resources to support people with disability in this most significant transition to the NDIS. Sunnyfield and the NSW Government have worked to ensure long term organisational security for clients and families through the Crown Lands project and the Large Residential Centre (LRC) Redevelopment program. The significant investment from the NSW Government in these projects allows us to further strengthen Sunnyfield and provide clients and families with accommodation options and new services that make a real difference to their lives.

We introduced a number of new services this year that are all aimed at providing more and better services to clients and families. Early in the year we established `You4You', an internally managed staffing pool, to ensure that as clients sought more services, Sunnyfield would be well placed to have the right staff, appropriately trained, ready to provide service. We created the Coordination of Supports team, operating independently of our existing services, so that clients with NDIS funding for this service would be assured that we are focused on achieving their goals and outcomes. And as the year was coming to an end, we opened our `Thrive' Clinical Services Centre. This dedicated facility is staffed by qualified clinicians and provides a hub for clients and families to access a broad range of services including behaviour support, occupational therapy, speech pathology and physiotherapy.

Sunnyfield continued its long relationship with McKinsey & Co., who contributed their time and invaluable expertise pro-bono to assist with the development of our FY18-20 strategy. This exciting period of change and opportunity

for people with disability presents Sunnyfield with the chance to define how we will operate in the NDIS environment. Sunnyfield's FY18-20 strategy is our blueprint for working towards our vision of excellence in supporting people with intellectual disability under the NDIS. At the heart of Sunnyfield's FY18-20 strategy are three core outcomes for clients and families: 1) 'I get more choice of what I want, where I want it;' 2) 'I experience the Sunnyfield Way every time,' and; 3) 'I control how and when I engage.'

It has been an exciting and at times, challenging year for Sunnyfield. However, we remain optimistic about the NDIS and the opportunities that it will provide for clients and families. Sunnyfield will always remain focused on providing clients and families with quality person-centred support and our new strategy aims to ensure that we can deliver this promise while allowing Sunnyfield to thrive in the new NDIS environment.

Caroline Cuddihy Sunnyfield CEO



NI LIKE WORKING OUTDOORS AND GETTING OUTSIDE **

Andrew, Sunnyfield client

65TH ANNIVERSARY CELEBRATIONS























Sunnyfield's 65th Anniversary in Manly was proudly supported and sponsored by



















65th Anniversary celebrations in Manly

1

Honi and Andrew, supported employees with Andrew Brown from Bill Buckle

2

Llewena and Jilda Whiddon

3

Peter, supported employee welcoming everyone to the event

4

The Hon. Ray Williams MP and guest speaker Annabelle Williams OAM

5

Fiona, Tobias and Tim

6

Jo, supported employee giving her client speech about Sunnyfield

7

The Hon. Ray Williams MP, Tim, Geoff, Jean, Karen and The Hon. Brad Hazzard MP

8

Sunnyfield staff, Board members and guests enjoying the evening celebrations

9

Damien, supported employee inviting everyone to dinner

10

Lorena and supported employees Gail and Ben drawing the raffle

65th Anniversary celebrations in Mt Druitt

11

Supported employees and Staff enjoying the 65th Anniversary Photo source: St Marys Mt Druitt Star

65th Anniversary celebrations in the ACT

12

Shared living residents, their families and Sunnyfield staff enjoying the 65th Anniversary BBQ

65th Anniversary celebrations at Allambie Heights

13

Sunnyfield Enterprises, supported employee Tony with his family enjoying the 65th BBQ



SHARED LIVING

Sunnyfield shared living not only provides safe and comfortable homes, we also support people with disability to thrive and learn the skills that they need to lead happy, healthy and fulfilling lives of their choice. We take a person-centred active support approach that enables people with disability to control their lives and to reach their potential.

This year we opened five new shared living homes in NSW and two in the ACT; and now provide over 300 support services for people with disability to live in supported accommodation.

A key focus this year has been supporting shared living clients in NSW NDIS Region 1 to transition to the NDIS. We held information forums for clients, their families, guardians and carers. And we created an innovative Person-centred Planning Tool to assist clients and families document and communicate their whole-of-life goals and support needs to the NDIA in preparation for their NDIS planning meetings. Sunnyfield continues to focus on improving quality services and safe living environments. We have developed training and audit processes, to build staff skills in key support areas that will continue to contribute to the quality of the support services in shared living.

Highlights for the year

We supported shared living clients and their families to prepare for transition to the NDIS

We established seven new shared living homes

Appointed a Talent Acquisition Manager to compete in recruiting sufficient capable staff

Shared living staff were trained in leadership development, addressing unmet client needs, understanding dementia, and NRMA driver training

We are nearing completion of three new shared living homes and building has commenced of another six new shared living homes to replace Hostel and Carinya Large Residential Centres (LRCs) in the northern beaches of Sydney as part of the State Government Non-Governmental Organisation LRC Redevelopment program

Service Delivery Quality Audits were conducted in shared living homes

Completed fire safety, group safety and exit security upgrades to all shared living homes as a part of Sunnyfield's annual Essential Safety Features Monitoring and Inspection procedures

Registered homes as NDIA Specialist Disability Accommodation



COMMUNITY SERVICES ...

Sunnyfield Community Services provide over 1500 support services, activities, and programs, to support people with disability to live the life they choose and achieve their individual goals and aspirations.

Community service support is delivered through Sunnyfield's Community Services Hubs, in a client's home, or through in-community support.

This year Sunnyfield opened two new Community Service Hubs in Blacktown and Tweed Heads, while also securing the site to relocate the service in Parramatta. The Hubs are a base for clients and staff to run activities and provide services. while also being a starting point for community outings.

The key focus during the year was on the NDIS and assisting clients and families to manage their transition. In NSW NDIS Region 1 we worked with clients and families, the NDIA's Local Area Coordinators, the NDIA, and other parties to ensure NDIS plans met the needs and goals of clients. In NSW NDIS Region 2 Sunnyfield conducted extensive in-depth briefing and education workshops to prepare clients and families for their transition in 2017-18.

Highlights for the year

Opened new Community Services Hubs in Blacktown and Tweed Heads

Secured the site for a new Community Services Hub in the historic Queens Road Gatehouse, Parramatta

Introduced after school care programs in Campsie, Campbelltown, New England and Sutherland

Held a highly successful community exhibition of client artworks with over 60 pieces on display at Marrickville Community Services Hub

Commissioned new Smart Board and iPad technologies at the Marrickville, Blacktown and Central Coast Community Services Hubs

Refurbished Frenchs Forest Community Services Hub and garden

Installed a sensory room at Charmhaven Community Services Hub

Completed the development of 40 'Skills for Life'

Held the 4th Annual New England Indoor Sports Day in Tamworth with over 100 participants attending from across the region

Established a new service in Moree, providing community drop-in support services for adults

Negotiated the future purchase of the prior G.S. Kidd school site in Gunnedah, as a new regional Community Services hub





THE ACHIEVEMENT I HAVE SEEN DANIEL MAKE IS INCREDIBLE. HE IS DOING REALLY WELL, THE STAFF HAVE BEEN REALLY PERSISTENT AND ENCOURAGING.



SUPPORTED EMPLOYMENT ...

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

This year Sunnyfield Chatswood was transformed into a Vocational Work and Skills Training Centre. The redesign of the facilities promoting work and whole-of-life skills development for supported employees.

At Allambie Heights, Sunnyfield Enterprises further expanded the Therapeutic Goods Administration (TGA) Primary facility with the installation of a second TGA bottle filling production line. With demand growing from market leading pharmaceutical companies, the added capacity will increase Enterprises competitiveness in today's market.

In October 2016, Enterprises successfully completed an annual external audit against the National Standards for Disability Services, across all three sites. The Auditors were impressed by the quality of the support services provided, particularly at Chatswood, where newly transitioned supported employees spoke highly of the staff and the vocational training program. Other commendations included the rights-based training for all supported employees, the dedicated Sunnyfield Response Team, and the delivery of the Certificate III Productivity Improvement Program.

Highlights for the year

We hosted His Excellency General The Honourable David Hurley AC DSC (Ret'd) Governor of New South Wales and Mrs. Hurley for the official opening of the new Secondary TGA packaging facility

The first teams of supported employees completed training in Certificate III Process Manufacturing

We hosted the Honourable Jane Prentice MP and the Honourable Tony Abbott MP for the official opening of the Primary TGA facility and to thank the federal Department of Social Services for a \$441,000 grant awarded to Sunnyfield

Further upgrades were completed at Allambie Enterprises with fire safety compliance works, installation of air conditioning and a new covered walkway to enable safe pedestrian access and covered outdoor eating area, making the area useable all year round

Sunnyfield's 4th Annual Enterprises Sports Day for supported employees was enjoyed by 40 clients and volunteers at Lutanda's Toukley Centre

Sunnyfield continued to champion, with support of families/guardians, and other Australian Disability Enterprises for the future viability of supported employment, facing the challenges from the implications of the BSWAT legal case, NDIS reduced participant uptake of supported employment and need to remain viable and competitive in securing sufficient business work

NI HAVE LEARNT TO PACK PRODUCTS AND PALLETS, I ENJOY BEING PART OF A TEAM 00



Many projects at Sunnyfield are only made possible through the financial contributions of the Federal, State and Local Governments; and corporate partners.

Sunnyfield would like to thank the NSW Government's Family and Community Services, and Urban Growth NSW for providing two parcels of land and for funding the construction of nine new Northern Sydney shared living homes as part of the Non-Governmental Organisation Large Residential Centre Redevelopment program.

We thank the Department of Social Services for a grant that has enabled Sunnyfield to provide time limited case management for supported employees who choose to explore new options available to them.

Grants from the Community Building Partnership scheme in the electorates of Wakehurst, Campbelltown, Gosford and The Entrance, have enabled clients to enhance their community and work participation, and their social engagement within their local communities.

We extend a heartfelt thanks to the Department of Infrastructure and Regional Development who provided Sunnyfield with vehicles in the Shortland and North Sydney electorates.

Newcastle Permanent Charitable Foundation sponsored a Sports project in New England, enabling participants from five disability organisations to compete in sporting events through the year.

And we thank the local Councils that support Sunnyfield with grant funding. The Rockdale Council supported a photography project for clients at our Bexley Hub. The newly formed Inner West Council, Northern Beaches Council and Bayside Council all provided invaluable funding for technology projects that will enable clients to access Skills for Life activities.

OUR SPECIAL THANKS...

The ClubsNSW grant scheme supported a range of projects and our thanks to the following clubs for their contributions:

- Chatswood RSL provided iPads for a communication project
- Petersham RSL's contribution create a multi-sensory space
 supported an Arts and photo project
 Tamworth Services Club supported
- Ingleburn RSL enabled service provision to children with high support needs through the purchase of a hoist and change table
- Club Ashfield's contribution enabled our Ashfield CBR to create a multi-sensory space
- Tamworth Services Club supported
 New England's Healthy Leisure project
- Our many thanks to the Business
 Customers and partners of
 Enterprises, where mutual benefit
 is created enabling over 280 people
 with disability to participate in
 meaningful work and contribution
 to our society.



FUNDRAISING

for supported employees.

Sunnyfield raised over \$1.2 million this year from very generous donors, directly enriching the lives of people with disability. Donations have funded many things including property refurbishments and upgrades, purchasing vehicles for transport, numerous creative arts and fitness programs, IT equipment and resources for our Skills for Life activities, as well as helping fund our annual Sunnyfield Enterprises Sports Day

A special thanks to ASX Thomson Reuters Charity Foundation, Australian Wrapping Company, Bill Buckle, Clayton Utz, ICAP, the Lions Club of Balgowlah and Frenchs Forest, Peninsula Pals, Pharmacare, Sunnyfield Members Auxiliary and all of our individual donors for their generous support.

Sunnyfield is extremely grateful to a number of families who have provided accommodation solutions, either in the form of donating their house, contributing to rental arrangements, bequeathing a property, or donating funds to construct purpose built homes. This generosity provides Sunnyfield the opportunity to create long term living solutions for people with disability, which are in great need.

VOLUNTEERS

Thank you to everyone who volunteered their time to support Sunnyfield this year! We are very grateful for the many hours of time volunteered to support Sunnyfield in shared living homes, Community Services Hubs, Enterprises facilities and our support services.

A special thanks to Mirvac and their suppliers who generously donated their professional time and materials to give Sunnyfield's Community Services Hub at Lilyfield a makeover. Mirvac volunteers transformed both the indoor and outdoor space with a full garden makeover and a complete repaint and freshen up of all common areas inside.

A special thanks to many staff, who in addition to their normal roles, volunteer many extra hours to make Sunnyfield a special organisation, dedicated to people with disability.

Highlights

Lions Club of Balgowlah and Frenchs Forest, the Australian Lions Foundation and the ASX Thomson Reuters Charity Foundation all contributed to much needed vehicles for client transport

Clayton Utz 'Community Connect Program' have donated many hours of pro-bono legal support, have fundraised during our Active August campaign, and have donated through their Foundation

A very special donation from an individual donor to purchase a house and land for a new Sunnyfield shared living home

Thank you to Bunnings, Westpac and McKinsey & Co. for your donation of goods and services. We really appreciate your generous support!



97 | 10,352 | 1

CORPORATE

SHARED LIVING **HOME BLITZES**



As at 30 June 2017

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



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



Claire Sowden
BA, BArch

Senior Leadership Team



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



B Surveying, Land Surveying, MA Project Management General Manager Major Projects and Property

Evan Carman



Dr Mark Clayton

DipTeach, BEd,
MA (Spec. Ed), PhD

General Manager
Shared Living



Richard Gregg

BSc (Hons), ACA, CA, MAICD

Chief Financial Officer



Margaret Loumbos BEd (Adult Education) Executive General Manager Human Resources



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)

The Sunnyfield Independence Fund Directors

Michael Brent John Harston Jean Hay Tom Pockett Ross Rathmell

Gateway 2015 Properties Trust Directors

Michael Brent John Connell Chris Howells Heather Milnes Tom Pockett

Financials

\$ million	2016-17	2015-16	2014-15
Government funding	33.6	49.9	44.8
National Disability Insurance Scheme	25.5	0.5	0.0
Sale of goods	8.3	8.2	6.2
Fees, board & lodgings	3.7	3.5	3.1
Other revenue	1.9	2.5	2.2
INCOME TOTAL	73.0	64.6	56.3
Employee benefits	52.6	45.4	40.6
Occupancy	5.7	4.7	4.9
Cost of sale of goods	2.8	2.7	1.6
Depreciation	1.4	1.1	1.1
Other expenses	6.5	6.7	5.9
EXPENSES TOTAL	69.0	60.6	54.1
SURPLUS BEFORE OTHER INCOME	4.0	4.0	2.2
Other income	3.7	3.7	0.1
Investment income	0.7	0.8	0.7
NET SURPLUS	8.4	8.5	3.0
Net Assets	32.5	24.2	15.7

Notes

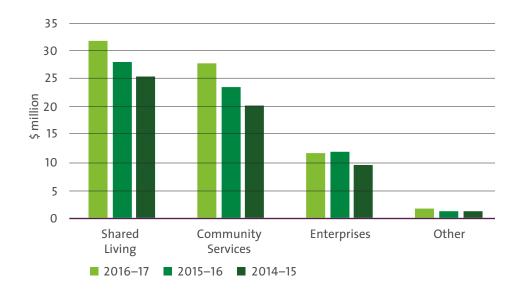
Government and NDIS funding

• In line with client growth

Other income due to one-off contributions

- \$1.8m Government land grant
- \$1.1m Special Government grant
- \$0.5m Personal donation
- \$0.3m Specialist Disability Accommodation Funding

Revenue growth 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 enquiries@sunnyfield.org.au www.sunnyfield.org.au

