

ANNUAL REPORT 2019



Registered
NDIS
provider



Sunnyfield
disAbility Services

FOR A BRIGHTER FUTURE



About

A lot has happened for Sunnyfield over the last 67 years. From the most humble of beginnings, Sunnyfield has grown in depth and breadth of support services. Working together, families, friends and dedicated staff, enable Sunnyfield to deliver brighter futures for people with disability.

Sunnyfield is a for purpose, 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 over 2150 support services for people with disability, including children, teenagers, adults and seniors. Sunnyfield employs over 1500 staff in NSW and the ACT, to deliver accommodation services, assistance with daily life, social and community participation, supported employment, skills development and support coordination.

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

Contents

Message from Sunnyfield Patrons	3, 7
Message from the Chair	4
Message from the CEO	5
Sunnyfield FY19 Highlights	6
Shared Independent Living	8
Community Services	10
Employment Services	12
New Business	14
Support Coordination	16
Fundraising	17
Fundraising in Action	18
Sunnyfield Leadership	19



MESSAGE FROM SUNNYFIELD PATRON

Bryan Whiddon OAM

I am incredibly proud, and very humbled, to think that an idea my parents, Hazel and Fred Whiddon had 67 years ago, has grown and become the Sunnyfield we all know today.

My parents devoted their lives to Sunnyfield. Hazel and Fred Whiddon were single minded in ensuring their vision for Sunnyfield was brought to reality. They didn't take no for an answer. And they were not dissuaded by obstacles. Anyone who knew my mother, will remember her to be tenacious and formidable, someone not to argue with. But everything they did, they did because they believed that my brother, Trevor, was entitled to live a full life with many opportunities. That just because he had a disability, didn't mean he should be locked up in an institution.

While my memory may not be so sharp today, I do recall the story of how the Sunnyfield name came to be. A group of parents were standing in Campbell Parade Manly Vale, outside the first school, talking about what to name this organisation. They were standing overlooking a sunny field, and so the name Sunnyfield was born.

I was very close to my brother Trevor, and it is with much fondness that I remember how important it was to him to contribute to society after he had finished school. Sunnyfield had by this time established an Adult Training Centre, and Trevor was very proud to join in and work there.

Meaningful work for people with disability is something that Sunnyfield has always excelled at, and it is testament

to how much Trevor loved working and being engaged, that we had a hard time to get him to retire. He really loved being active and meeting his friends every day.

Trevor lived a long and happy life because of what my parents and other dedicated families created. For 58 years he lived in Hostel and Carinya at Allambie Heights enjoying a life full of different and good experiences. Sadly Trevor passed away in 2012, and while I miss him, it is wonderful to remember him and every other person with disability that has experienced Sunnyfield, and had a happy and fulfilling life because of the dream of Hazel and Fred Whiddon.

I am proud too that my daughter Melissa Hammel is a long standing Sunnyfield Board Director, and that Melissa's son Tom Perrett has become an Associate of Sunnyfield's Audit, Finance and Risk Committee; keeping our family legacy of contribution well and truly alive.

On behalf of my family, I would like to thank and acknowledge all families, Members, carers, volunteers, supporters and staff, who have taken up this legacy, and continue to evolve and grow Sunnyfield so more people with disability can experience the warmth and trust of Sunnyfield's support services and community.



Left
Auxiliary Members raising funds for Sunnyfield at their regular local Bunnings BBQ's



Left
Bryan Whiddon OAM



Right
Hotshots School Holiday Program in South Sydney

MESSAGE FROM THE CHAIR



What a year! As the sector and environment in which we operate continues to change with the ongoing transition to the National Disability Insurance Scheme (NDIS), Sunnyfield's commitment to people with disability, their families, carers and guardians, remains paramount. Our Board, Senior Leadership Team, all of our Employees, and our Volunteers continue to work towards enriching the lives of people with disability by creating choice, opportunities and skills for life, so they can live the life they choose. This is why Sunnyfield exists.

Our strategic plan, at its core, has clarity of purpose to...

- Strengthen – “I experience the Sunnyfield Way every time”
- Grow – “I get more choice of what I want, where I want it”
- Innovate – “I control how and when I engage”

...for clients, and their families and carers.

With the NDIS creating both challenges and opportunities, for both participants and providers, Sunnyfield prioritised the first strategic pillar of “strengthen” over the last year. Our focus has been to further embed consistent quality practice, process and policy, to ensure compliance with the new NDIS Quality and Safeguarding Commission framework, to continue responsible financial stewardship, and to improve governance and risk management.

We also invested in the second strategic pillar of “grow”. In December 2018 Sunnyfield acquired EGA's Disability Services division which ensured over 200 people with intellectual disability in the Hunter region of NSW were able to continue to access community support services.

We also welcomed more than 360 new clients who chose to access one of Sunnyfield's support services. And we opened five new shared living homes, supporting more people with disability to live the life of their choosing in their home.

Sunnyfield's third strategic pillar of “innovate” has proven the most challenging. We continue to identify opportunities to improve efficiency and effectiveness with technology, and to build strategic relationships with business partners who can add value to our operating processes. But we also recognise the NDIA, NDIS, and the sector more broadly are still evolving with some uncertainty as to what the future will look like.

It is a privilege to serve as Sunnyfield's Chair. I thank my fellow Directors for their continued dedicated support and work which they provide to Sunnyfield because they, like me, know the great importance and value of enriching clients' lives. I acknowledge, and thank them all, for the considerable time, expertise, and effort they donate in their roles on the Board, Committees and in respect of special projects.

My sincere thanks goes to our CEO and Senior Leadership Team. The SLT is an extraordinarily hard working group of leaders. They embrace the opportunities available to Sunnyfield and serve the organisation, together with our highly valued employees, to achieve great outcomes for clients in partnership with their families or guardians.

This is at the very heart of all that we do at Sunnyfield.

Karen Ingram
Sunnyfield Board Chair



MESSAGE FROM THE CEO



As I look back over the last three years, similar words and a recurring theme emerges – change. The introduction of the NDIS has driven significant change through the disability service sector and I am extremely proud of how Sunnyfield continues to adapt to it.

Sunnyfield provides over 2150 support services for people with disability, and our focus has been to ensure these services are valuable for clients, whilst Sunnyfield builds its resilience. In the last financial year, clients served by Sunnyfield grew in number by 13%, and consolidated revenue increased to almost \$90m. We delivered an operating surplus of \$2.7m, improving on the previous year's result by \$2.5m.

This result was only achieved through the efforts of everybody that works and volunteers at Sunnyfield being focused on the individual clients we serve and ensuring the processes and systems we operate are both efficient and effective. I thank all Sunnyfield staff who have worked tirelessly in their different roles to assist clients, families, and guardians to be supported to achieve their goals.

While we spent much of the last year focused on aligning Sunnyfield's support services to the NDIS, we have also invested in the future of Sunnyfield.

The acquisition of EGA's Disability Services division in the Hunter region of NSW complements the services we already provided in New England and the Central Coast. We welcomed more than 200 clients and their families and almost 90 new staff to the Sunnyfield community, and we look forward to building on the strong foundations we now have in place across the region.

We took a good look at our Enterprises business which has been impacted by lower than expected

employment participation rates under the NDIS and key business account risk. I am excited by a new strategic direction, approved by the Board in early 2019, to explore a wider range of Employment Services and vocational support options.

As more people with disability are able to access more services due to the NDIS, all service providers are facing the critical issue of having enough skilled staff available to deliver services. Sunnyfield is investing significantly in our People, Learning and Culture strategy to not only recruit the right staff, but to ensure our people are trained and supported to deliver the quality of services we promise to clients.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability commenced in June 2019 with advocate workshops. As a leading service provider, Sunnyfield has an important role to play in supporting the Royal Commission's work. We will stand in support of the rights of people with disability and their advocates who have worked so hard to see a Royal Commission proceed.

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. We will continue to support clients in partnership with their families, carers and guardians as we head towards a brighter future together.

Caroline Cuddihy
Sunnyfield CEO

SUNNYFIELD FY19 HIGHLIGHTS



1. Local MP Prue Car donated funds for outdoor area upgrade at Mt Druitt. 2. Annalise and Tim Bailey celebrating IDPWD 3. Jen and Chris complete the Sydney Tower Stair Challenge. 4. Steve, Gale and Mayor Gail Giles-Gidney celebrating Cultural Diversity Day at Chatswood. 6. Sunnyfield and Clayton Utz at the Sydney Tower Stair Challenge.

MESSAGE FROM SUNNYFIELD PATRON

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

As a Sunnyfield Patron, I am always reminded of how much meaning and purpose Sunnyfield gives people with disability whenever I am around the organisations many happy clients and families. It is the joy from making meaningful contributions, and the laughter from being part of a supportive community that I see in the faces of the people with disability that Sunnyfield supports. But I also sense the trust and confidence that parents and guardians have that Sunnyfield will support their loved ones just like they would themselves.

Sunnyfield has been an advocate for equal rights and opportunities since Hazel Whiddon first thought there had to be a better future for her son. And today, 67 years later, Sunnyfield continues to be a vocal advocate and supporter of the National Disability Insurance Scheme (NDIS) and for the opportunities it is providing people with disability who are finally gaining the recognition they deserve, with "choice and control" being the underlying theme of the NDIS.

I am excited by the Sunnyfield I see today. The strong governance of the Board is a key factor in stewarding the organisation through turbulent times. The leadership of the management team is committed to enriching the lives of people with disability through the delivery of quality support services. And the dedicated, caring staff provide outstanding support for people with disability. With these elements all in place and working together, Sunnyfield is set to thrive and grow in the NDIS environment.

I can understand that for some families and clients there is a concern that all this change could mean Sunnyfield will not provide the support they are accustomed to. But I think we should all take comfort in what Sunnyfield has become over its wonderful journey. The Sunnyfield Way is embedded across the organisation, in everything it does. Whether it is how Sunnyfield provides services, trains staff, accounts for costs, or communicates with families, the Sunnyfield Way has defined a policy and process which is repeatable and measurable.

This discipline at Sunnyfield will ensure that as the organisation grows and evolves, it will never lose sight of the Vision, Mission and Values that underpin it, or of the people with disability that are the reason for its existence. The future is uncertain and change can be challenging. To travel on this road with a familiar friend is comforting and reassuring. Sunnyfield has, and always will, support people with disability to live the lives they choose, giving them every chance of a brighter future.



Left
Air Chief Marshal
Sir Angus Houston

I'VE JOINED SUNNYFIELD'S CRAFT GROUP AND WE MAKE BEAUTIFUL ARTWORK. I'VE MET NEW PEOPLE AT DINE & GROOVE AND I'M LEARNING TO COOK HEALTHY MEALS IN THE COOKING GROUP. 🌿

Shelly, Werris Creek



SHARED INDEPENDENT LIVING

- **51 homes**
- **210 residents**
- **3 short-term accommodation services**
- **140 clients**

We turn houses into homes for people with disability to live life independently.

We support clients and families with their NDIS planning to ensure their needs and goals are appropriately funded. We are committed and experienced at working together to achieve agreed outcomes with residents.

Highlights

- We established a Client Case Management Group to develop strategies to support residents with health and behaviour needs
- We recruited a Client Health Educator Coordinator
- Opened two new shared independent living homes for eight residents
- Launched a key worker report initiative providing families and guardians with regular updates on residents and their activities.



Above
Sharon making breakfast
in her new home.



Above
Renee and her family
celebrating at her new home.



SHARON HAS A NEW LEASE ON LIFE. SHE IS SO HAPPY, SHE HAS A NEW FAMILY AND FRIENDS HERE AND SHE IS LOVING IT. IT HAS OPENED UP A WHOLE NEW AVENUE FOR HER. 🍃

Alison, Sharon's Sister

COMMUNITY SERVICES

- 1200 clients
- 23 community services hubs

We support people with disability to access community, social, recreational, and capacity building activities. We can deliver support in one of our centre based hubs, in the person's own home, or out and about in their community. We have regular scheduled programs, including vocational school holiday clubs, or we can develop personalised service programs to meet the individual needs and goals of clients.



Highlights

- We hosted our 5th Annual Indoor Sports Day for people with disability in New England, with over 120 participants from across the region
- We celebrated our 2nd year of delivering personalised disability services in Tweed Heads
- We hosted Australia's Biggest Morning Tea at St Marys Community Services Hub
- We held Central Coast Ninja Warrior for over 40 participants to put their skills to the test and complete a modified obstacle course for people with disability
- We welcomed more than 280 new clients who chose our community services as their support provider



Top
David and Jack exploring
Sydney's sites

Left
Men's BBQ in Parramatta Park



Above
Easter egg hunt and BBQ at
Guildford Community Services Hub



1. Dorothy horse riding during Saturday's Adventure Club. 2. Johnno from Charmhaven enjoying Winter Magic at the Hunter Valley Gardens. 3. Karen, Kerriane and Lachlan celebrating Easter at Guildford. 4. Lindsay, Abbey and Peter getting their groove on for Rock 'n' Roll day at Charmhaven. 5. Loud Shirt Day at Allambie Heights. 6. Roberto and Thuan during a night out. 7. Annual Indoor Sports Day in New England. 8. Tweed Heads clients at the top of SkyPoint Tower on the Gold Coast. 9. Alec, Dominic and Michelle from Werris Creek bowling in Tamworth. 10. Blacktown clients complete group art project. 11. Diver Dan and his sea creatures visit Dulwich Hill.

EMPLOYMENT SERVICES

- **210 supported employees**
- **3 Australian Disability Enterprises (ADE)**

We are committed to people with disability having the right to work and providing them with the opportunity and the skills for meaningful employment. We support people with disability to learn new skills, gain confidence, earn a wage and develop career opportunities.

We provide commercial packaging and assembly solutions. We work in partnership with customers to develop quality, tailored solutions. And we are ISO Quality Management accredited.

Highlights

- Held our 6th Annual Sports Day at Toukley for 60 supported employees sponsored by major commercial business customers
- We attained HACCP recertification of TGA and ISO9001:2015 accreditation
- Launched a new co-packing service for retail supermarket sale
- Created a \$200,000 cost saving through efficient logistics and waste management
- Community Building Partnership Grants funded upgrades across all Enterprises facilities



I CAN DEFINITELY SAY I AM MORE CONFIDENT, I AM USING MY LEADERSHIP TO SUPPORT OTHERS AND I NOW KNOW THAT I HAVE THAT ABILITY.

Malinda, Supported Employee

Above
Theresa & Pinky at Mt Druitt
Enterprises



Above
Kirsty working at Allambie Heights



Above
Bruce and Winnie at Allambie Heights

WE WERE TRULY HUMBLLED BY THE EXPERIENCE AND WERE IN AWE OF THE EXCELLENT SUPPORTED EMPLOYMENT OPPORTUNITIES OFFERED FOR PEOPLE WITH DISABILITY

Aneliese Hynes, Bullhorn's Senior Marketing Manager

NEW BUSINESS

Endeavour Sunnyfield

We acquired EGA's Disability Services division which ensured over 200 people with disability in the Hunter region of NSW were able to continue to access the support services they wanted.

Multi-cultural Community Services Hub

We opened a new service in south west Sydney with programs and staff to assist people with disability from non-English speaking backgrounds to access the support services they would like.

Skills for life

We've developed a range of innovative programs, practical tools and easy-to-use techniques to support people with disability to develop social skills, communication skills, strengthen problem solving skills, increase self-awareness and build independence.



Above
Moses and Taylor wrap their school holiday program up with a trip to the movies to see Toy Story 4



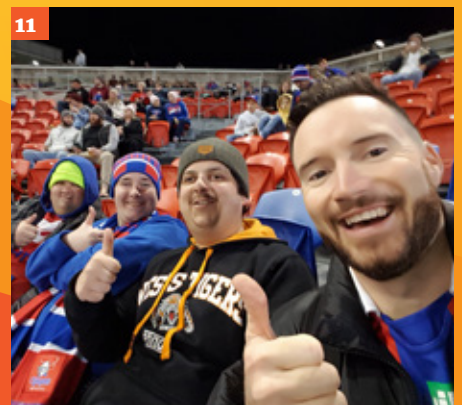
Right
Angela, Nathan and Julie at Selfie Day in Maitland



Left
Joel choosing which veggies to grow for the Garden to Plate program in Maitland

I FEEL GREAT HERE, HAPPY AND SAFE AND I LOVE ALL THE STAFF AND THE COOKING CLASS.

Taylor, Singleton Community Services Hub



1. Port Stephens clients at NADOIC week celebrations in Nelson Bay. 2. Richard from Lake Macquarie achieves his goal of gaining employment. 3. Annette from Maitland and her spring art project. 4. Lake Macquarie clients practising their Croquet skills. 5. Nathan taking the football up during a rugby league match. 6. Maitland clients and staff at a monthly shared BBQ. 7. Jacob, Taylor and Daniel exploring Yango National Park. 8. Singleton clients at the Albion Hotel raising funds. 9. Moses, Taylor and William on a day out at Newcastle Beach. 10. Lake Macquarie clients visiting the Hunter Valley Gardens. 11. Richard, Will, Coby and Josh at a rugby league match.

SUPPORT COORDINATION

• 230 clients

We support people with disability and their families to get the best outcomes from implementing their NDIS plan, while building capacity to manage their plan independently. We work in consultation with clients to optimise their reasonable and necessary NDIS funding and to connect them to a range of service providers.

- We built capacity of two clients to move from supported employment to mainstream employment by ensuring they were linked to mentors and training programs
- We supported 30 clients to transition from supported employment to other supports of their choice

Highlights

- We collaborated with the NDIA to create housing and support solutions for Aboriginal clients with a disability that maintained their cultural preferences and family networks
- We assisted clients with dual diagnosis of intellectual disability and mental health to find stable and secure independent housing and regular supports
- We assisted residents with a dual diagnosis of intellectual disability and dementia to access appropriate health care and housing



I FEEL MORE COMFORTABLE MAKING DECISIONS, IF I DON'T UNDERSTAND SHE WILL TALK ME THROUGH IT, I FEEL LIKE SHE IS ON MY SIDE AND ALWAYS WANTS THE BEST FOR DENNIS.

Carmel, Dennis' Mum

FUNDRAISING

Sunnyfield raised almost \$900,000 this year thanks to our very generous donors.

In addition we are extremely grateful for over \$1.2m of pro-bono services and gifts-in-kind.

All funds directly help provide service and support for people with disability; while pro-bono services and gifts are also used to support Sunnyfield to continue offering services.

Fundraising highlights, and our special thanks:

- Clayton Utz – funding for transport; raising funds and providing over 200 hours of pro-bono legal support.
- ASX Refinitiv Charity Foundation – 20 year partnership; and funding for transport.
- McKinsey & Company – pro-bono strategic advice.
- Laing O'Rourke – painted Ashfield STA centre.
- Bullhorn – corporate partner; funding for furniture; and volunteering.
- NAB City branch – corporate partner; Vivid cruise fundraiser; and volunteering.
- Pharmacare, Australian Wrapping Company, Blesbok, Major Graphics and Graphic Packaging – funding annual Enterprises sports camp.
- Anytime Fitness Avalon – free personal training; and monthly exercise sessions.
- Sydney Motorways – funding kitchen upgrade at Bexley Community Services Hub.
- Outotec – donating furniture and property fittings.
- Sunnyfield Member Auxiliary – donations from Bunnings BBQ.

- Students and teachers of Brigidine College, Barrenjoey High, Cromer High, Mosman Preparatory, St Augustines and St Catherines for fundraising and/or volunteering.

Grant highlights, and our thanks:

- NSW Department of Industry – \$1.4m for a new multi-cultural Community Services hub in Western Sydney.
- Northern Beaches and Penrith Councils; and local clubs in Chatswood, Cronulla, Dee Why, Fairfield, Sutherland and Tamworth; for funding local projects in the community.
- Community Building Partnership scheme – State electorates of Blacktown, Castle Hill, Cronulla, Fairfield, Gosford, Londonderry, Pittwater, Wakehurst, Willoughby and Wyong.
- Stronger Communities Fund – Federal electorates of Barton, Bradfield, Cook, Greenway and Parkes.



Above
Max and Donna at the
Bullhorn Recruitment Industry
Conference

MY FAVOURITE THING WAS MAKING A SPEECH UP AND TALKING ABOUT MY JOB AT SUNNYFIELD. I WAS HAPPY WHEN EVERYONE CAME AND SHOOK MY HAND AFTERWARDS.

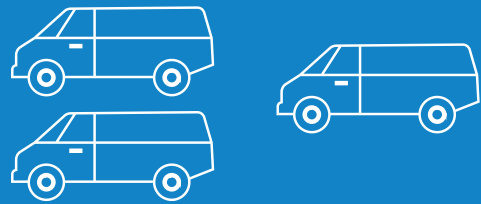
Max, Supported Employee

FUNDRAISING IN ACTION

Fundraising funds projects and items not covered by NDIS or other government funding, and that contribute to our Mission. In FY19, Sunnyfield spent over \$1.4m of fundraising money including:

- Three new vehicles for Services
- Assistive technology to run Skills for Life program
- Furniture, appliances and whitegoods for Shared Living homes
- Activities such as surfing, yoga, and music programs to encourage healthy lifestyles
- Enhancement of our facilities such as kitchen upgrades and installation of access ramps
- Construction of a new Shared Living home

3x NEW VEHICLES PURCHASED
\$138,000



**PROGRAM RESOURCES
AND EQUIPMENT**
\$51,000



**HEALTH AND
WELLBEING**
\$31,000



**TECHNOLOGY –
SKILLS FOR LIFE**
\$37,000



**PROPERTY
ENHANCEMENTS**
\$315,000



**GEOGRAPHIC
GROWTH**
\$872,000



Above
Sunnyfield clients with
their new vehicle



Above
Jim and Richard from Lake Macquarie Community
Services Hub enjoy using their new iPads

Sunnyfield Board



Karen Ingram
BA, LLB (Hons), MDR
Chair

Dr John Carter AO
BSc (Med), MBBS, MD, FRACP
Member

Julia Gunn
BSc, CA

Melissa Hammel
RN, DipMgmt
Member

Heather Milnes
Member

Mike Nicholls
BBA
Member

Malcom Park
BSc (Eng), FAICD
Member

Tom Pockett
BCom, FCA
Deputy Chair

Ross Rathmell
BEc, MAICD

Claire Sowden
BA, BArch

Senior Leadership Team



Caroline Cuddihy
BApPSc, MBA, GAICD, JP
Chief Executive Officer
Company Secretary

Simone Blumberg
BArts (Psych), GradDip
SecEd, GradDip HR,
GradCert Org Change
General Manager People,
Learning & Culture

Mark Driessen
BComm (Acc), FCA,
Registered Company Auditor
Chief Financial Officer

Jennifer Luff
BArts (Human Movement),
BEd, MBA
General Manager
Shared Living

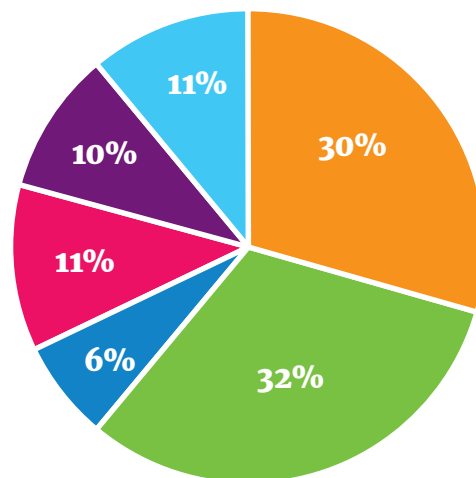
Stephen Robb
General Manager
Employment Services

Stephen Russell
GradDip Financial Mgmt,
MBA
General Manager
Community Services

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

OUR CUSTOMERS

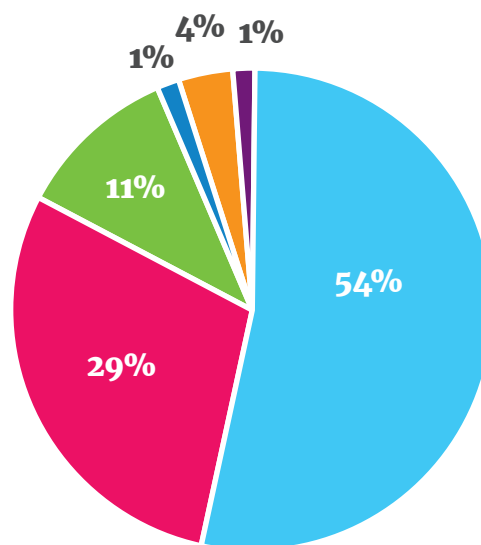
2,151 services
12.2% growth



- Centre based social and community participation
- Access community, social and recreation activities
- Short term accommodation
- Supported independent living
- Employment services
- Support coordination

OUR REVENUE

\$88.9m revenue
11.5% growth



- Shared Living
- Community Services
- Enterprises
- New Business
- Property
- Fundraising

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 address feedback@sunnyfield.org.au

Contact Us

T 1300 588 688

E enquiries@sunnyfield.org.au

www.sunnyfield.org.au

