

# ANNUAL REPORT 2020



March 2020

Registered  
NDIS  
provider



**Sunnyfield**  
disAbility Services

# FOR A BRIGHTER FUTURE



Above  
Bexley Hub's new outdoor  
green space.

## About

A lot has happened for Sunnyfield over the last 68 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 member based, for-purpose, 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 support over 1200 people with disability, including children, teenagers, adults and seniors. Sunnyfield employs over 1500 people 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, Innovation.

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# THE SUNNYFIELD WAY

1 - June 2020



2 - February 2020



3 - April 2020



4 - February 2020



5 - January 2020



6 - December 2019



1. Long Xing from Mount Druitt Employment Services combining his love of art and recycling to create a passion project at his workplace. 2. Michael dancing the day away at Allambie Heights Hub. 3. Donald with his homemade memorial wreath to commemorate ANZAC Day. 4. South Sydney Bright Nights crew enjoying dinner. 5. Clients socialising with local buskers in Tamworth. 6. Celebrating International Day of People with Disability 2019.



# MESSAGE FROM THE CHAIR



This year has certainly been a challenge for not just Sunnyfield, but the whole disability sector and all Australians. The COVID-19 pandemic has had a significant global impact, creating severe health risks for all, including people with disability. As Australian and NSW leaders and medical health experts responded to the pandemic with a variety of safety strategies, the Board is proud of the work and resilience of the Sunnyfield community which has so far kept the virus at bay from clients and staff. The economic impact of the pandemic will no doubt be experienced by many for a long time into the future.

In July 2019, as we entered the third year of full participation in the National Disability Insurance Scheme (NDIS), the National Disability Insurance Agency (NDIA) continued to evolve the NDIS, presenting participants and providers with both challenges and opportunities. In this environment, Sunnyfield's commitment to people with disability remains paramount. Our Board, Senior Leadership Team, and all of our staff continue to work towards enriching the lives of people with disability by creating choice, opportunities and skills for life, so clients can live the life they choose.

By June 2020, it was clear that Sunnyfield's strategic plan had held us in good stead.

- Our focus on the first strategic pillar of “strengthen” allowed us to respond to the COVID-19 pandemic while ensuring every client was able to access the essential support services they wanted and needed.
- Our investment in the second strategic pillar of “grow” provided new services for more people with disability: a new shared living home, a short term accommodation service, and a new multicultural community services hub.
- We continue to move the third strategic pillar of “innovate” forward: developing new client service models for employment and multicultural services; delivery of virtual services; and working on an integrated business system, process and information technology strategy for Sunnyfield's long term future.

I thank my fellow Directors for their continued dedicated support and work. My sincere thanks go to all our staff as they serve the organisation to achieve great outcomes for clients. And thank you to the people with disability, and their families, guardians and carers, who choose Sunnyfield as their service provider and trusted partner.

Karen Ingram  
Chair

1 - October 2019



2 - October 2019



4 - January 2020



6 - February 2020



8 - August 2020



1. Employment Services Sports Camp with over 60 clients to  
Employment Services funded by local MP Prue Car. 3. Twee  
enjoying riding tricycles at the Hotshots School Holiday pro  
August campaign. 5. The new wheels at Tamworth Hub wa  
van at Allambie Heights Hub was proudly funded by the NS  
volunteer day with supported employees at Allambie Heigh  
were out in force at the Pub2Pub getting active and raising  
fund Bexley Hub's upgrade of their external awning and rep

# MESSAGE FROM THE CEO



3 - December 2019



5 - February 2020



7 - August 2019



9 - September 2019



...aking part. 2. The new shade sail at Mount Druitt  
 ...d Heads Hub thrilled with their new SMART Board. 4. Kids  
 ...gram at Enfield thanks to funds raised from our Active  
 ...s proudly funded by the NSW Government. 6. The new  
 ...W Government. 7. Staff from Bayer enjoy a corporate  
 ...nts Employment Services. 8. Sunnyfield staff and clients  
 ...funds for Sunnyfield. 9. Federal MP Linda Burney helped  
 ...place skylights.

Despite the challenges of the COVID-19 pandemic and its impact on the support services we provide, I am extremely proud of what we together have achieved for Sunnyfield and the people with disability who rely on us. In the last financial year, clients served by Sunnyfield grew in number by 15% and consolidated revenue increased to \$110m with a good surplus. We increased our net assets to \$67.6m for the sole purpose of future-proofing Sunnyfield for the current and future clients and families we serve.

This result was only achieved through the whole Sunnyfield community working together, focusing on the individual clients we serve, and ensuring the processes, systems and services we operate are efficient and effective. Thank you to all our staff who have worked tirelessly to assist clients, families and guardians to be supported to achieve their goals.

In May 2020, we finalised the five year project to transfer the ownership to Sunnyfield of two Crown lands sites – 2 Martin Luther Place and 185 Allambie Road, Allambie Heights – and are excited for the future benefit this transfer will have in enabling Sunnyfield to continue our Mission. Our commitment to the NSW government, in return, is that Sunnyfield will further invest in our services by upgrading infrastructure at Allambie Heights and expanding the reach of services for people with disability across the state.

We have been busy in the last financial year to support the service excellence, quality, capability and longevity of Sunnyfield. We invested in training and development of staff; we increased our already robust risk, compliance and governance framework; we added critical expertise to our business systems and information technology team; and we developed new services and enhanced existing services.

As we start the new financial year with the full impact of COVID-19 and its economic impact remaining uncertain, Sunnyfield has an agile planning and budget process in place. We are committed to ensuring we are prepared for the future, building an adaptable and resilient organisation to support people with disability for a long time to come; while protecting the safety, health and wellbeing of the Sunnyfield community today.

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  
 CEO





# SUPPORTED INDEPENDENT LIVING

- **215 supported independent living resident places**
- **48 shared living homes**
- **20 independent living units**

We turn houses into homes for people with disability to live life independently. We support residents and their families, carers and guardians with their NDIS planning, ensuring resident support needs and life goals are appropriately funded. And we actively work with residents, families, carers and guardians to create living environments that are friendly, comfortable and inclusive; while providing person-centred, active-support.

## Highlights

- Opened a new shared living home
- Implemented a complex client case management team to improve resident health and wellness
- During COVID-19 pandemic developed resident activity plans and supported residents to adjust to their new routines
- Modified support services during COVID-19 pandemic to include at home activities such as arts and crafts, and indoor games



Above  
Lynne Haven House on  
the Central Coast



Above  
In April 2020 all Shared Living  
residents received an Easter  
treat thanks to a donation from  
Clayton Utz. Above, Ruth enjoys  
her Easter treats.



## I FELT HAPPY ON EASTER MORNING

Ruth, Resident

1 - May 2020



2 - June 2020



3 - December 2019



4 - April 2020



5 - May 2020



6 - May 2020



1. Bringing the café home during COVID-19 stay at home period. 2. High Tea celebration for the residents at Sea Breeze House. 3. Our new Maroubra Short Term Accommodation service. 4. Donald commemorates ANZAC Day. 5. Taking a trip down memory lane creating scrapbooks. 6. Katherine from Petterd House in ACT getting crafty.



# COMMUNITY SERVICES

- Over 1500 support service participants
- 21 community service hubs
- 4 short term accommodation services

We support people with disability to access community, social, recreational, and capacity building activities; delivered in a Sunnyfield hub, a person's home, or out and about in the community. We have regular scheduled programs, or can develop personalised service programs. And we are committed to ensuring what we do meet the individual needs of each person with disability who asks for our support, so they can achieve their goals.



Above  
Maitland Hub clients go whale watching in Port Stephens (October 2019).

## Highlights

- Completed the integration of Hunter region support services
- Expanded child and teen programs in Tweed Heads and Southern Sydney
- Opened a new multicultural community services hub in Kemps Creek, and a new short term accommodation service at Allambie Heights
- Modified support services during COVID-19 to include Care-at-Home, virtual programs, and weekly check-ins



Above  
Tweed Heads Hub putting their Skills for Life lessons into action (July 2019).



Above  
Lake Macquarie fishing trip (October 2019).

I HAVE LIKED DOING ALL THE DIFFERENT THINGS AT THE HUB LIKE MAKING BATH BOMBS, WALKING EVERY DAY, LAVA LAMPS, BUTTON BOWLS

Jamey, Singleton Hub



1 - February 2020



2 - December 2019



3 - December 2019



4 - January 2020



5 - February 2020



6 - December 2019



7 - May 2020



8 - December 2019



9 - February 2020



10 - October 2019



11 - February 2020



1. You Should Be Dancing class at Allambie Heights Hub. 2. Celebrating International Day of People with Disability 2019. 3. Singleton Hub having a splash at Raging Waters in Sydney. 4. Tamworth Hub celebrate Community Day. 5. Clients entered artwork, homemade chutney and succulents at the local Maitland Show. 6. Rhys from McCabe Hub visited farm animals at Radley's Pet and Aquarium. 7. Blacktown Hub celebrates Mother's Day with hand-made cards and gifts. 8. Dulwich Hill Hub exploring the Chinese Friendship Gardens. 9. Lake Macquarie visit local Mayor, Kay Fraser at Council Chambers. 10. Tweed Heads Hub chefs, Tiarne and Jess, prepping for a meal in partnership with Oz Harvest. 11. Orchard Hills Hub celebrating Valentine's Day.



# EMPLOYMENT SERVICES

- **210 supported employees**
- **3 Australian Disability Enterprise facilities**
- **School Leavers Employment Supports (SLES)**

We are committed to people with disability having the opportunity to work. We support people with disability to learn new skills, gain confidence and develop career opportunities. And we provide commercial packaging and assembly solutions; working in partnership with customers to develop quality, tailored solutions.

## Highlights

- Awarded a Department of Social Services \$640k grant to invest in developing employment opportunities for people with disability
- Strong financial performance achieved through mutually beneficial partnerships with commercial customers
- Developed supported employment café and cleaning teams
- Seventh annual sports day in October 2019 for 60 supported employees



Above  
Damien at Allambie Heights  
Employment Services.



Above  
Hayley has big plans for her  
future career after completing  
her Responsible Service of Alcohol  
Certificate (December 2019).

**I LOVE MEETING NEW PEOPLE AND  
SERVING THE CUSTOMERS, I ALWAYS  
GREET THEM WITH A BIG SMILE **

Hayley, Employment Services



1 - December 2019



2 - July 2019



3 - August 2019



4 - September 2019



5 - January 2020



6 - April 2020



7 - August 2019



8 - February 2020



9 - August 2019



10 - December 2019



1. Darren celebrating his Employee of the Year win for Secondary TGA with Damien. 2. Allambie Heights team with Schneider Electric volunteers for the day. 3. Allambie Heights team having a night out at the NRL. 4. Mount Druitt team with volunteers for the day. 5. Mount Druitt footy day BBQ. 6. Allambie Heights celebrate Easter with hot cross buns. 7. Sunnyfield supported employees, staff and friends from Clayton Utz smash the Sydney Tower Stair Challenge. 8. Allambie Heights team enjoy Valentine's Day chocolate. 9. Post workout celebrations - Allambie Heights team keeping fit and healthy with Anytime Fitness. 10. Celebrating end of year achievements at the Employment Services Christmas Party.



# SUPPORT COORDINATION

- 320 support service participants

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.

## Highlights

- Increased support coordination services across the Hunter region and into Western Sydney
- Developed capacity to provide support coordination for clients from cultural and linguistically diverse backgrounds



Above  
Left to right: Maya and Moses.  
(December 2019).

Above  
Kemps Creek Community  
Services Hub.

THEY'VE BEEN SO HELPFUL IN GUIDING ME  
IN THE RIGHT DIRECTION. THE ONE-ON-ONE  
SUPPORT IS JUST EXCELLENT

Colleen, Grandmother to Maya and Moses



# FUNDRAISING IN ACTION

- **Raised almost \$1.2m thanks to our generous donors and through government grants**
- **Received over \$1.2m of pro-bono services and gifts in kind**

Donations and grants allow Sunnyfield to provide services, resources and programs that are not funded by the NDIS, to enrich the lives of clients, including:

- A new community services hub in Kemps Creek
- Building a new shared living home on the Central Coast
- Purchase of five new vehicles for services in Allambie, Cromer, Maitland, St Marys and Tamworth
- Furnishing two short term accommodation services in Allambie and Maroubra
- Participation for clients in regular activities such as surfing and dance lessons, performability classes and music and movement sessions
- A sports camp for supported employees
- Purchase of furniture, household appliances and property improvements needed in shared living homes
- Purchase of furniture, SMART boards, art supplies and property improvements needed in community services hubs

## Special thanks to:

- ASX Refinitiv Charity Foundation, Clayton Utz, Dick and Pip Smith Foundation, NAB, Pharmicare, the Royal College of Pathologists of Australasia Quality Assurance Programs (RCPAQAP) and to our many generous individual donors for your support
- Department of Social Services Temporary Viability Support grant - \$640k to invest in developing employment opportunities for people with disability
- Community Building Partnership Scheme in the State electorates of Blacktown, Fairfield, Maroubra, Wakehurst and Wyong
- Stronger Communities Fund in the Federal electorates of Barton, Lindsay and McMahon
- Club Grants from Dee Why, Singleton and Wyong

Above  
Left to right: Elise and  
Marnie from Lynne  
Haven House (July 2019).



Above  
Lynne Haven House.

I LIKE LIVING HERE WITH MY FRIENDS.  
THEY ARE MY BEST FRIENDS

Elise, Resident

# THE SUNNYFIELD WAY

1 - October 2019



2 - May 2020



3 - December 2019



4 - May 2020



5 - January 2020



6 - December 2019



1. Crazy shirt day at Allambie Heights Hub. 2. Ethan celebrated his 25th birthday in style at Muswellbrook Hub. 3. Celebrating International Day of People with Disability 2019. 4. Mother's Day celebrations at Blacktown Hub. 5. Learning to take care of a veggie patch at a local sustainability centre in Muswellbrook. 6. Employment Services Christmas Party 2019.



## Sunnyfield Board



**Karen Ingram**  
Chair



**Tom Pockett**  
Deputy Chair



**Michael Brent**  
Sunnyfield Member



**Matthew Daly**



**Melissa Hammel**  
Sunnyfield Member



**Mike Nicholls**  
Sunnyfield Member



**Julia Gunn**



**Ross Rathmell**



**Clare Sowden**



**Vivian Quinn**

### Gateway Directors

Tom Pockett (Chair)  
Heather Milnes  
Malcolm Park  
Clare Sowden  
Chris Howells

## Sunnyfield Board – Retired



**Malcolm Park**  
Sunnyfield Member



**Heather Milnes**  
Sunnyfield Member



**Dr John Carter AO**  
Sunnyfield Member

## Senior Leadership Team



**Caroline Cuddihy**  
Chief Executive Officer  
Company Secretary



**Simone Blumberg**  
General Manager People,  
Learning & Culture



**Peter Dixon**  
Acting General Manager  
Community Services



**Phillip Hayston**  
General Manager Corporate  
Company Secretary



**Sandie Hogarth-Scott**  
General Manager Property



**Jennifer Luff**  
General Manager  
Shared Living



**Stephen Robb**  
General Manager  
Employment Services



**Stephen Russell**  
Acting Chief Financial  
Officer

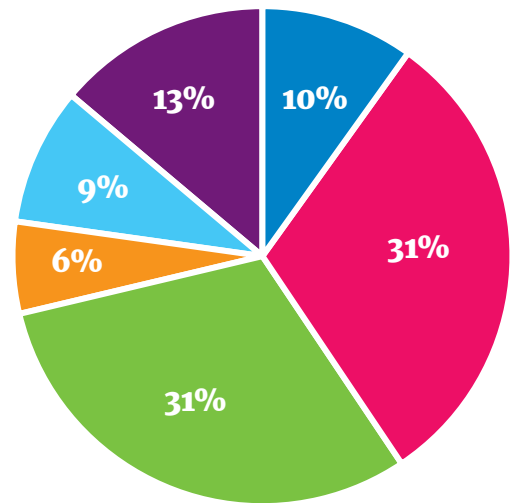


**Gary Smith**  
Chief Information Officer



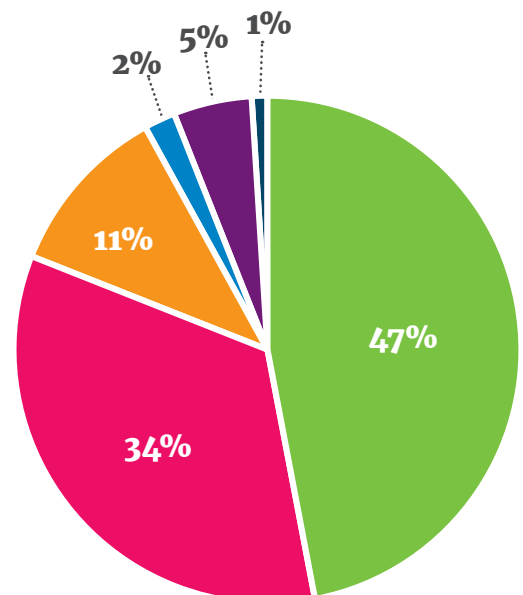
**Bruce Tosello**  
General Manager  
Business Development  
& Fundraising

## FY20 Customers



- Supported independent living
- Centre based community and social
- Community access social and recreation
- Short Term Accommodation
- Supported employment
- Support coordination

## FY20 Revenue



- Shared Living
- Community Services
- Employment Services
- 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, please get in contact and send an email to our confidential email address [feedback@sunnyfield.org.au](mailto:feedback@sunnyfield.org.au)

## Contact Us

T 1300 588 688

E [enquiries@sunnyfield.org.au](mailto:enquiries@sunnyfield.org.au)

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

February 2020

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