

YOUR VOICE
YOUR FUTURE

2017 Annual Report



sunnyhaven
Disability services





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Strategic Initiatives



1

We will be a viable and effective organisation, delivering high quality services that people need, want and can purchase through the NDIS.



2

We will have suitably skilled and qualified staff and leaders who are valued for their contributions and care about the work they do.



3

We will continuously review how we work to ensure we are always improving our practices and the quality of the services we provide, and comply with legal requirements and industry standards.



4

We will manage our current assets effectively and responsibly, and explore opportunities to expand our assets to increase opportunities for people receiving our services and ensure our viability of high quality services that people need, want and can purchase through the NDIS.

company vision

Purpose

Sunnyhaven works with individuals to build on their strengths, to achieve their goals and to aspire to new things.

Vision

Sunnyhaven wants people with disability to feel included in their communities, and be recognised for their abilities and their cultures.

Values

Respect and Recognition

- We treat everyone with courtesy and are respectful and responsive in our dealings with others
- We encourage independence and acknowledge people's gifts.
- We support each other in all endeavors.

Integrity

- We behave with honesty, accountability and reliability.
- We care for others and for ourselves.
- The decisions we make are transparent and we follow through agreements we make with each other.

Innovation

- We are creative in our delivery of services to and in our community.
- We put people at the centre of their own lives and work with them to expand their dreams and aspirations.

Professional Excellence

- People receiving our services are the driving force behind all decisions we make.
- We use resources in the most effective and efficient manner.
- We are dedicated to high standards of practice and promote opportunities for professional development for all our employees.



sunnyhaven Board members



Carol Lawrence
Director

Jemima Moody
Chairperson

Lorenzo Di Palma
Director

Elaine Cohen
Secretary

Vivian Edmonds
Treasurer

Margaret Caskey
Director

Simon Fenton
Vice Chairperson

Maurene Horder
Director

Chairperson's message

This year Sunnyhaven Disability Services continued implementation of the whole-Service continuous improvement strategy.

Forward planning has resulted in a smooth transition to the NDIS model achieved through the considerable challenge of informing and supporting clients through the transition phase. For our clients and their families, we developed individualised NDIS Planning Workbooks which identified parts of their current care which were and were not working well, and invited goals and dreams for the year ahead. Sunnyhaven staff and the CEO attended all NDIS client interviews where requested to maximise the chance of maintaining or improving existing resources and funding.

Operationally, we used innovative and integrated approaches to adapt the individualised client management system to the NDIS scheme and adapted to the new funding environment, developing software to complete a data solution for quoting, NDIS upload and unit costings.

We remain focused on future vision and growth. As the Service Stakeholder Engagement Plan is rolled out, the CEO is working with stakeholders from families, local community service providers and the NDIS to develop and deliver quality programs to new and existing clients in furtherance of our intention to become a leader in the provision of disability services in NSW. We launched a new website and developed, with clients, an Induction video for new staff, a manifestation of our intention to have the clients speak on their own behalf about the Service.

As anticipated, the NDIS has challenged the financial operation of the Service, through slow approvals of client funding, however sound financial management has ensured we are well resourced during the transition. Despite the delay in completion of the Heath Street residential development for 10 residents and staff, the project remains on budget and we are excited to welcome our clients to their new home in early 2018.

We are also enthusiastically launching our Sunny Travels venture, which plans to provide stimulating and enjoyable international and local travel experiences for our clients. The fact clients will have their dedicated Sunnyhaven staff traveling with them provides a high level of safety and reassurance they will be looked after to a very high standard.

We have placed new staff in key roles recently, including Financial Controller, Quality Manager and a new Program Manager. This fulfills our commitment to attract bright, motivated staff to join the Program Managers and their dedicated team members. We are grateful for the care, skill and dedication of all Service staff and recognise their continued commitment to ensuring people with disability are involved, recognised for their strengths and empowered.

I would like to acknowledge the commitment and expertise of our board members who generously share their time to guide the organisation.

I would like to extend my sincere gratitude to our CEO, Maree, who has worked incredibly hard for the benefit of clients, through the high standards she implements within the Service. While she is focused on measurable operational success and the long term prosperity of the organisation, in treating each client with genuine care and respect she encapsulates our values and sets the tone for the culture of Sunnyhaven and for this we are deeply appreciative.

Lemima Moody
Chairperson



CEO's Message



It is with pleasure I submit my Annual Report to the Board and to our Membership.

Sunnyhaven continues to provide innovative and quality services to over 200 people throughout the St George area. This year we commenced our individual support options for people who reside in Western Sydney area. Although small numbers to begin with we have had positive responses from families about the programs offered.

Our vision for the future is to extend our successful services into this area in an attempt to address the influx of potential new clients from the rollout of the NDIS. However, the majority of our work will still be in the St. George area.

The rollout of the NDIS has had major challenges for the organization and also had some wonderful achievements. The development of our NDIS team enabled us to investigate and locate services that best meet the needs of the clients. The challenges have been around approvals for Supported living costs for each home. Under the new regime quotes had to be provided to the NDIA for each participant. The NDIA have offered way below benchmark amounts, which can result in reduced quality of care for those participants. At this stage we are still waiting on approvals for 10 participants in our accommodation homes. This places considerable financial stress on the organization whilst we wait for approval. In amongst this, is the loss of ADHC to whom we worked closely with to facilitate concerns.

We would like to thank those families who involved us in the planning and development of their NDIS plan, as this enabled us to work collaboratively with families through an often time-consuming and difficult process. The feedback from our families was that the booklet we developed provided an excellent opportunity for pre-planning before their NDIS meeting.

Our Heath street units did not meet the desired opening on June 30th 2017, with issues around the classification of the building and contractor disputes. It was extremely disappointing for the service not to see the 10 bed unit complex open on July 1st 2017. The units are a wonderful example of offering alternatives to the group home model that focus on independence and skill attainment.

Our achievements this year has been an increase in clients in our Accommodation services. Encompassing this we were one of the Finalists in the Local Business Awards, we also received the St George Community Award, a small grant from Carers Australia, two Volunteer Awards for our Board members and a grant from Club Central. This year saw us provide holiday options for our clients and now Sunny Travels has holidays arranged

for the coming year. Our first holiday to Fiji was an exciting event for all.

Due to the NDIS landscape we had to invest in further technology that would meet the demands of the new program. This technology has improved areas around quality and financial safeguards for clients.

I would like to acknowledge Frederick Street Group Home staff Ann, Shannon and Val for being nominated for the CEO Gold Star Award for Excellence. This award showcased the staff who met all the required standards on service delivery and had positive feedback from families, managers and external services. Our employee of the month winners who set a standard which demonstrated their teamwork and commitment to our clients and the organization.

I am often amazed by the dedication of our staff who will often go the extra mile to support our clients to achieve great things in their lives.

Our team often goes outside the boundaries of Sunnyhaven and I would like to thank Ann Lehmann, Music Therapist, our Art Therapist, Live Vibe Music, Shopfront Theatre, Aerialize, Special Olympics and the Powerhouse at Liverpool for offering a creative space for our clients to grow and have a platform for creativity.

Our appreciation to the Hon. Linda Burney, Member for Barton, who has always had an open door for Sunnyhaven and our families. Mark Coure MP, Member for Oatley, who has supported Sunnyhaven on numerous occasions. Mark has a long history with Sunnyhaven and he has not faulted with his support over many years. My thanks Ray Williams, Minister for Multiculturalism, and Minister for Disability Services and David Coleman, MP, Member for Banks for attending functions and acknowledging our Board through the Volunteer Awards.

This year I managed two homes as well as my other core business areas. My thanks to Frederick Street and Princess Street, staff and families. A special thanks to Princess Street who came runner up in the CEO Gold star award.

My sincere thanks to all our staff who genuinely care and want to support our clients achieve greatness.

My gratitude to our Board of Directors who have been available for the Heath street project meetings and functions. The board all volunteer their time to ensure we have a robust governance structure and they are unswerving in their attention to provide quality services.

Maree Mullins
Chief Executive Officer

Treasurer's Report+



I am pleased to present the Treasurers Report and the audited Financial Statements for the Financial Year July 2016 to June 2017 on behalf of Sunnyhaven Disability Services Ltd.

These reports indicate that the overall financial health of the organisation continues to be strong.

Income:

In the Financial Year 2017, government funding and other income received are as follows:

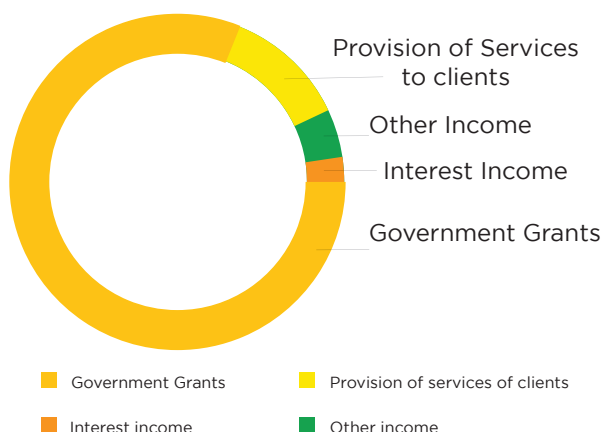
Government grants of \$6,764,387
Provision of services to clients of \$631,167
Interest income of \$117,020
Other income of \$239,322

The total income of the year was \$7.75m, which is 4% less than the Financial Year 2016 income, which was \$8.07m.

The main reasons for the decrease of revenue are as follows:

Government grants reduced by approximately \$109,000
Donations also reduced by approximately \$156,000, it should however be noted that there was a one-off donation in FY2016 of about \$160,000

Income Components - FY2017



Expenditure:

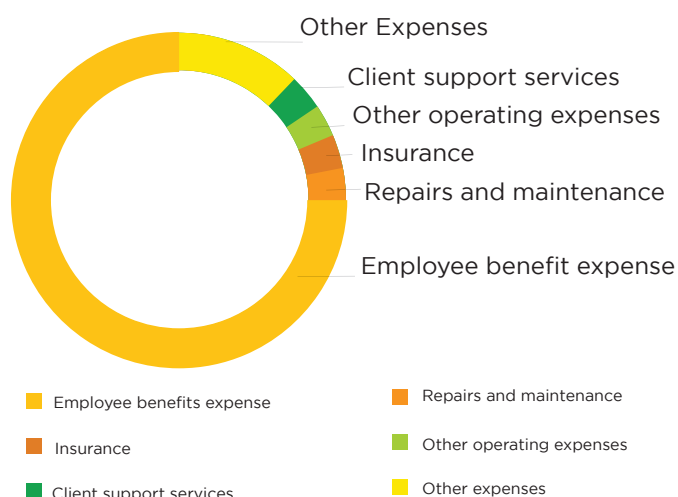
The total operating expenses in the Financial Year 2017 was \$7.12m, this represents an increase of 5.78% or \$388,682 from the previous year, which is consistent with the Boards budget expectations.

Employee benefits expense rose 6.56% to \$5.08m. This increase included the annual wage increase as well as costs associated with a few employee's unused Leave Entitlements being paid out on their termination after many years of service.

Repair and maintenance expense increased by \$187,590 to \$ 345,365, due to substantial works being carried out during the year, particularly in the reception area.

Other administration expenses reduced by 14.10% in comparison with the previous year.

Expenditure Components - FY2017

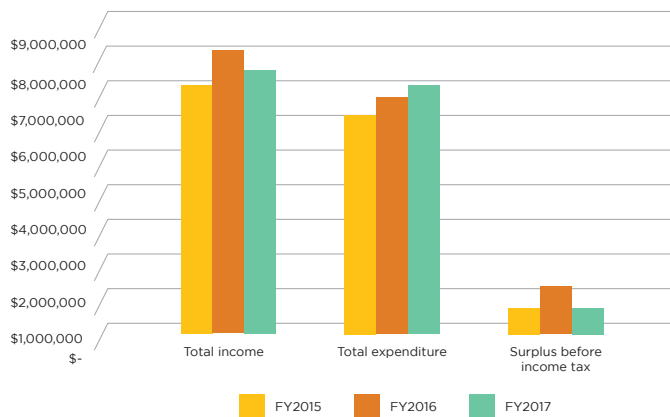


Treasurer's Report

Operating Results:

The operating result for the year is a surplus of \$635,482, representing 8.20% of total revenue.

Operations Key Figures Comparison



Sunnyhaven Disability Services has continued to grow and I submit these Financial Statements with confidence that Sunnyhaven continues to be a financially sound organisation and will continue to meet new and exciting challenges in the next Financial Year.

Mr John G. Oehlers of John G. Oehlers Chartered Accountant, conducted the annual audit of the Financial Statements for the 2017 Financial Year in accordance with the Australian Auditing Standards and has found everything to be in order.

I would like to thank Maree Mullins, the CEO and her team for their dedication, professionalism and commitment throughout the year. Also I would like to thank my fellow Board Members under the leadership of our President Jemima Moody their support throughout the year.

We look forward to an exciting year ahead as we support more families to take advantage of the opportunities afforded by the NDIS.

Financial Position:

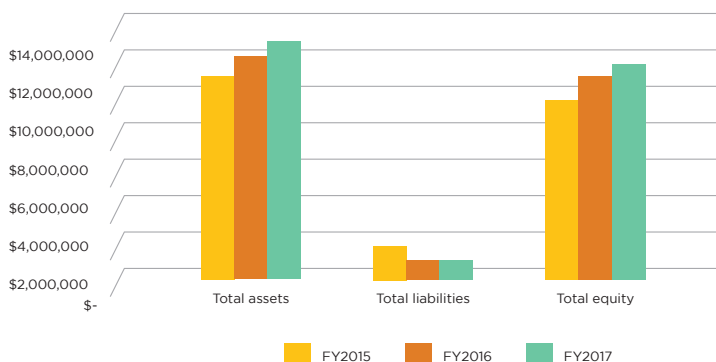
The Net Assets as at the end of the financial year was \$11.69m, an increase of 5.75% from the Net Asset of \$11.05m as at 30th June 2016.

Total land and building position as at 30 June 2017 is \$6.53m, an increase of \$901,667 from 2016. This is mainly attributable to the Heath Street property project.

Vivian Edmonds

Treasurer

Financial Position Key Figures Comparison



Financial Controller Report



It is with pleasure that I submit my financial report to our membership. I commenced with Sunnyhaven in August 2017 and have been focused on developing systems and practices that would enhance the accounting systems.

The first strategic goal was to ensure Sunnyhaven's operating systems are fit for purpose. We have engaged Datix consulting who have focused on innovative and customised solutions for the NDIS. We have also upgraded our SAP accounting System to augment the existing practices.

The second strategic goal was to consider growth opportunities, such as expanding into new locations or increasing client base. The Heath street project and the expansion into western Sydney is an example. Sunnyhaven has funded the totality of the Heath street project with a \$2 million investment into the building. We would like to thank the late Clare Walker for her Donation of \$130,000.

The third strategic goal was to Liaise with external auditors and ensure execution of corrective action and compliance with requirements. I have been working with our auditors to complete the Annual statement and to implement changes and improvements.

Looking at the 2017 data I am pleased to announce that Sunnyhaven is in a good financial position to take us into the future. I am proud to serve an organisation that place people with a disability and communities at the centre of their work.

My thanks to Fiona Bailey who completes all the accounts payable functions and supports me greatly in my role. Many thanks to our members and supporters for your continued Support.

I look forward to working with you on the challenges and opportunities ahead.

Statement of Financial Performance

	2017 \$K	2016 \$K
Government Funding	6,784	6,874
Other Revenue	986	1201
TOTAL REVENUE	7,752	8,075
Expenses	7,116	6,728
SURPLUS	636	1,347

Thivi Hapuarachchi
Finance Controller

Quality Report



In 2017, the disability sector experienced the introduction of some of the most significant reforms in its history. The challenge was the implementation of required changes and practices, as a result of a market based service delivery approach, whilst maintaining our mission and values as a non - profit service provider.

The Sunnyhaven team embraced the changes that came through with the NDIS, ensuring our Clients' were at the forefront of any decision.

As a result, and the continued development of systems and processes, we were awarded the following accreditation;

- Certification to ISO 9001:2015 in March 2017 – 3 year period
- Third party verification with NSW DSS in May 2017 – 1 year

To ensure our continuing quality operation was efficient and effective the following was completed;

- Conducting and reporting on internal quality audits
- Developing and reviewing policies and procedures
- Responding to feedback and complaints
- Advising on regulatory obligations
- Identifying areas for improvement and initiating actions

In addition,

MYP the new Quality Management System was successfully bedded down.

We received visits from NSW Ombudsman Community Visitor with five reports scoring

100%. The remaining reports were of a minor issue.

Client Representative Meetings' were conducted quarterly, with all Action plans investigated and finalised.

I look forward to the year ahead with a focus on safety and wellbeing for both clients and staff. Maintaining standards in our operations is paramount to providing staff with frameworks for carrying out their jobs in safe and healthy work environments. I will also look to utilise, informed contemporary and best practice tools, to effectively improve systems and processes, to support staff and clients'.

I would like to thank my predecessor for her diligent handover. This information has been invaluable to ensure we continue to provide a Quality Service.

John Harder
Quality Manager

Customer Relations Report



It is with great pleasure I submit my Annual Report for 2017 to our stakeholders.

It has been an exciting year for Sunnyhaven with the introduction of a new position, Customer Relations Manager and having the opportunity to take on the new role was an honour.

My role has two components to manage complaints and disputes in an effective manner and provide a positive outcome for our clients and stakeholders. The information provided in the process contributes to continuous improvement of the services we provide. My other role is to manage Human Resources.

Our major objective this year has been the roll-out of NDIS and focusing on recruiting and building the skills of our existing staff to guarantee we have a capable workforce that will continue to provide professional excellence while ensuring clients are provided with individualised services to assist them in building on their strengths.

Sunnyhaven staff possess a wide range of skills, qualifications, experiences and come from a diverse cultural background, we pride ourselves on staff retention as we provide continuous training opportunities to our staff.

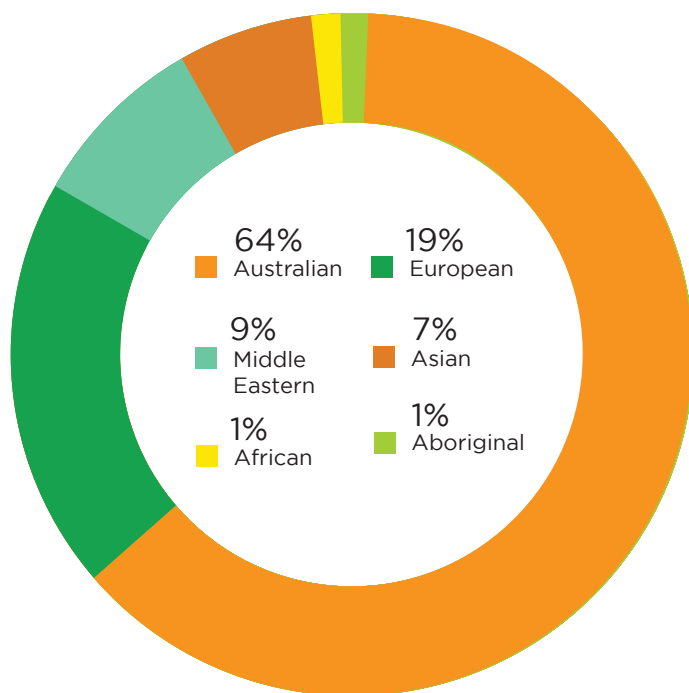
I would like to thank my team Fiona & Malia for their amazing dedication and ability to multi-task. I'd also like to thank the Board, CEO and all our wonderful staff for their dedication to Sunnyhaven.

Nazia Ahmed
Customer Relations Manager





some stats about us



organisation chart



Chief Executive
Officer

Maree Mullins



Finance
Controller

Thiwi Hapuarachchi



Quality
manager

John Horder



Customer Relations
manager

Nazia Ahmed

PROGRAM team

Day services
manager

Liz Mader



Accommodation
manager

Victoria Beaumont-Smith



Accommodation
manager

Jan Taylor



sunnyhaven map





community connections



I am pleased to submit the 2017 Annual report for Community Participation and the Community Access Program. My role is to apply my co-ordination and management experience to the overseeing and expansion of Day Program projects across St George, Sutherland and Western Sydney.

It has been an exciting and productive year for Sunnyhaven's Day Programs we continue our commitment on delivering quality programs and services to our participant's and families.

The **community participation** Program provides services to 42 participants aged 18-45 who have a range of support needs and future aspirations. We have provided over 20,000hrs of community participation this year.

The **community access** Program provides services to 30 participants aged 45-65 who are at different life stages. We have provided over 15,500hrs of community inclusion program.

Through **coffee club** We have provided over 2000 hours service annually.

Lix Mader



special olympics

Recently Special Olympics and Golf NSW have been providing free of charge golf lessons for our adult participants at Sunnyhaven Disability Services. This program has helped our participants actively partake in expanding their social skills and fine motor skills with hand and eye coordination.

This program has also opened up the opportunity for our clients to individually become involved with the Special Olympics further allowing them to become a part of the their community.

We are very grateful to have been considered and included into this program, our clients strongly enjoy the golfing days and continually ask when the next one is.

On 14 June 2017, the NSW Minister for Disability Services the Hon. Ray Williams MP attended to see one of the programs in action. The NSW Government has provided the funding for Golf NSW and Special Olympics to work together to introduce people to golf in 5 locations across NSW.

We look forward to working with the Special Olympics in 2018. They will be offering a variety of sporting programs that will assist the participants fine and gross motor skills.



ADAM

"I enjoy participating in the golf program as I like to meet new people who have the same interests as me.

I like going and playing the game with the staff it's nice when they get involved. My favorite thing is when I win."



Aerialize

Aerialize acrobat trapeze work has been a huge success once again this year and I would like to thank Nick and his staff for all the work they have done with our participants over the past eighteen months.

Music Therapy

Ann Lehmann a big thank you for your continued commitment to our music therapy program, Anne has worked closely doing one to one sessions and group sessions with all a participants across day services.

ARTS CO-OP

Shopfront drama and acting classes is a huge success with participants gaining more confidence.

It has allowed the participants to express their emotions and let them step outside of their comfort zone.





Art Therapy

We welcome our new artist Diamando. Diamando started with us this year in July. Diamando comes from a very broad background in arts and has worked with people with disabilities for many years. Diamando and our clients here at CP have created 2 wall murals in our day program which are amazing along with sculptures, artworks and paintings. Diamando and our clients are currently working on art work's which will be displayed at the "International Day of People with Disability Art Exhibition December 2017", which will help celebrate the achievements and contribution of people living with a Disability.

Salvation Army

The Salvation Army at Rockdale has continued in 2017 by popular demand from our participants. Salvation Army fortnightly holds a community morning tea which the participants attend.

Food bank

Foodbank has been a huge success with in our organisation which started in June this year. Foodbank was implemented into our Day Program where our clients will be involved in receiving the food delivery each week and distribution for our accommodation houses, Short Term Accommodation and CAS. This has been a successful program and our clients thoroughly enjoy taking part in this every week.

COFFEE CLUB

Community services took over the Coffee Club program in September this year team leaders Jessica Reid and Lisa Ripepi have given the program a massive overhaul introducing theme nights, decorating the centre and introduction of new food for all clients to enjoy.

They have developed a cooking program on a Friday where the participants prepare all the food and it is truly amazing.

Thank you Helen Spora for her continued help at Coffee Club this year and also a thank you to Adam Fisher who has started helping every second Friday night.

Sunnyhaven would like to thank all the staff, parents, family and the community for their continued support in 2017.

OUT AND ABOUT

The relaunch of our Out and About program will happen the first week of December 2017 this program will run on a Saturday either in the day or evening depending on the activity.

Sunnyhaven is looking forward to delivering a variety of activities for our participants.

SPEECH THERAPY

We welcome Mimi Qin our new Speech Therapist who has begun working with our staff and participants providing training and implementing communication boards and support plans.





NDIS

The introduction of the National Disability Insurance Scheme has brought some challenges for some of our families we continue to support all whilst you are going through the review process.

Sunnyhaven developed a “My NDIS planning work book” an easy step by step booklet to work out what supports were current and what further support would be needed and to step out what goals you would like to put in place with your plan.

Day Services Team Leaders and I have attended many pre planning one to one meetings to assist families in setting goals, interpreting NDIS “language” and understanding the first planning meetings.

We have also supported many of our families in their planning meetings with the local area coordinators.

Sunnyhaven Day Services continue to set up service agreements and implementing the participants plan to ensure a smooth transition and continuation of service.

I would like to thank all our wonderful participants and our staff in the Day Services who make my day a better one.

And welcome all our new participants and families who have registered for 2018.







Accommodation services



This year we have seen the rollout of the NDIS across our area. All of our Accommodation residents now have approved NDIS plans which reflect their goals and aspirations.

As a result of their individual plans, several of our residents have increased their attendance at day program. Others have now commenced individualised community access with an identified support person.



Sunnyhaven currently provides services to 34 residents across 7 group homes within the St George & Sutherland areas. This has increased in the last twelve months with the admission of three new residents. Our respite service has been in great demand throughout the year and has provided ongoing support to many families across the area.

Our new service at Heath St is due to open shortly. This will provide individual accommodation for 8 residents, with staff support on site.

During this financial year we have provided over 200,000 hours of support to the residents across our group homes



There has been a huge amount of refurbishment across the homes and our respite service during the twelve month period. This has included replacement kitchens, bathrooms, full internal and external painting across a number of houses. An extension has been built at Leeder Ave to provide a lovely, open living area for the residents.

Our client management system, MYP, is now fully functional and used across all group homes. This enables all residents' details, goals & documents to be stored in a central location that can be accessed by all staff.

Our client representative meetings have continued throughout the year and have, once again, been well attended. We would like to thank the residents that make the effort to attend these, as their input is invaluable in ensuring we provide a quality service.

We would like to thank all of the team leaders and support workers for their efforts and hard work over the last year. This has been a time of huge change with the introduction of the NDIS. All of the accommodation staff have worked exceedingly hard to ensure a smooth transition for our residents.

*Jan Taylor
Victoria Beaumont-Smith*



Andrew

"I Mr Andrew Smith of 36 Tavistock Rd South Hurstville first came to sunnyhaven supported living on 20-3-17. The CEO of sunnyhaven maree mullins is a very loving, caring, helpful and wonderful, understanding person and I can not thank maree mullins enough for what she has done for me."



speech Therapy services



Sunnyhaven provides therapy for people in collaboration with those closest in their lives to best meet their needs. We specialise in intervention for people with intellectual or physical disability, autism spectrum disorder and learning difficulties. We provide services to support people across key transition periods throughout their lifespan.

Communication challenges impact our interpersonal relationships, emotional well-being and sense of belonging in the community. Our speech pathologist customise programs by drawing on people's strengths to provide:

- Language therapy and learning strategies
- Speech, articulation and fluency therapy
- Strategies to improve social skills
- Swallowing and feeding intervention
- Communication strategies integrated into behavioral supports
- Family and staff training to apply learning at home and in the community

We look forward to ongoing innovation and growth to support adults and children together with their families and carers.

Mimi Qin
Speech Therapist



support+ coordination

It is with pleasure that we submit our report for the Support Coordination service and Plan Management.

Support Coordination is an NDIS funded support that is designed to support participants to make the best use of their NDIS funds. Once a Plan has been approved, our participants work with us to determine how their funds will be spent and to connect with a diverse range of providers.

At present we have 50 clients who we support to locate appropriate services that is cost effective and meet their required NDIS goals. The role has a significant case work framework by networking and facilitating the required assistance for each participant.

Our team look forward to supporting participants to achieve goals and be included in their communities

Zeke Mullins-Tait

Marlee Devlin

Support Coordinators



Family Testimonials

One couldn't but be impressed by the external presentation at 200 Frederick St Rockdale.

The residence is a comfortably presented home which has had a very positive effect on the clients. We thank you for the care and the conscious effort to ensure that the clients' environment is secure and of a significantly high standard.

ROB AND JUDY MCLAREN

We would like to express our most sincere appreciation to you all for the wonderful care and kindness you are extending to our son Phillip. Phillip has never been as happy, content and calm in the whole of his life. Words cannot express how grateful we are to you all.

ANN AND RICHARD ALLAN

Howard and I would like to thank you, Maree and the rest of the staff at Sunnyhaven for the wonderful first year James had at Sunnyhaven. We know it certainly has been very trying with James and I'm sure at times entertaining. He certainly does keep everyone on their toes.

We have been very impressed as to how he has been given opportunities to involve himself in activities both in and outside the centre.

The care that has been available to James is great. Especially those that have been involved with him like Loriza {a saint to take on James}, Sal, Jess, Maria and Zeke.

Michelle Forrester





SUNNY STORIES

MORNING TEA FOR PETA

We like to be as welcoming as possible here at Sunnyhaven. Our staff organised for Peta Fenwick, a potential new resident at Princes Street Group Home, to have tea with the lovely current residents Sharyn Roast, Chris Holloway, Jenny Childs and Teresa Godsell.



Peta and her parents thoroughly enjoyed the social occasion, especially the tea and snacks that came with it. If only biscuits could be had at all meal times! All the residents, potential and current, had a blast and really connected.

Having had a wonderful time, Peta is looking forward to another visit shortly. Before Peta left for the day though, she was able to meet Paris the dog. Paris is a natural with the residents and took to Peta very well straight away. It really makes our day when we see residents so happy, especially smiles on new faces. We look forward to seeing Peta again.



SUNNY STORIES

Friday Night Karaoke Fun



Judith, Helen, and Alan enjoyed singing at Sunnyhaven's Coffee Club on Friday night. They all went up on stage to the cheers of their friends and Sunnyhaven staff. There were strobe lights shining on them as they sang and a projector projecting the lyrics behind them. The trio had a wonderful time singing and dancing and told everybody they wished for more.

Wills Day

Our thanks to JmLAW who assisted the clients and families to complete wills.



Head Office + House updates

Over the last year we have invested a considerable amount of funds to refurbish our head office and our homes. We have had very positive comments about the renovations. I would like to thank Shea from ADG Architects for her input into design layouts.



NDIS Team

We are very excited about the development of our NDIS team who are here to support external and internal participants through the NDIS. Whilst they are employed by Sunnyhaven they have a clear mandate about ensuring that participants receive the best possible service for the funds they receive from the NDIS.



St George Community Group Achievement Award

Our thanks to the people who nominated Sunnyhaven for the St. George Community Award. To be acknowledged for the work we do is an honour.



Business awards finalist

What a wonderful achievement for Sunnyhaven to be nominated for the local business awards. Whilst we were a finalist and did not take out the community service award we were honored to be nominated.



Banks Volunteer Award

This year saw our Board Chair, Jemima Moody nominated for the Banks Volunteer Award. We were thrilled to see Jemima receive this award for all the volunteer hours she provides to Sunnyhaven.



Arts Space

Our thanks to the Community Building Partnership for funding our Art space. We look forward to offering a creative space for our clients to showcase their abilities.

sunnyhaven's 2017 Achievements

MARGARET WING

This year we opened our two bedroom unit complex with Helen and Greg enjoying their new home.



Live Vibe induction video

Kaeleen Hunter and Angelika Henerich from Live Vibe music worked with our participants to show case in a corporate induction video for all new staff when first entering into employment with Sunnyhaven. Thank you once again to Kaeleen Hunter and Angelika Henerich for all your hard work.



HEATH STREET

The Heath Street project should be finished by November '17.

We look forward to providing a home which creates independence and skill building.



Grant

This year Day Program received a Club Grant of \$2000.00 for our Healthy Living Program which is to help enhance the wellbeing of our clients. All equipment has been ordered for the program and our CP Team Leaders look forward to being able to utilise our new sports equipment in our program in 2018.



CEO Gold Star Award

The CEO Gold Star Award is awarded for Sunnyhaven programs that achieve high quality services.

This encompass nil non-conformities in their area, feedback forms, stakeholders and meets the Disability Service Standards Act.

This year Frederick St house staff; Ann Dowling, Valerie Webster and Shannon Tait-Mullins accept their awards.



The CEO presenting the Award to two team members.



This year we launched SunnyTravels for our clients. This has been a great success with our first overseas trip to Fiji. We have plans for America, Thailand and New Zealand over the next 6 months.



