

YOUR VOICE
YOUR FUTURE

2018 Annual Report



sunnyhaven
Disability Services



contents

| | | | |
|----------------------------|----|-------------------------|----|
| company vision | 4 | Family Testimonials | 24 |
| strategic direction | 5 | sunny Travels | 26 |
| sunnyhaven Board members | 6 | The coffee club | 28 |
| chairperson's report+ | 8 | Live Vibe music | 30 |
| CEO's report+ | 9 | sunnyhaven Achievements | 32 |
| Financial report+ | 10 | | |
| Human Resources report+ | 12 | | |
| customer Relations report+ | 13 | | |
| program reports | 14 | | |
| sunnyhaven map | 20 | | |
| sunnyhaven Family | 22 | | |

company vision

sunnyhaven supports people to build their strengths, work toward their goals, develop meaningful relationships, and to aspire to new things.

Our vision is that people with disability and their families feel included in their communities, and are recognised for their abilities and their cultures.

our values describe what is important to us, as people and as an organisation.

Respect

- We encourage autonomy and celebrate people's gifts.
- We support each other to do our best at all times.
- We are kind to people.

Integrity

- We are honest, accountable and reliable.
- We care for others and for ourselves.
- We do what we say we will do.

Originality

- We love that everyone is different.
- We are creative and seek to find joy in the things we do.
- We will make the NDIS fit you; not make you fit the NDIS.

Professionalism

- We are driven by our purpose, not profit.
- We take time to connect with people, and we listen to what you have to say.
- We are responsible, and create safe spaces where you have what you need and more.

strategic direction

STRATEGIC GOALS 2018-2020

SUCCESS & WELLBEING:

1

An organisation where people are safe and achieve their goals.

POSITIVE CULTURE:

2

A welcoming and professional organisation.

FINANCIALLY STRONG

3

An organisation that is here to stay.



sunnyhaven Board members



chairperson

maurene Horder



vice chairperson

simon Fenton



Treasurer

Vivian Edmonds



secretary

Elaine Cohen

sunnyhaven Board members

Director

Jemima Moody



Director

Carol Lawrence



Director

Margaret Caskey



Chairperson's report+

This has been my first year as the Chairperson of the Sunnyhaven Board. I am delighted to be part of the committed and dedicated Board and Staff who serve the organisation.

Our clients are the reason for Sunnyhaven and the focus of all we do. They are supported by a wonderful and dedicated group of staff. So why do we need a Board too and what do we do??

Our key role is to govern the organisation and ensure all government regulations and standards are complied with by Sunnyhaven. We also set the governance policies and the strategic plan to guide the policies and directions and to oversee our financial viability. The 2018 year has been a difficult one for us. Mainly due to introduction and roll out of the NDIS, a completely new system which has challenged all in the disability sector. It has been a year in which new financial systems were necessary and requiring new staff.

Our objective is for Sunnyhaven to continue to help families and to be part of our clients' family when they are with us either in programs and/or accommodation. We aim to treat all with care and engagement. The Board recently agreed that as part of our motto "we want to make the NDIS fit you rather than you fit the NDIS." This is a challenge for all at Sunnyhaven with the changes we face as a consequence on the new NDIS system. Challenges we are seeking to meet, often are hampered by the many bureaucratic hurdles.

The Board has sought to improve the quality of life for all who are part of Sunnyhaven. To this end we have had some great initiatives in the amount of accommodation and refurbishments to what we offer. In particular the newly built facility at Heath Street Turrella which has beautiful up to date design and amenities for all its residents. This complex was opened during the year. Some building problems have disturbed us, but are being rectified.

Sunnyhaven is a not for profit organisation and we are not driven by dollars, instead over our long history, our volunteers on the Board lead the way with good financial management and reinvesting, we have always put any surplus back into new projects.

The Board and our leadership team really value ideas and suggestions and feedback from our families, on ways of improving what we do and we seek suggestions for new program and services.

We want to see continued growth and improvement especially whilst we face the many challenges associated with administration of the NDIS. Any shortfalls we have been quick to meet.

I am very proud of the local awards we received last year and the high commendation for compliance with the International Standards Organisation (ISO) in our services. I look forward to the continued support of all our families and the community moving forward. I thank my Deputy Chair Simon for his hard work and professional guidance on Heath St and the other Board members for their dedication. Thanks to Maree Mullins our CEO and her team of tireless workers for another successful year.

Maurene Harder

Chairperson



CEO's report+

It is with great pleasure that I submit my report to our membership and the board of directors. Over the last financial year we have commenced the rollout of the NDIS in the St George area. Whilst the ethos behind the NDIS of choice and control for participants, there has been a shifting of government responsibility onto the not for profit sector. The complexity of the funding model and the arduous and time consuming financial systems has placed significant pressures on our staff at Sunnyhaven. Our revenue increased due to Sunnyhaven opening three new accommodation homes/units. Our financial position as of June 30th 2018 places us in a good position to continue to grow into the future.

We have embraced the challenges to ensure our participants receive the best possible outcomes in their lives, no matter what their complexities may be. We acknowledge our partners that have supported a holistic approach to service delivery.

My thanks to our staff who have had to adjust to the new tools, guidelines and practice standards to deliver the NDIS. Throughout this challenging time we have remained unwavering and true to our core values and mission. Our day services have encountered a number of barriers this year due to the NDIS only paying for support staff and the funding amounts are well below what we were receiving from ADHC. Encompassing this is our families' responses to not getting the supports they require. With these changes our team has adapted yet still grow and develop the abilities of our participants'.

The highlight of the year was the opening of our 10 bed unit complex at Turrella. The facility had an abundance of applications to this complex. Each unit had its own individual living area, kitchen, bedroom and bathroom. My thanks to

the staff at Heath Street for their dedication and all the work they did to ensure a smooth transition into the units for our participants and their families. For some parents a daunting transition for their family member to leave their homes.

Over the last year Sunnyhaven achieved ISO and verification accreditation which positions us to remain focused on quality services, in an ever changing landscape. The development of our MYP client management and incident reporting system continues to be incorporated into our daily practice to not only provide information but to assess goals, analyse and develop strategies for change.

This year saw the commencement of our leadership program which enhances and develops our staff talents and to aspire to greatness.

I would like to recognise Nazia Ahmed, Customer Relations Manager, for 10 years of service with Sunnyhaven. She joins an elite group of dedicated people who have worked for Sunnyhaven for many years.

I have been honoured to work with participants, families and staff and look forward to showcasing the abilities of people with a disability. This year we have seen our clients grow and develop from transitioning into accommodation, working at our front desk and helping with our maintenance programme. Next year we will meet the challenges and further develop Sunnyhaven to be a leading provider of disability Services.

My sincere thanks to our Board of Directors who volunteer their time and expertise. We are blessed to have such a committed board.

Maree Mullins

Chief Executive Officer



financial report+



I am pleased to present the Treasurers Report and the audited Financial Statements for the Financial Year July 2017 to June 2018 on behalf of Sunnyhaven Disability Services Ltd.

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

Income:

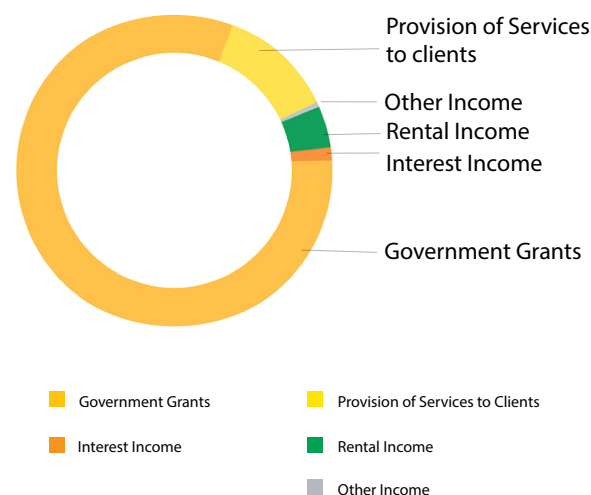
In the Financial Year 2018, government funding and other income received are as follows:

- Government grants of \$9,036,026
- Provision of services to clients of \$630,774
- Interest income of \$102,746
- Rental Income of \$229,921
- Other income of \$35,712

The total income for the year was \$10.035m, which is 29.45% more than the Financial Year 2017 income, which was \$7.75m.

The main reason for the increase of revenue is because of the Government Grants, which increased by approximately \$2.27m.

Income Components - FY2018



Expenditure:

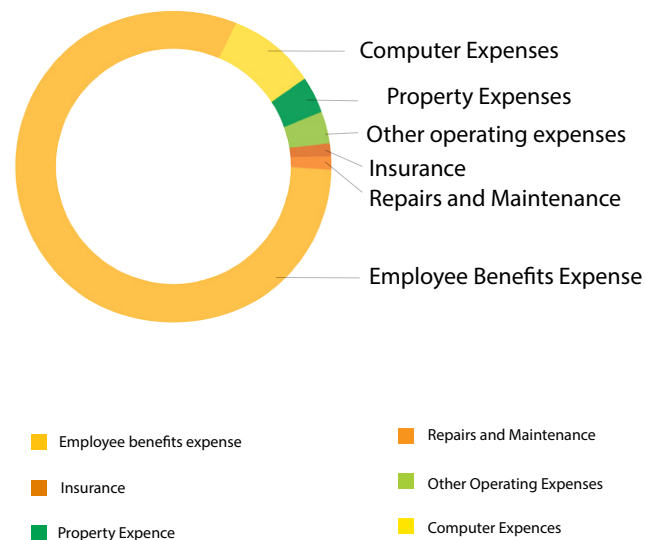
The total operating expenses in the Financial Year 2018 were \$7.93m, this represents an increase of 11.46% or \$815,251 from the previous year, which is consistent with the increase of the revenue.

Employee benefits expense rose 16.9% to \$5.94m. This increase is mainly due to the wage increase.

Repair and maintenance expense decreased by \$89,947 to \$ 255,418, as the substantial works carried out in the previous year were completed.

Other administration expenses reduced by 5.04% in comparison with the previous year.

Expenditure Components - FY2018

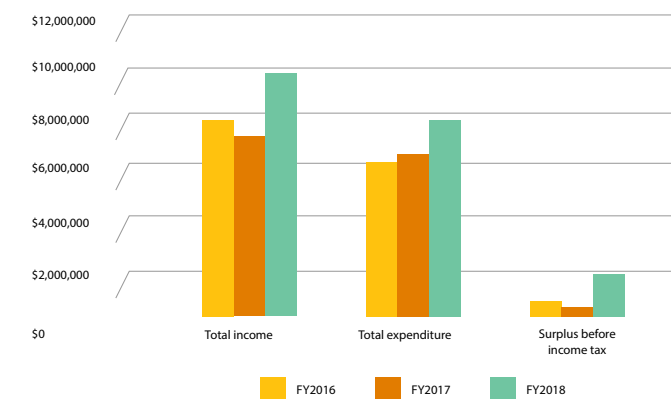


financial report+

Operating Results:

The operating result for the year is a surplus of \$2,103,514, representing 20.96% of total revenue.

Operations Key Figures Comparison



Sunnyhaven has responded positively to the many challenges it faced in the Financial Year 2018 especially the rollout of National Disability Insurance Scheme (NDIS). Financially Sunnyhaven Disability Services had a substantial growth 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 2018 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 for their significant contribution and support over the past year. It is a pleasure to work with experienced people with a range of skills who are all committed to Sunnyhaven Disability Services. And I thank you for your trust placed in me in the role as Treasurer.

Financial Position:

The Net Assets as at the end of the financial year was \$13.79m, an increase of 18% from the Net Asset of \$11.69m as at 30th June 2018.

Total land and building position as at 30 June 2018 is \$7.81m, an increase of \$1.28m from 2017. This is mainly attributable to the Heath Street property project.

Financial Position Key Figures Comparison



Vivian Edmonds
Treasurer

HR Managers Report



As the Human Resources Manager it is my pleasure to provide an Annual Report for 2018 to the Board of Sunnyhaven and stakeholders. Since my commencement with Sunnyhaven I have been an active team member of the senior management team providing HR advice and support aligned with our strategic focus.

I am pleased to be in a position which allows me to contribute at a strategic and operational level working closely with the Chief Executive Officer, Customer Relations Manager and other Managers. People management, workplace investigations and workplace resolution have been prominent features in my role. I have worked closely with key internal stakeholders to support the successful management of staff that delivers transparency and accountability in line with organisational expectations and strategic focus.

I strongly endorse Sunnyhaven's strategic focus, purpose, vision and values including our policies and procedures and in particular the Code of Conduct as the basis which forms the expectations for behaviour and conduct from all our staff. I have been providing expert advice and support to Managers and staff on all aspects of people management, maintaining a platform that is focused on upholding expectations and outcomes aligned to our values of Respect, Integrity, Originality and Professionalism.

Over the next twelve months the focus will be to review and align position descriptions and streamline our HR management software system to maximise our capability

and reflect our strategic focus. Strategic alignment will provide more succinct clarity and provide a better efficient performance review process for both staff and management.

I would like to take this opportunity to thank the Board, all the Management team and staff at Sunnyhaven for their dedication, professionalism and support. As a team at Sunnyhaven (working directly or indirectly) we have all worked together "Empowering persons with disabilities and ensuring inclusiveness and equality."

Loumana Sanjakdar
Human Resources Manager

Customer Relations Manager Report



It's with great pleasure I submit my annual report for 2018 to our stakeholders.

Over the last year Sunnyhaven has introduced a new role of Human Resource Manager and it has been a pleasure to work hand in hand with the Human Resource Manager to achieve Sunnyhaven strategic goals.

Sunnyhaven has continued recruiting staff throughout the year for all services to reflect the growth in services we are providing to our participants.

Our focus for the year was providing training to our staff in the areas required to ensure we are upskilling our staff and meeting our strategic aim of being a professional organisation. The main focus was medication training which included Diabetes Management, Epilepsy Management and Assisting clients with Medication. Due to the reporting changes with NDIS and the Quality and Safeguards Commission, we organised Handling Serious Incidents and Responding to abuse and neglect in disability services training for all our staff.

The Management team and Team Leader are undergoing Leadership training which will spread across 10 months. The aim of the training is to build relationship across the team.

We have implemented systems to ensure complaints and investigations are completed in a timely manner.

Sunnyhaven has installed security cameras in

all the sites to help monitor the safety of our participants and staff.

It has been a pleasure working with the Board, CEO, Senior Management team, staff and of course our amazing participants and their families. I would like to take this opportunity to thank you all for your support and dedication to Sunnyhaven. My special thanks to CEO, Maree Mullins for all the support and continuous mentoring.

Nazia Ahmed
Customer Relationship Manager

Day Program Report



It is with the greatest of pleasure to submit my 2018 Annual report. I joined the team in August 2018 as Program Manager overseeing CAS and CP and Support Coordination. I have had the pleasure of overseeing and managing Trial place and Box road accommodation. This provided me with a bigger picture into Sunnyhaven and its operations. (My journey so far has been amazing. Getting to know and advocate for our wonderful participants, and supporting families and staff have left me focused on the future planning of building on what is already a wonderful team.)

I would like to thank our team leaders Lisa and Jessica for their dedication to their role. They both do an amazing job as Team Leaders. Both Jessica Reid from CP and Lisa Ripepi from CAS never seem to stop amazing me with their energy and willingness to go beyond my expectations. Support Coordinator Zeke Mullins has shown to me why Sunnyhaven continues to grow and thrive under the NDIS due to his person-centred approach, vast experience, and a willingness to adapt to changes in moving forward, not to mention his calm, friendly, and approachable nature.

Our front line staff are the heartbeat of the team. Their dedication, warmth and professionalism continue to overwhelm me. They uphold our values, our vision, and our purpose working with integrity to support our participants on a daily basis.

Together, with the Sunnyhaven's vision and mission, purpose and value, we will provide a service that is motivating and that thinks outside the box. We will go beyond the standards in disability.

Community participation programme CP currently has 42 participants. This number will grow in the New Year due to the amount of interest in the area and word of mouth inquiries. This should see us with a steady growth on the current numbers in the coming months.

Community participation programme CAS

has 30 participants attending. It too has had some steady enquiry and once again, we should see this programme numbers rise in the coming months.

Both CAS and CP have had great programs to offer our participants between 2017-2018. We continue to brainstorm together as one team, creating programmes such as Book Club, Boot Camp, Map Treasure Hunts, Bush Tucker, and Cook Offs between the two sites along with many more. This year has seen the favourites' such as op-shop with coffee club and hydro therapy, Aerialize acrobats program, and drama workshop.

Once again, we have the privilege of thanking our dedicated family member Voula Kapsimallis, who gives up her time by cooking and making amazing food to serve at coffee club each Friday night. Coffee club is open between 6pm and 9pm creating a fun social disco Friday nights. We couldn't thank Voula enough for her dedication and delicious food. Coffee club is offered to our external families, as well as members of Sunnyhaven. This is a great way to meet and greet or just hang out while forming friendships. The key is to have fun whether it is to sing along, dance or to socialise. This is a great way for people and for families to meet and connect.

We ended the year with an exciting program, Live Vibe Music, where our participants got to see themselves on the big screen and create their own signature song. This workshop is a hit among the participants and staff. Live Vibe Music ran by Kaylene and Gal creates confidence, fun and a sense of balance.

With my feet firmly on the ground, we say goodbye to the events of 2018 and look ahead to 2019. Thank you all for your support.

Maree Bosca
Day Programs Manager



Therapy services: Improving Quality of Life



At Sunnyhaven, our therapy vision is to discover the person's strengths and help them in becoming the best version of themselves. There is nothing more rewarding than seeing someone transform; seeing someone being able to read to their grandchildren for the very first time after decades of impairment following brain injury.

Our therapist specialises in helping people with intellectual disability, traumatic brain injury and learning difficulties and in the last 12 months, we have supported more than 40 participants over 580 hours of intervention including training support. Communicating is a basic human right and our speech pathologist tailors each person's program in order to make a difference on what is most important to them and ask the crucial questions of "how does this lead to meaningful relationships and sense of belonging?" when designing programs.

The service areas provided range from social-communication skills to life-skills literacy to quality-of-life approach to swallowing and behavioural support. A key to success is training the people closest to the participant. We look forward to helping more people, their families and carers to strive towards their full potential.

MiMi Qin
Speech Therapist



Support+ Coordination Report+



Support Coordination, alongside the NDIS, has continually changed over the last year. Currently there are 42 participants utilising Sunnyhaven's support coordination service. These participants reside within multiple areas from Kogarah to south west Sydney. This has been beneficial to expand our service out of the St George area.

At the moment, we still have capacity to take on more referral for support coordination. Allowing us to enhance the lives of more people in ways such as:

- Better understand and implement their NDIS plan
- Assisting them to connect to their community
- Facilitate the arrangement of required services and troubleshoot any issues that may arise
- Source and organise any and all equipment that anyone may need
- Monitor plan budgets and services

Over the last year all of our participants have been either coming up to or have been through their plan reviews and are currently on their second NDIS plan. To support them through the review process has been very important, as it is crucial to be prepared, to ensure that the correct funding is allocated to the next plan. Preparation for the reviews involved:

- Collection of reports and any documentation to be submitted as evidence
- Meetings with participants and their support network - to ensure that all concerns and requests are covered within the review
- In some cases organisation of the review meeting itself

Moving forward, Support Coordination is in a comfortable position. Maintaining a healthy caseload while still have the ability to provide a quality service to existing and future participants.

Zeke Mullins-Tait
Support Coordinators



Accommodation services

Another exciting year for Sunnyhaven's Supported Independent Program and Short term accommodation.

After four years of planning, the Heath street project was finally built. These unique and innovative accommodation options provide opportunities for participants to develop independence and self-reliance. The Heath street model has 10 individual units which are supported by skilled and professional staff.

Sunnyhaven opened two new houses in Roselands and Illawong and is committed to supporting participants to live autonomously in their community and be valued citizens. Sunnyhaven now provides services to over 50 people in supported accommodation and over 60 in short term accommodation.

There have been some challenges this year around receiving funding for accommodation in a timely manner from the NDIS and the workload has amplified for internal financial accounting processes and practices.

Our staff have undertaken training in high risk areas of Medication administration, Epilepsy and Diabetics management. Our leaders have had further training in management and reporting of critical incidents.

We look forward to the next 12 months of continued growth in accordance with our strategic plan and remain committed to providing quality services.

Our thanks to all our staff who have supported our participants to learn and develop.



sunnyhaven map





sunnyhaven Family

In the last year one of our valued clients moved into a nursing home due to complex medical needs and requiring nursing support. Sue is missed by her Sunnyhaven family at Frederick street and they regularly go and visit Sue . A testament to the care of staff and clients who remain connected with after people have moved on.

staff



It was sad to see Fiona Bailey, Shannon Tait, and Deepak Paudel, our three long term staff, leave Sunnyhaven after years of supporting our clients. Fiona has taken a role as an Accounts assistant at an Indigenous Youth service and Shannon has moved to Melbourne to go to university to be a practice nurse.

Fiona and Shannon’s dedication to their work have always been inspiring for all of us and we know that our clients will surely miss them too. We, their Sunnyhaven family, thank them for their years of service and we wish them all the best in their new endeavours!

Family Testimonials

We love our son Michael attending Sunnyhaven. I describe it as heaven because my son is excited to attend and this keeps him happy, and he loves hanging out with his friends.

Penny - Michael Chris Mother

James never misses a day. He runs from the car with such excitement to attend his day service. Not only does this put a smile on his face but it puts a smile on mine. The staff, I find are very engaging and I love that.

Sandra - James Curren's Mother

Sunnyhaven gets my daughter out and about. They help her connect with the community. Kate gets to do amazing things like going to the beach, swimming and drama at the shop front program along with many other amazing things. I know my daughter is happy because each morning when I drop her off, she kisses me goodbye. Kate only does this when she is happy so for me, that's huge.

Elisabeth - Kate Beardsley Mother

I just wanted to take this opportunity to sing the praises of Shannon Tait who is the supervisor at my sister Judy's group home at Box Rd. My mother and I are so appreciative of Shannon's professional and empathetic manner with staff and residents there. Shannon has provided us with astute observations and open communications regarding

Judy's changing behaviour. It provides such peace of mind to have that consistency and to know that someone has taken the time to really get to know Judy. Shannon demonstrates this in daily acts of kindness, whether that involves painting her nails or taking her to medical appointments at the most ungodly hour. Sunnyhaven is very fortunate to employ him.

Linda Howe

My daughter Gabby has been attending Sunnyhaven Day Program now for over 3 years now and I must say she's the happiest she has ever been attending Sunnyhaven.

Sunnyhaven is bright and happy with lovely open safe premises with a beautiful atmosphere and this was partly the reason why I started Gabby here. Other reasons were the staff which I found and still do to be very friendly, caring and a willingness to help and understand my girl better. Gabby has 2 Carers that care for her but I must say all Carers at Sunnyhaven look out for my girl which makes me feel very comfortable and at ease. I find that the staff management run the place quite well with all the organised outings they have daily and am more than happy with Sunnyhaven.

Overall I am thrilled that Gabby attends Sunnyhaven as it is a perfect place for Gabby to be safe, have fun and interact with her peers.

Neon Nappa





Traveling opens up opportunities for learning and discovering the world in a new light. Here at Sunnyhaven, we provide supported international and Australian holidays for our clients as part of our services. It is our aim to bring them to exciting destinations that meet their dreams.

In November 2018, a group of Sunnyhaven participants from Heath Street, Box Road and Tavistock Road attended an overseas trip to the tropical paradise of Fiji. A truly memorable holiday for everyone just lazing on the beach, soaking up the sun and best of all enjoying the experience together.

The coffee club masquerade Ball

Our thanks to Malia Salt, our receptionist, for volunteering to run the Coffee Club's end of year party last December 7th, 2018. Her family and friends helped cook, decorate and photograph the whole event. We are very glad and grateful to everyone who volunteered to make it a successful night.

Themed as the Masquerade Ball, the party had a lot of eating and dancing. Our participants really prepared for the event and prizes were given for Best Dressed Mask for male & female and for Best Dancer.

Coffee club is held every Friday evening at our Kogarah centre where clients from all services, not just Sunnyhaven, come along to socialise and have a fun night of dancing, playing games and enjoying dinner together.



LIVE VIBE MUSIC

Capturing the creativity of clients is a very powerful ethos within Sunnyhavens philosophy of utilising the arts as a medium for expression, personal growth and giving not just the participants but everyone at Sunnyhaven a sense of united identity that flows right through the organisation.

Community Arts Music & Film Production company livevibemusic.com have been building a body of work with clients at Sunnyhaven over the last 7 years and in 2018 they produced a great film called FLY HIGH and facilitated a short overview promotional clip for Sunnyhaven Website.

The clients all really engage in the different disciplines that Live Vibe Music present -Workshops, Songwriting and Recording, Filmmaking/Acting, Creative Art and the growth of all involved is evident as the outcomes continue to raise the bar. Some of the personal Interviews exploring self awareness and individuals stories are part of the extensive catalogue of Film/Artistic outcomes and the clients never tire of watching themselves on the 'big screen' and everyone knows all the songs, even the staff!

Clients have actually made an innovative short film for the Induction of all new employees at Sunnyhaven which is truly engaging, informative and highlights the growth of several participants willingness to deliver to camera and exploring film as a medium for connecting their visions and expectations. Nurturing the talents and strengths of clients while making very real visual outcomes are part of the Sunnyhaven vision for clients to reach their full potential.



Sunnyhaven's 2018 Achievements Volunteers awards

We are extremely grateful to Mark Coure MP, a local member of Oatley, for the opportunity he has given us to nominate someone for the Volunteers Award - a well-deserved recognition given to individuals who selflessly offer their time and talent to serve others.

We nominated our very own Voula for volunteering her time to Coffee Club and providing the participants with nice cooked meals on the evenings. She received the St George Community Award. Our Coffee Club is a venue where people with disability can meet, socialize, relax, and have fun with friends; and we are thankful for Voula for all her help to make each Coffee Club event a success.



Winner - Outstanding Community Service Award

We are proud and very happy to share our success in the Local Business Awards. The awarding ceremony took place last May 23rd, and Sunnyhaven was pronounced as the Winner for Outstanding Community Service Award. It is our great honor to be recognized for our efforts in the field of community service, and it serves as a great inspiration for all Sunnyhaven staff and management to continue on providing the best programs and services for the betterment of all our clients.





In March 2018 we commenced operations of our 10-bed unit complex at Turrella. We have 9 clients in residence and for many their first time moving out of their family home .

Sunnyhaven built this complex with no financial support from state and federal government. Albeit after numerous requests for a contribution to the \$2 million cost. Sunnyhaven sold property to fund this complex to provide units that increase independence.

Our sincere thanks to Gertrude Walker who donated \$130,000 in her will to Sunnyhaven. We were blessed to have her son in our service for many years.

Heath Street





