



Annual Report

2021



sunnyhaven
Disability services

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Company Vision



Strategic Direction

Innovative and Responsive

Ensure our programs are contemporary and deliver effective outcomes.

- Best practice principles and evidence underpin all our creative work, service development and planning.
- Develop strategies to manage service disruption that support clients and families.
- Review program outcomes to monitor for good practice and value for money.

Credible and Respected

Build our influence through advocacy, community engagement and partnerships.

- Advocate and take action on issues that affect the people and communities we work with.
- Engage and partner with the community in our work.
- Undertake activities to showcase Sunnyhaven, its clients, and staff across the community.

Capable and Engaged Staff

Skilled and qualified staff and leaders who are valued for their contributions and care about the work they do.

- Engage a capable and committed workforce.
- Support professional and skills development.
- Create a culture that empowers and enables people to succeed together.

Sustainable and Dynamic

Thrive as an organisation with skilled and authentic leadership.

- Deliver effective corporate governance.
- Improve our financial performance.
- Make best use of our assets.
- Strengthen our market position.
- Achieve and/or maintain quality best practice standards.

Board Members



Glenda Buckley
Chairperson



Elaine Cohen
Director



Maurene Horder
Vice Chairperson



Naomi Sharpe
Director



Patricia Hiesberger
Treasurer



Angelo Di Benedetto
Director



Carol Lawrence
Secretary

CEO and Chairperson's Report

It is our pleasure to submit the Annual report to our membership for 2020-2021 fiscal year. The journey this year has been challenging and yet heartening to see how our teams have worked together.

Covid's impact commenced in April last year and saw our day service impacted with closures in both our sites. Whilst we thought we were out of the woods another lockdown emerged and in June 21 our day programs closed once again.

The vaccine rollout was difficult for people with a disability and their carers, as we were prioritised behind aged care services. We thank Sky News who approached us for a story on the impacts of the rollout, it took us some time to advocate, but eventually disability services were also made a priority.

Restrictions in our accommodation homes affected our residents enormously, despite this, we were truly amazed at our participants resilience and their flexibility. The lockdown restrictions made family contact difficult and social media evolved as a means to keep contact with loved ones. A huge thanks to our participants and our families who worked alongside us over these difficult months to ensure relationships were maintained through a very gruelling period.

Our staff were amazing throughout this time leaving their own families to come to work to care for and enhance participants skills and wellbeing. Their own commitment and resilience cannot be understated. Anyone in the community who has been required to wear masks for 8 hour shifts each day and on occasion full PPE will understand the commitment that was required by our teams.

In order to keep everyone safe, our staff and participants were completing surveillance testing every 3 days at the height of the pandemic. This has now been reduced to once a week.

While our focus through COVID was about ensuring continuity of high-quality care, we were not immune to the financial impacts of COVID closures, especially in day services.

Concurrently, we saw the NDIS reducing Supported Independent Living funds by over 60% in some cases placing additional challenges for us to maintain quality and appropriate supports in the home. We continue to manage the risks of reduced supports being available to some participant and strongly advocate for changes to this situation.

Despite the challenges being felt acutely across the disability sector, we are pleased to say that due to good planning and risk management we have managed to remain viable and ensure quality safe services for our participants.

We would like to take this opportunity to thank the Hon David Coleman, Member for Banks for his continued negotiations with the NDIS on our behalf and securing funding for a participant who waited 2 years to receive his funding.

We would also like to thank Mark Coure, Member for Oatley who has supported Sunnyhaven and acknowledged our volunteers through the Community Awards. Both Mark and David are tremendous advocates for people with a disability.

Our humble thanks to our staff who showed up and created a positive environment for our participants. Our Team leaders who have been amazing in leading their teams through a demanding period. You all make

CEO and Chairperson's Report

us extremely proud to have you as part of our team. Our thanks to our Executive team who have met each challenge with tenacity.

To our board of directors our sincere thanks for your immense commitment to support people with a disability. You have volunteered your time to strategically lead this organization through some strenuous times.

We would like to recognise Elaine Cohen who resigned from the Board after 35 years' service. Elaine gave Maree and the board immense support and guidance over the years. Elaine was instrumental in developing our housing portfolio and donating funds to Sunnyhaven. Sunnyhaven will be at a loss without her.



Maree Mullins
CEO

Glenda Buckley
Chairperson



Glenda Buckley
Chairperson

On behalf of the board, I would like to say an enormous thank you to Maree who has done an outstanding role as CEO of Sunnyhaven, leading the organisation through a difficult year. We look forward to her continuing to lead this organisation into the future.



Financial Report



Patricia Hiesberger
Treasurer 2021.

As Treasurer I am pleased to present this Report and the Audited Financial Statements for July 2020 to June 2021 Financial Year on behalf of Sunnyhaven Disability Services Ltd.

The Financial Statements have been prepared and audited by our appointed auditor, Mr Simon Joyce, SDJA Audit Specialists, and have been certified by the auditor as being true and correct without qualification. The Finance Task Force meets with the CFO bi-monthly to assess the financial performance of the organisation, review our operations against budgets, and to have oversight against our workplace and property strategy.

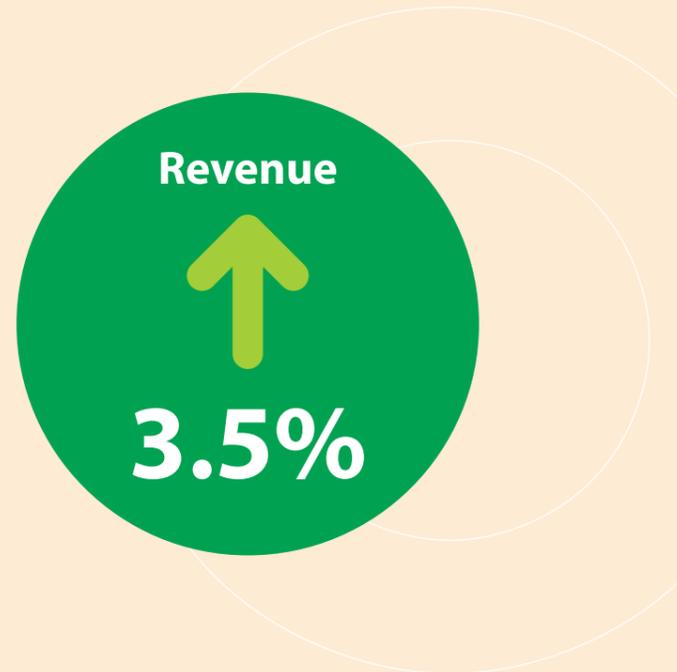
This year saw the continuation of improvements to financial and business practices. The Finance Task Force will continue to seek improvement operational procedures to strengthen internal controls and efficiencies that streamline administrative process for team members. With the impact of COVID-19 (coronavirus) being an unknown overall and having significant financial impact on operations the extra steps taken by the finance team to reduce expenditure and increase revenue was crucial in keeping Sunnyhavens performance solid. From the Board Finance team I would like to thank Karen Cook, who significantly reduced debtors and improved the process in recovering outstanding NDIS claims. I also thank Olha Pavlovyh for her outstanding commitment to Sunnyhaven in times of extreme life changing events.

On behalf of the board overall I would like to thank the accommodation Managers and Operation Manager for submitting Sil and day program funds. Whilst day services had a significant loss due to closures as an impact of COVID-19, the Supported Independent Living Program had some significant growth resulting in expansion of services. An area of concern was the discrepancies of individualised funding losses, which have been addressed with the Minister for National Disability Insurance scheme. The Board were increasingly surprised about the reduction in individualised packages, which can place significant risk to both client and Sunnyhaven.

The board would like to thank the CEO, Maree Mullins, for continuing to lead the organisation through

some difficult and complex situations throughout the year resulting in a sustainable and viable organisation.

The overall performance of the organisation for the Financial Year 2021 remains strong to continue to provide quality support and services for our valued participants. This financial year saw a 3.5% growth in revenue with a decrease in expenses of 10.4%.

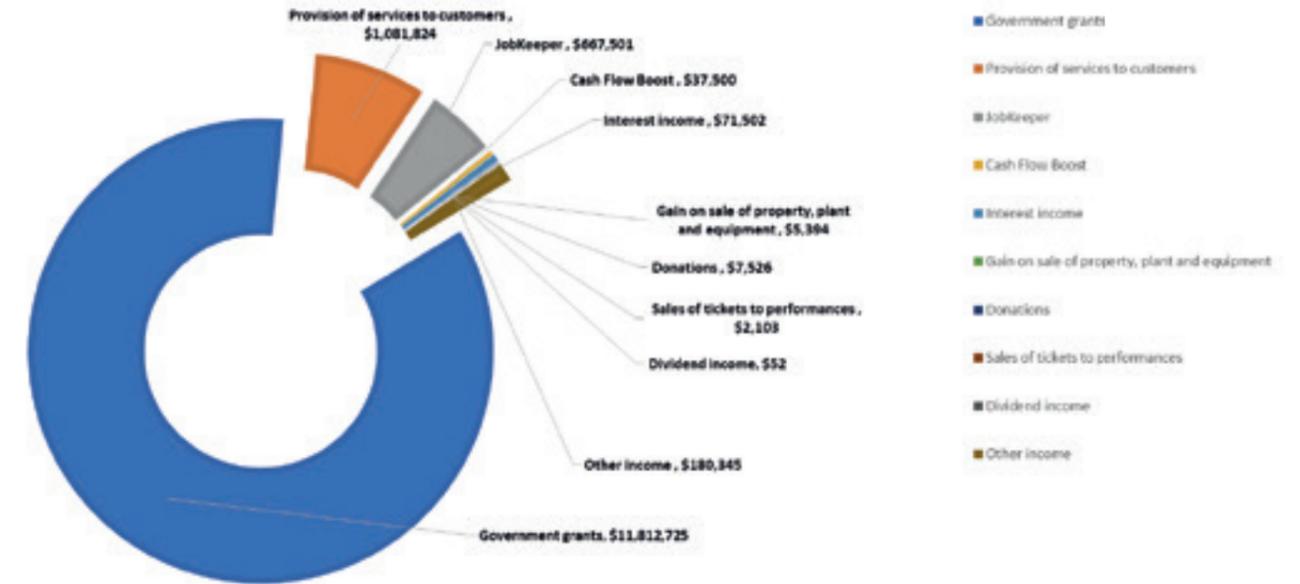


Revenue

In the Financial Year 2021, government funding and other income received are as follows:

- Government grants of \$11,812,725
- Provision of services to clients of \$1,081,824
- Interest income of \$71,502
- Jobkeeper & Cash Flow Boost received: \$705,001
- Other income of \$195,420

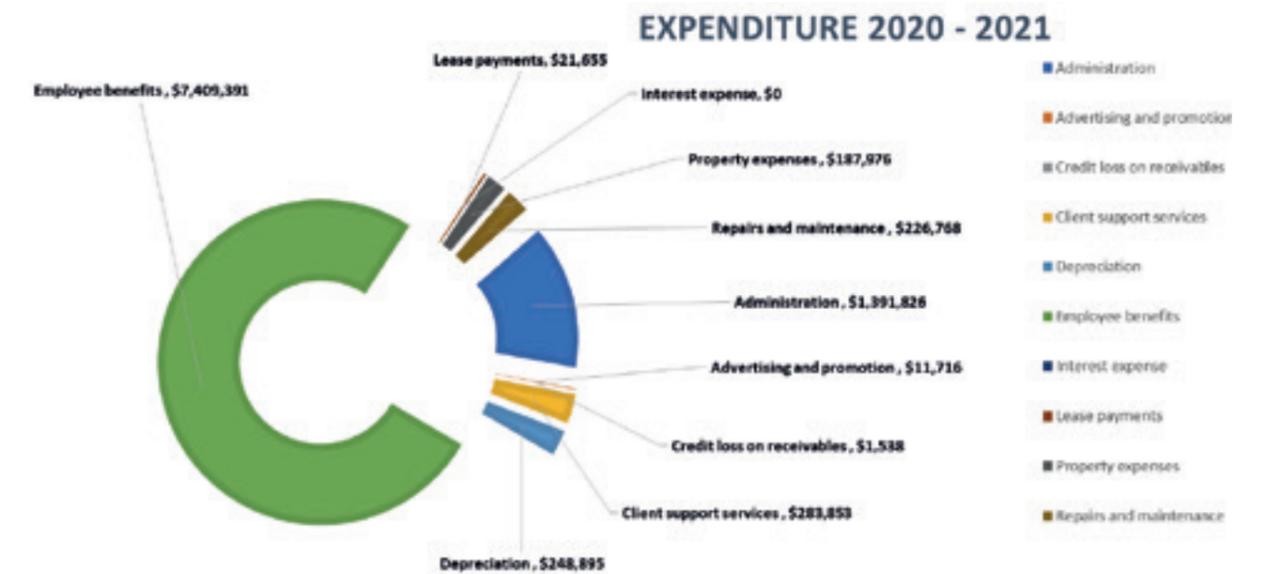
In the Financial Year 2021, the total income for the year was \$13.87 million representing a 3.5% growth on the previous financial year income of \$13.39 million.



Expenditure

In the Financial Year 2021, the total operating expenditure for the year was \$9.78 million representing a 10.4% decrease on the previous financial year expenditure of \$10.91 million.

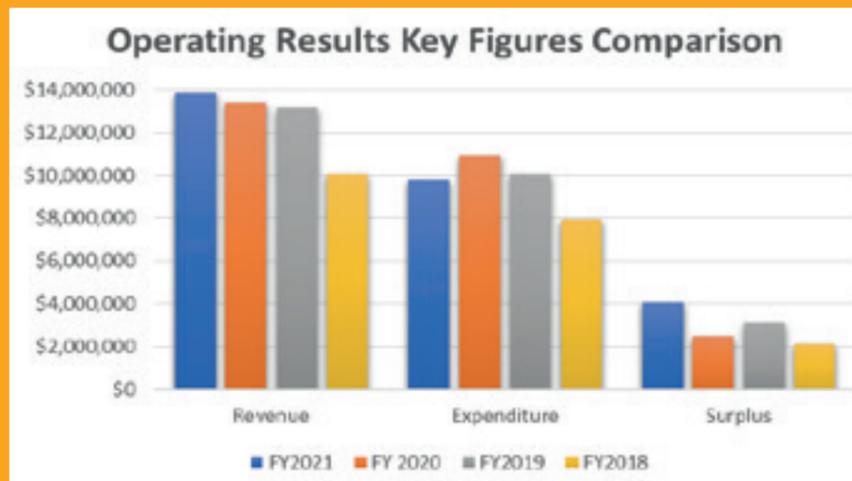
- Employee benefits expense decreased 2.8% to \$7.41 million.
- Repairs and maintenance expenses decreased by 41.5% to \$226,767.
- Other administration expenses have increased by 3.9% to \$1.60 million.



Financial Report

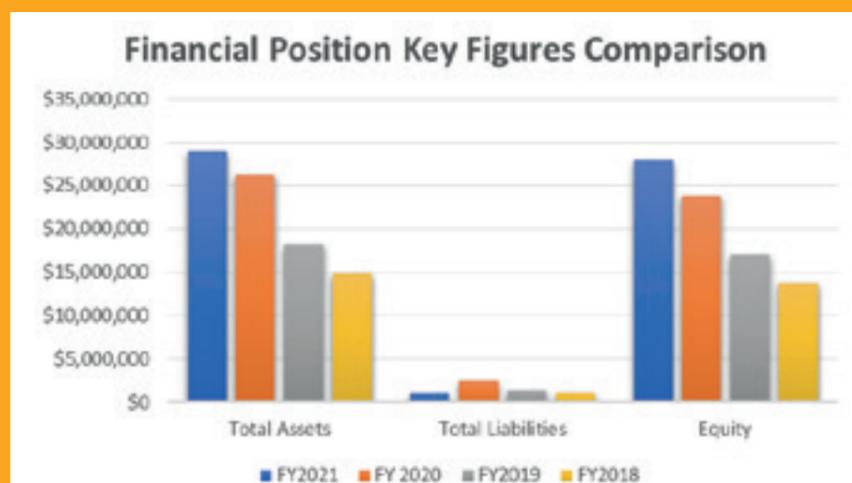
Operating Results

The operating result for the Financial Year 2021 is a surplus of \$4.08 million, representing 29.4% of total revenue.



Financial Position

Net Assets as at the end of the Financial Year 2021 was \$27.97 million representing an increase of 17.13% from the Net Asset position of \$23.88m as at 30 June 2020.



The total receivables as at 30 June 2021 is \$1.06m, which is an increase of \$0.36 million from the 2020 financial year.

I look forward to 2022 knowing another rewarding year is achievable with the community spirit and Sunnyhaven providing holistic support and high-quality services to people with different abilities.



Quality Manager Report

I am pleased to submit the Quality Manager's report for Sunnyhaven stakeholders. I joined Sunnyhaven's team in May 2021.

Sunnyhaven is a registered NDIS provider and has met the NDIS Practice Standards and Quality Indicators. In addition to this, we are certified to International Standard ISO 9001:2015 Quality Management Systems.

Our Quality Management System underpinned by the NDIS Practice Standards and Quality Indicators and ISO 9001:2015 provides the framework to deliver safe, effective, person-centred services. External and internal audits are an integral component of our Quality Management System.

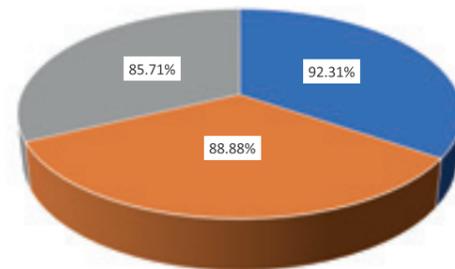
We received our NDIS certificate as registered NDIS provider on 24 May 2021. The registration last for three years. In August 2021, we completed the ISO 9001:2015 Surveillance Audit, which assessed Sunnyhaven's ability to provide services that meet customer and regulatory requirements consistently; and its effectiveness in achieving continual improvement and system objectives. We embraced the onset of COVID 19 as an opportunity to undergo our first virtual site audit. I would like to congratulate our committed team for their efforts in achieving compliance in these challenging times. At this audit, the external auditor identified improvement areas and provided positive feedback about the improvements implemented in our Quality Management System. It demonstrates Sunnyhaven's commitment to best practices in quality and compliance assurance.

The COVID 19 pandemic and its impact on service delivery have been an opportunity to review our Outbreak Management and COVID 19 Safety plan. Our commitment to delivering safe, quality supports and services and managing risks associated with the supports provided to participants is a top priority.

Therefore we have monitored closely Australian Government, NDIS and health authorities advice and implemented the necessary changes to provide safe services.

Sunnyhaven has continued to update policies according to changes in industry guidelines and emerging needs. We will continue to update policies and procedures to address COVID-19 and NDIS requirements.

This year we used survey monkey to gather customer (client/family) feedback. Customer satisfaction surveys help us discover what our clients like, dislike, or want to see improved. The overall results obtained were promising:



- Satisfied with the types of services received in day services
- Excellent or good their experience with accommodation staff and the quality of services provided
- Overall satisfaction

We will use this data to enable positive changes in our Quality Management System.

Upcoming Focus Areas

- strengthen our training program to ensure we capture NDIS Practice Standards requirements and enable a learning culture,
- updating policies to keep abreast with the always changing regulatory environment,
- continue implementing best practices to ensure compliance with the requirements of NDIS Practice Standards and ISO 9001:2015,
- ongoing monitoring of quality data to enable incremental process improvement initiatives

I look forward to working with all at Sunnyhaven as we maintain our commitment to continuous wimprovement to achieve Sunnyhaven's strategic goals.



Customer Relations Manager Report



Nazia Ahmed
Customer Relations
Manager

It gives me great honour to submit my annual report for 2020-2021 to all Sunnyhaven Stakeholders. The past year has been a challenging journey for Sunnyhaven due to the impacts of COVID.

COVID shifted the focus to ensure we put all measures in place to be a COVID Safe Business and as a team we came together with collaboration to support our participants and their families during the lockdown. The restrictions have placed constraints in service delivery at all level in day program and accommodation services. Day program staff have been deployed into accommodation service to provide more support. The vast technology platforms have allowed our families to remain in contacted with their loved ones.

Thousands of dollars' worth of PPE equipment was purchased to ensure all safety measures were covered along with COVID Breakout kits being prepared for each site. Our staff have been amazing with ensuring that PPE equipment is being utilised according to the health orders. I am deeply grateful to all our staff who have worked very hard during this lockdown.

To support our staff, we continued to maximise our capability by ensuring ongoing staff development and compliance putting in place the people and processes that will enable our organisation to meet current and future requirements. A range of training programs were completed by staff that included Diabetes Management, Epilepsy & Midazolam, Assisting clients with medication, Insulin and Infection Control.

It has been a successful year in Support Coordination as the program has grown to 50 participants with potential for more growth. There are 2 Support Coordinators in the role overseeing 50 participants and 1,147 hours of support has been provided during this financial year.

Our most exciting news is the purchase of a new group home which has added value to Sunnyhaven's asset. With the new home we have now extended out west under the Liverpool Council.

Obtaining feedback from our participants and their families is very important as it enhance the quality of service provided. This year we used survey monkey to complete the feedback survey. The response rate was increase by 78% compared to 2020.

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 the senior management team including CEO, Maree Mullins for the continuous support throughout the year. I would also like to acknowledge Elaine Cohen for your kindness and support throughout my time at Sunnyhaven, she will be dearly missed.

Operations Manager Report



Leonie Wild
Operations

It is my pleasure to submit my annual report. Over the past 12 months we continue to have significant impacts on Disability Service Provision.

Encompassing this is large reductions in funding for Supported Independent Living, Day Program closures due to COVID and changes in the NDIS Practice standards. Covid-19 continues in the forefront of how we provide and manage services. Day programs closed in June this year and reopened mid-October 21, when the health directives allowed Sunnyhaven to do so. In day services we were able to provide some participants with remote services. Additionally, we provided day service support to our accommodation participants.

Our focus has been ensuring all staff and participants have had access to the COVID-19 vaccine, we have been fortunate to partner with SOS International and Health Care Australia to run two onsite vaccination hubs. There were 48 staff and participants rolled up their sleeves to receive the vaccine. This has put Sunnyhaven in a position of having all staff and accommodation participants fully vaccinated. We were disappointed with the slow rollout of stage 1A which saw our staff and participants only receive their vaccination in September 21.

We have had to put into practice our covid-19 Action Plan, with the CEO and Managers working, what felt like, 24 hours a day 7 days a week. We have a great team of direct care staff that have really stepped up to the plate when needed and provided exceptional care to Sunnyhaven participants through the crisis. PPE has been a daily routine for all our staff and participants. We have also been ensuring all staff are trained in donning and doffing PPE. We have minimized sharing of staff across sites, incorporating following all NSW Health Directives.

Supported Independent Living

Sunnyhaven provides services to 49 participants across 10 Supported Independent Living homes in the St George, Liverpool and Sutherland Shire. We have provided more than 428,064 hours of Supported Independent Living.

Sunnyhaven had the opportunity to purchase a new Supported Independent Living home this year at

Moorebank. Participant's from our Tavistock Rd home, moved into this brand-new home and reducing the costs of renting a property.

The Supported Independent Living program has encountered significant reductions in funding over the last year. This has caused increased risk to participants' and the organization due to reduction in staff to participant ratios. Whilst we have continually resubmitted the submissions NDIS has not responded to a large number of requests to review their offers.

Day Services

Sunnyhaven's Community Participation program at Kogarah continues to support 43 participants. We have provided 68,400 hours of support this year. Our Community Access Program for older participants at Penshurst has support 22 participants and provided 14,688 hours of support. Both Day Services have been severely affected in the hours of support we were able to provide this year due to the 4-month closure due to the COVID 19-Delta Variant outbreak.

The Participants have been back in regular program from mid-October continue to enjoy Music and Art Therapy, Aerialize – Circus and Aerial training, Zumba, a new program The Shine Shed where our participants can meet their sensory needs, they cater for all abilities overall it is a very inclusive program.

Accommodation Managers have been working closely with our Support coordination staff to ensure the best outcomes are achieved for our participants'. Collaboration and the ability to have considerable knowledge about participants needs have increased the quality-of-service provision.

This year Sunnyhaven underwent the ISO audit with SAI Global. We are pleased with the outcome with a small number of minor non conformities. In the coming year we will undergo a NDIS midterm and ISO- recertification audit. We continue to strive for the best quality deliverables to meet participants needs.

I would like to thank the CEO, Customer Relations Manager, Accommodation Managers, Team Leaders, and the Direct Care staff for everything they do for our Participants on daily basis. I look forward to hopefully a less complex year and can enhance the services we provide across areas.

Support Coordination

The support coordination team has seen significant growth in the 2020-2021 financial year.

The main goal of the team was to increase both the number of active participants and to increase the hours allocated for support coordination per participant. The support coordination team is pleased to report that the number of participants has grown from 30 active participants to 53 active participants. The funding per participant has also seen an increase from an average of 20 hours to an average of 35 hours with some participants having been increased to as much as 50 hours of support coordination.

The participants have benefited from this increase, by seeing increased 1:1 personalised support to engage providers that best meet their goals and support needs and by having a wide range of therapists engaged that are integral in maintaining their health and wellbeing and building capacity.

Furthermore, the participants due to diligent reporting and evidence gathering are benefitting from increased funding in their personal plans. In addition, the support coordination team brings together a multi-stakeholder/ disciplinary team to ensure that risks are minimised and that the safety and wellbeing of the participant is a priority.

The relationships forged by the support coordination team are empowering participants and their plan nominees/ families to make informed choices and to utilise their NDIS funding to gain positive outcomes.

The support coordination team has grown from a one person to a two-person team with the potential for further growth.

The total hours of support coordination provided is 1,147.



Programs

Music Therapy

After a challenging 2020, the beginning of 2021 brought more changes to the music therapy program at Sunnyhaven, with a new therapist taking on the role in February. The clients were eager to share their musical tastes and preferences and in the months since, therapeutic trust and rapport has built and strengthened every week.

The familiar weekly routine of individual music therapy sessions followed by a larger group session remained, however this routine was enhanced and expanded into smaller group music therapy sessions throughout the day. The large group session, or afternoon 'concert', remained a weekly feature, to provide clients who had been on outings during the day the opportunity to participate in group music therapy.

Individual sessions have fostered a strong therapeutic relationship between the clients and music therapist, with a focus on areas such as emotional expression, creativity, focus, attention and social skills. One client has been working on guitar skills during individual music therapy and in the process has revealed a wonderful singing voice and excellent dance moves!

Smaller group sessions throughout the day have consisted of activities such as group singing, drumming, instrument play, musical games and movement activities. These small groups have provided clients with the opportunity to work on social skills, emotional regulation, self-expression, motor skills, speech production, focus and attention. A variety of musical instruments have been introduced to the clients to offer new sensory experiences and opportunities for musical exploration.

These smaller group sessions have been held in varied locations; indoors, outdoors and even at the beach. Throughout these group activities, Sunnyhaven staff have been key, supporting clients in their participation and reflecting the joy and pleasure of their engagement and success.

The large afternoon group music session, or 'concert', continues to be a hit with clients and Sunnyhaven

staff alike, with everyone having the opportunity to hit the stage and belt out a favourite song, play instruments together or try out the Soundbeam. These sessions are a lot of fun and at the same time, provide wonderful opportunities for clients to show their peers their musical preferences, work on memory, speech and singing skills as well as creating opportunities for social skills practise and an emotional outlet, too.

While we must acknowledge that the remainder of 2021 may not be the easiest in terms of transitions and changes, the music therapy program at Sunnyhaven will remain a steady, reliable resource for creating a feeling of safety and being heard, through music. As clients return to regular programming, music therapy will be an important conduit to help in the readjustment to being around peers again, will allow for emotional release through self-expression and, above all, provide a little joy after what has been a tough time for all.

Greer Bolting
(Music Therapist)

Arts Therapy

Diamando Koutsellis is a professional artist with over twenty-five years of experience working in many ways as a professional artist. Her professional practice includes national and international exhibitions, temporary and permanent public artworks, working with communities to deliver arts-based projects.

Diamando facilitates the weekly art sessions at Community Participation and Community Access Service day programs.

The art program aims to guide each participant on their particular creative journey towards creating work that matters to them. During the year, the clients have enhanced skills and creative thinking into artworks in a positive, encouraging environment using and extending each person's abilities. They have discovered new ways of perceiving through visual arts methods to strengthen positive feelings and thoughts, achieve connectivity and building curiosity.

The clients explore many mediums, including ceramics, painting, mixed media, charcoal, drawing, printmaking, and crafts.

Zumba

Day program participants look forward to participating in Zumba classes on every Monday. Zumba is a fitness program that combines Latin and international music with dance moves which motivates the participants to have a whole lot of fun whilst exercising. Zumba also targets lots of different muscle groups at once for total body toning therefore the clients not only get aerobic benefits, but they also get anaerobic benefits. This helps the participants to maintain a good cardiovascular respiratory system and allows them to de-stress.



Sunnyhaven Map



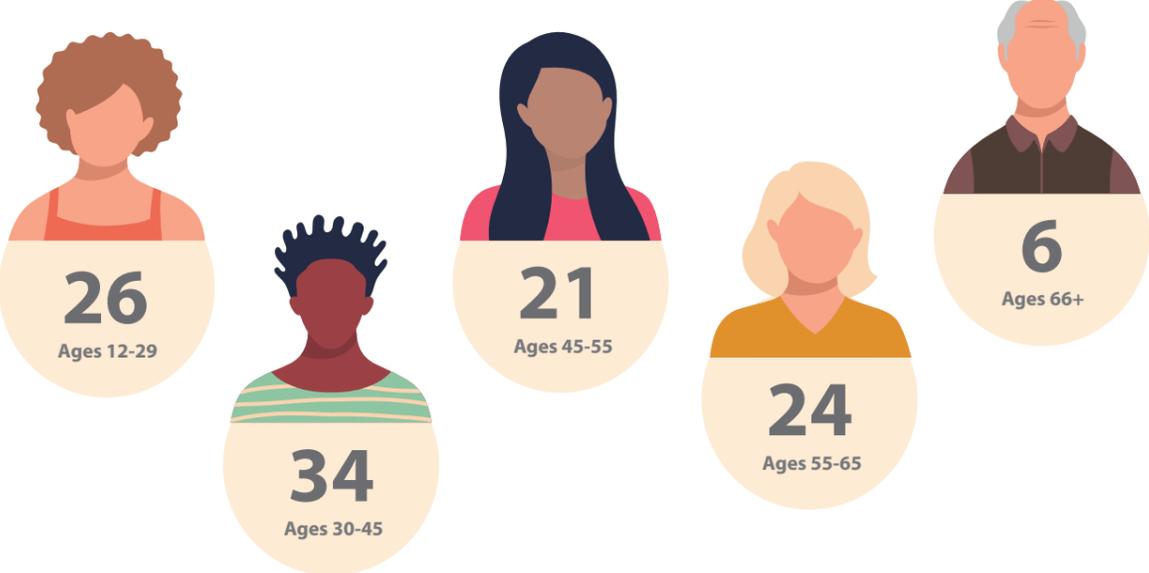
Below is a list of our sites:

- 35 Beach Street, Kogarah
- 200 Frederick Street, Rockdale
- 1 Heath Street, Turrella
- 404 Princes Hwy, Sylvania
- 302 Box Road, Sylvania
- 11 Leeder Ave, Penshurst
- 2 Laycock Road, Penshurst
- 91 Lorraine Street, Peakhurst
- 48 Park Street, Peakhurst
- 13 Princes Street, Mortdale
- 36 Tavistock Road, South Hurstville
- 29 Terry Street, Arncliffe



The People We Support

The People We Supported by Age



The People We Supported by Ethnicity



Training

Sunnyhaven is committed to provide ongoing training to create a culture that empowers and enables skilled and qualified staff to succeed together.

In 2020 to 2021 online and face to face training was provided to staff in line with NDIS Practice Standards.

Our staff have undertaken the following training:

- Diabetes Management
- Insulin Training
- Assisting clients with medication
- Epilepsy & Midazolam Training
- Infection Control Training – COVID19
- Transporting clients
- Fire Safety and Emergency Response
- Manual Handling
- Preventing and responding to violence, abuse, neglect and exploitation
- Mealtime Assistance Training
- Follow Basic Food Safety Practices
- Positive Behaviour Support
- Tube Feeding



Achievement Stories

Bradley kicks a few goals of his own!

Bradley Thomas is an inspiration. This year Bradley has set goals and with the help of his carers he made clear plans to achieved them, this has given him an enormous self confidence boost and sense of achievement.

One of Bradley's personal goals was to see as many St George Dragon's games as possible and see his beloved Dragon's team win the Grand Final. Bradley loves researching stadiums, buying tickets, dressing in supporter gear, and going to the games. When the games are too far away, Bradley makes sure that he catches the game on Foxtel in his room.

Bradley has a Jersey, cap, beanie, scarf, and flag for all the teams he supports. He supports six NRL teams and has learned to organise his supporter gear into team categories in his wardrobe to make it easy to get dressed in support!

At the games Bradley cheers and waves his flag every time points are scored, yells "Go Dragons!" and he takes lots of photos to fulfil his other hobby, an interest in photography. After the game Bradley waits at the field boundary hoping to meet his favourite players and get selfies with them.

Earlier this year Bradley hatched a plan with his doctor to try and "get rid of his diabetes". So far Bradley has learned all about portion sizes and healthy choices. He now eats sushi instead of hamburgers when going out for lunch! So far Bradley has achieved a weight loss of 16kg and by setting a goal to lose 5kg at a time. Bradley needed more holes punched in his belt to accommodate his shrinking waist! He is looking and feeling better.

Bradley has also been working on reducing his hoarding by making practical decisions about what to keep in his bedroom, making sure that every item has a clear place in his home. Bradley is becoming more discerning about what to bring into his room and now only takes one free brochure rather than 10+, learning about how to help the environment simultaneously. As part of Bradley's efforts to tidy and organise his room Bradley has up cycled his furniture by completing small DIY projects and organised his things to see the photos and items that he cherishes while giving all other belongings a definite place and home making it easy to put things away.

While the St George Illawarra Dragon's team may not have achieved their goal of winning the grand final Bradley certainly kicked some spectacular goals of his own. Well done Bradley, a true winner!



Achievement Stories

What a year it has been at Heath Street with new staff, change in residents, new routines and COVID-19 forcing us into lockdown for 4 months.

However, given all of that we acknowledge how positive and accepting the participants were during this challenging time of being locked down 24/7. It was so pleasing to see the bonding and active participation by the residents in the activities organised by the staff.

We have not had monumental achievements but rather small incremental person achievements from the participants.

Ross

Through his two daily walks he was able to drop 4 kilos which has resulted in a lowering of his medications. Ross was always up first to sing when Mitch the Music Man zoomed in with his songs and karaoke.

Elena

There was a very excited Elena when she heard the news that she was an Aunty or Aka Theia as they say in Greek. Through joining in the daily walks with staff Elena managed to lose some weight.

Lolina

Through her walking and keeping up her steps Lolina lost nearly 3kgs in weight and as a result her overall health has improved.

James

New to Heath Street James has fitted in we with both residents and staff. He has enrolled in a Business Course through IDF and is doing very well.

Lee

Lee managed to keep everyone laughing during lockdown, his personality, jokes, and general demeanour helped to bond the housemates together.

Alexis

Alexis increased her cooking skills and spent time in the kitchen cooking for herself and others during lockdown. Alexis gained the responsibility to manage her own finances and has been learning how to budget. She has also made lots of beautiful jewellery as part of the lockdown activities, she proved to be very good at this and was kindly gifting these to friends.

Jessica

Jessica participated in music from Mitch the music man, Jessica showed off her dancing and singing skills. Jessica was gifted a fitness watch for her birthday which has been motivating her to increase her steps and walking.

Michelle

Michelle has completed a number of 1000 piece jigsaws during lockdown. The office has been lucky to have Michelle help with admin work and Michelle has really valued this job. Michelle loved when Mitch the music man was on zoom and finally was able to come to Heath street, Michelle showed off her skills with the guitar and digeridoo playing.

Stephanie

Stephanie was very interested in the current affairs, Stephanie enjoyed having conversations with staff and others around the things that were happening in Australia and the rest of the world. Stephanie has some new plants and takes great pride in keeping her balcony like a little garden.

Nikita

Nikita celebrated her big 30th birthday in lockdown, she thoroughly enjoyed a party with her housemates and staff. Nikita spends time learning how to crochet and made a lovely hat! Nikita has watched a lot of Bollywood movies during lockdown and is keen to start a Bollywood dance class.

Together here at Heath Street the residents have kept each other, and the staff entertained and been great peer support for each other. The whole team are looking forward to seeing what the future brings now that we are out of lockdown.

Vale Elaine Cohen



It is with great sadness we saw the passing of Elaine Cohen.

My relationship commenced some nine years ago when Elaine employed me to be the CEO of Sunnyhaven Disability Services. Elaine had a 35-year history of being on the board and supporting her sister-in-law Sue who resided with us.

Elaine was a tenacious advocate for people with a disability and she often would call me early on a Saturday morning asking me to listen to Radio National about the way the government was using funds that should be given to our clients. Elaine would organize visits to the local member to let her know how we felt. I would often try and speak at these meetings, but the local member was only interested in hearing Elaine's words.

Elaine gave me unwavering support on the board and her commitment was outstanding. Each week she would call me or come in and see how I was, always giving and caring about me. She touched my heart and provided a safe place for me to vent. This to me shows

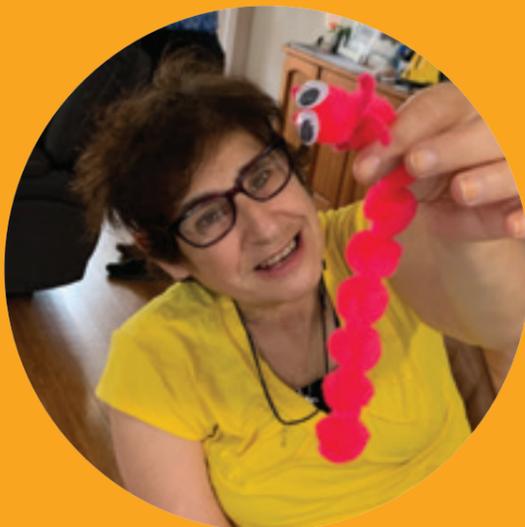
the type of person Elaine was an icon which embodied generosity, kindness, and a passionate sense of social justice. We often talked about marching at International Women's Day and the struggles women had in both home and work life.

Elaine had the innate ability to recognise and see people for what they were. Elaine was an intelligent woman, smart and her innate intelligence gave her the ability to rationalize the most complex and difficult issues.

Without Elaine's intellect and acumen Sunnyhaven would not be place it is today. My life won't be the same without Elaine in it. She was the matriarch of Sunnyhaven, a loyal and devoted friend and a person with integrity, honesty, and compassion.

On Wednesday, 27th October 2021 we were honored to be able to say our last goodbye to the most amazing person, Elaine Cohen.

Programs in COVID Lockdown





Purchase of Brickmakers Drive

On the 19th June 2021, Sunnyhaven proudly signed the Sale Contract for 41 Brickmakers Drive, Moorebank and added the property to their assets.

This has been a great achievement for Sunnyhaven this year as it has allowed us to expand into another Local Government Area.

The property has 6 bedrooms which allows 5 participants to call this beautiful place their new home.



2020 St George Community Award

Individual Volunteer Achievement Award

A well-deserved award and recognition to Sunnyhaven's Treasurers Patricia Hiesberger.

Patricia Hiesberger joined Sunnyhaven Board of Directors in 2019 and dedicated her time to provide support to the CEO and the finance taskforce committee.

Patricia brings a high level of financial experience to Sunnyhaven's Board of Directors.

Sunnyhaven would like to thank Mark Course for the continuous support and providing Sunnyhaven with the opportunity to be part of the 2020 St George Community Awards.



2020 Banks Volunteer Awards

We would like to thank David Coleman MP for providing Sunnyhaven with the opportunity to be part of the nomination of the Banks Volunteer Award 2020.

A well-deserved award and recognition to Sunnyhaven's Chairperson Glenda Buckley.

Glenda Buckley joined Sunnyhaven Board of Directors in 2019 and dedicated her time as a volunteer to support the CEO and staff of Sunnyhaven to ensure high level of care is provided to the Participants.



With the experience Glenda brings to the organization she is able to assist with financial reporting and way to collect outstanding debts in regard to NDIS funding.

Glenda is a valuable member of the board and has provided ongoing support to her fellow board

members through her hard work and dedication. Her contribution to the board has allowed Sunnyhaven to look at future growth which has been a positive outcome for our participants.

Employee Spotlight

Maria Arango

Maria is one of our longest serving employees and an important part of the Sunnyhaven family.

A respected and much-admired Support Worker, Maria has been with us since 2005. Now approaching her 16th year, Maria is an asset to Sunnyhaven and has been a dedicated worker.

Maria loves joining in with all the activities and helping everyone to feel involved, supported and respected. We would like to thank Maria for being such a significant part of our Sunnyhaven team.

2020 St George Local Business Awards

Winner – Outstanding Community Service Award

We are extremely proud to share our success in the 2020 St George Local Business Awards. The awards presentation took place on the 29th September 2020 where Sunnyhaven received the Winner for Outstanding Community Service Award.

It is our great honor to be recognized for our efforts in the sector. This award serves as a great inspiration for all Sunnyhaven staff, management and board of directors.



Donation

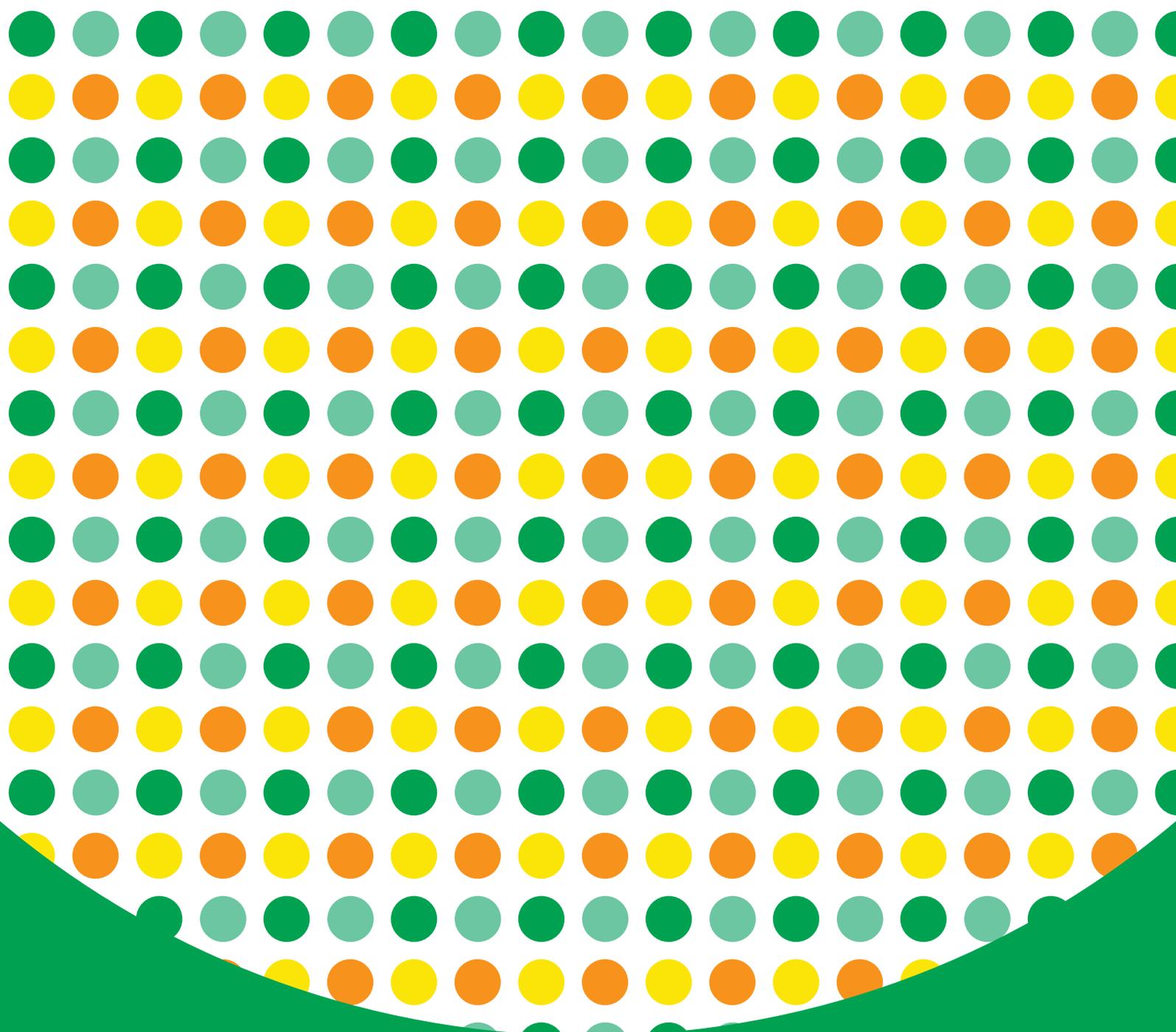
Zone Global Donation

We would like to send a warm heart filled thank you to Zone-Global for their donation of \$12,723.15 worth of good to Sunnyhaven. Some of the donation items included were stationary, books, cleaning products and kitchenware. The participants enjoyed unpacking the donation items and distributing to the sites.

St George Girls High School Kogarah Donation

Thanks to St George Girls High School Kogarah, who donated 5 monitors, 5 hard drives, 5 keyboards and 5 mice to Heath St, for our participants to achieve their goals for furthering their studies. This has allowed participants like Alexis to achieve her goal and complete her studies in childcare.





unleashing the extraordinary

Sunnyhaven Disability Services

35 Beach St, Kogarah NSW 2217

Phone 02 9588 5433 • **Website** www.sunnyhaven.org.au