

People come first in all our decisions

Sylvanvale Foundation
2014–2015 Annual Report



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Our Vision

A community working in partnership to support people with a disability to live the life they choose.



Our Mission

To empower individuals with a disability through choice, education, advocacy and support.

Our Purpose

Enable people with a disability to reach their goals and achieve their potential by supporting their right of choice and control and providing comprehensive personalised support.



Our Values

Belonging



We know that a sense of inclusion is critical to wellbeing. We value culture, community and two-way communication.

Choice



We understand that choice is a fundamental human right and support the right to exercise choice and control at all times.

Respect



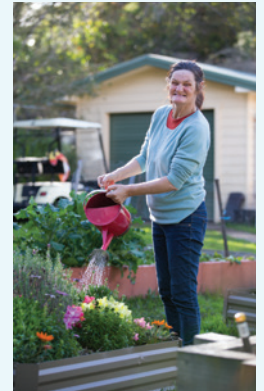
We honour diversity and difference; through active listening we support our customers and each other to make choices that are right for their individual circumstances.

Safety



We ensure the physical safety and health of our customers and each other as a priority.

Contribution



We work with others and value their input as we believe this builds stronger communities and networks to support individuals to achieve their goals.

Message from our Chairman



The last year has been a period of change for Sylvanvale and with the imminent arrival of the National Disability Insurance Scheme (NDIS), this is a theme which is set to continue.

In November 2014, the long standing Chairman Lorna Stone, as well as Directors Kenneth McDonnell, Vinci Dodds, Jason Juretic and Company Secretary and Life Member Dennis Davies all retired. I wish to thank Lorna and our other departing members for their enormous contribution to Sylvanvale over the years.

I believe it is critical that we continue to have strong Board representation. Our new Board members comprise a robust group of individuals with commercial and community expertise, who are committed to representing the wishes and aspirations of our customers, their carers and families.

To help Sylvanvale navigate the unprecedented change and opportunities the NDIS brings, we appointed Pauline Stanley as our new Chief Executive Officer (CEO) in December 2014. Pauline has a unique mix of skills, knowledge, and industry experience which are pivotal at such a key time in Sylvanvale's history. Pauline worked in the United Kingdom during the 1990s transition to individualised funding and was also Sylvanvale's CEO from 2004 to 2010. We welcome Pauline's return and thank her for her continued dedication to Sylvanvale

customers and staff. We have also supported the additional investment and development of a strong and effective executive leadership team with the right mix of skills and expertise to navigate the challenges and opportunities of the NDIS.

At such an important time in Sylvanvale's history, the ability to provide safe, cost-effective, high-quality services is crucial to our continuing success. Our strategic priorities are focused on building our person-centred practice, effective governance, leadership, health and safety, and risk management.

The year has seen a focused investment in the people and systems that will enable Sylvanvale to be ready for the NDIS transition. These investments are significant and necessary as the challenges of NDIS are felt by all disability sector organisations. We are making sure our foundations remain strong and we are ready for the new operating environment.

I wish to acknowledge the many people that continue to make Sylvanvale successful. Our Board, staff, funders, community members and volunteers who have worked tirelessly to help us achieve our mission and ensure best possible outcomes for the people we support.

I would also like to extend my thanks to His Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales, for his continuing support as our patron.

A handwritten signature in black ink, appearing to read 'Jeff McCarthy'. The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

Jeff McCarthy
Chairman of the Board

Message from our CEO



“we are excited by the opportunities the NDIS will afford people with a disability and the role we can play in supporting them”

As we move closer to the roll-out of the National Disability Insurance Scheme (NDIS), our overarching focus is ensuring we are ready for what is the biggest social reform since the introduction of Medicare.

While we recognise that this is a time of uncertainty for many of the people we support, their carers and families, we are excited by the opportunities the NDIS will afford people with a disability and the role we can play in supporting them to experience full inclusion in social, economic, sporting and cultural life in their community, as they choose.

With the support of the Board I appointed a new Executive team to assist me in executing the strategic directions set by the Board. The team has the talent and leadership necessary to take us into an NDIS operating environment, and I would like to thank them for all their efforts.

We have been working together to ensure our customers, their families and carers have all the information they need for the transition to the NDIS. This started with the NDIS Information Sessions earlier this year which were just the beginning of a conversation that we will be having with every one of our families as we all move into the NDIS transition phase.

It is critical as a business that we not only have the right people, we have the right systems in place so that we can deliver the

best quality services in an effective efficient way. To this end we have been investing in our business systems – including technology, pricing, service offerings, safety and learning and development – to ensure we deliver sustainable, high-quality, value-for-money services under the NDIS.

Working together with our staff, funders and community partners, we are delighted to have also had many success stories over the past year. These include positive outcomes achieved through *Moving with Life*, the opening of new supported living services, Mikarie Child Care Centre and building strong connections through events and our social business customers.

My sincere thanks to our staff, supporters and the Board for their ongoing efforts. Although there is much work to be done, we are confident we are on the right track; we welcome the arrival of the NDIS and remain optimistic about the future.

A handwritten signature in black ink, appearing to read 'Pauline Stanley'.

Pauline Stanley
Chief Executive Officer

Every age, every stage people come first in all our decisions

Children



182 children

Services: Mikarie Child Care Centre; Sylvanvale Early Education Learning Service; Therapy

Our children's services continue to go from strength-to-strength. Our inclusive approach resulted in Mikarie Child Care Centre winning the Outstanding Child Care Services category at the 2014 Sutherland Shire Local Business Awards and being shortlisted for the 2015 Australian Small Business Champion Awards.



Youth



157 young people

Services: After School Care; Vacation Care; Saturday Respite; Teen Time

A number of our Teen Time customers are in preparation mode as part of the early roll-out of the NDIS NSW launch site in Nepean Blue Mountains in early 2016. Our local team is literally at the starting line of the biggest social reform since Medicare and we are excited by the possibilities and opportunities this will afford our customers.

Key – Our Services



Group and Independent Living



Work Ready and Life Skills



Children and Youth Wellbeing



Independence and Choice



Rest and Recreation



Community Connections



Sylvanvale Enterprises

Life Skills



132 customers

Services: Individualised services and centre-based day programs offering a range of activities including art therapy, music therapy, gardening, cooking and Cajon drumming

Our life skills and day options are tailored to suit individual needs. This year, the all-abilities drumming group, Sylvanbeats, increased their public performances, receiving much acclaim, and are undergoing an exciting transformation to become a paid performance group.

VIDEO
INGRID'S
BIG JUMP!



Work Ready



24 participants

Services:

Achieve Café; Sylvanvale Catering;
Retail Therapy; Sylvanvale
Transition to Work Program



Sylvanvale is committed to providing work and work experience opportunities. Our supported employment program at Sylvanvale Catering and Achieve Café has been operating for more than 20 years and continues to grow. A number of participants have bolstered their credentials by gaining certificates in hospitality.

Every age, every stage people come first in all our decisions

A Place to Call Home



283 customers

Services:
41 properties providing accommodation;
in-home drop-in and flexible support

We were delighted to offer additional accommodation options for our customers in 2015, including the opening of our new Renfrew residence for young people leaving care. We also supported 85 people to develop the skills and confidence they need to live independently in their own home.



Key – Our Services

-  Group and Independent Living
-  Work Ready and Life Skills
-  Children and Youth Wellbeing
-  Independence and Choice
-  Rest and Recreation
-  Community Connections
-  Sylvanvale Enterprises

Respite Care



161 families

Services: Loftus respite; Saturday respite; drop-in respite; respite through individualised funding

Our long and short-stay respite accommodation in Loftus continues to allow everyone in the family to have a break. For one Mum and Dad this meant they were able to take their second-ever vacation – a five week holiday overseas – while having peace of mind that their adult daughter was also being very well looked after. Our drop-in respite, which is funded by Club Central Menai, enabled us to provide support for 45 people in their own homes.



Connecting People



44,422 connections

Activities: Sylvanvale's social enterprises, events, volunteers and social networks

Sylvanvale's very foundation was in the community when it was started by five families in 1947. Today, our reach is far greater and we connect with people in a large number of ways including our social businesses, extensive calendar of events and broad social network.

VIDEO
**'FUN IN THE SUN'
FUNDRAISING DAY**

VIDEO
**OLGA
SCHADE'S
HELPING HAND**




VIDEO
**PRE WWII
VINTAGE
CAR SHOW**



Our Goals



Goal 1

Develop high quality services that meet the needs of our customers and the choices they make.

- [Your Voice, Your Choice](#) customer satisfaction survey in May 2015 revealed 85% of our customers are satisfied, which is 6% higher than the sector average. 
- 90% of our customers feel that Sylvanvale understands their needs and 83% would refer Sylvanvale to their friends.
- Worked in partnership with our customers to practice creative thinking and co-design – the result is initiatives such as [Art with Heart](#), [The Inclusive Classroom](#) and transitioning the Sylvanbeats centre-based drummers into a sustainable paid performance group. 
- The [Moving with Life](#) mobile wellness service was launched in December 2014. 
- Implemented *Project Improving Our Response* for accommodation support and staffing.
- Launched *Project Safe & Well*, aimed at refocusing and enhancing our Work Health and Safety systems and practice.

Goal 2

Embrace a culture that supports customer engagement and flexible service delivery.

- Engaged staff through a robust learning and development program and enhanced communications via a new intranet.
- Through staff training, reinforced a person-centred, customer-centric philosophy.
- Developed and implemented a customer relations plan.
- Engaged our customers and supporters in conversations that help us to understand their preferences and needs.
- Launched NDIS Information Sessions throughout Sydney.
- Participated in 20 expos and events throughout Sydney.
- Created [InForm](#) newsletter, distributed on a bi-monthly basis, which is complemented by *InForm 4Staff*. 
- Created [InFocus](#) magazine, distributed twice per year, for supporters. 
- Regularly exchange stories and ideas with our customers via social media.

Goal 3

Improve our productivity and efficiency to support growth, innovation and sustainability in an NDIS operating environment.

- Implementing *Project Embrace Technology* to support the redesign of our business processes and financial management systems, ensuring they are accurate, effective and efficient for customers, carers, staff and management.
- Improving our governance and financial and non-financial reporting through *Project Measure & Learn*.
- Ensuring we have sustainable business and service offerings, including further developing unit costing and pricing.
- Conducted a cost-benefit analysis with a view to optimising procurement, fleet, facilities and contractor management.
- Conducted a comprehensive competitor analysis.
- Developed and implemented a plan for enhanced Work Health and Safety for staff, customers and others in the workplace.
- Maintained an effective quality management system, including maintaining and achieving accreditations.

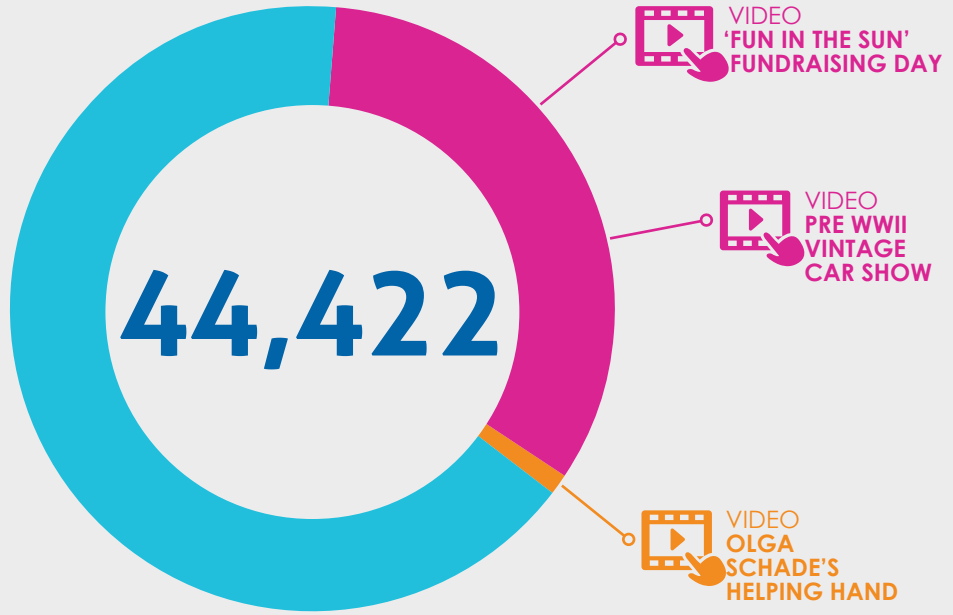
Goal 4

Be recognised as a leader in the disability sector.

- Renewed focus on promoting Sylvanvale via refreshed branding and images, and enhanced communications through new publications, what's on updates and a program of corporate and community events.
- Recruited a new Executive team, which includes leaders from within and outside of Sylvanvale.
- Invested in NDIS-ready resources to help us navigate and respond to the new operating environment, ensuring best outcomes for customers.
- Developed policy positions and advocacy messaging to proactively respond to Government policy and public debate including submissions made to the Department of Social Services on the NDIS.
- Developed [*Your Life Your Way*](#) campaign to support our customers' transition to the NDIS through education, self-advocacy, engagement and co-design.



People Engaged



- Social Businesses Customers
- Events
- Volunteers

1,500
 Customer
 Orders

Made and delivered by
Sylvanvale Catering.

\$14,372
 Scentre
 Group

Funds raised through our
**Westfield Miranda
 Charity Partnership.**

\$50,000
 Ian Potter
 Foundation

Moving with Life,
 mobile wellness service
 encompassing fitness,
 nutrition and well being.

17,850
 Bargain
 Hunters

Provided a new home for
 pre-loved fashion and
 homewares from
Retail Therapy.

Thank You

Government

- Blue Mountains City Council
- Campbelltown City Council
- Community Relations Commission for a Multicultural NSW
- Department of Premier and Cabinet – Community Building Partnership Program
- NSW Department of Family and Community Services
- NSW State Department of Ageing, Disability and Home Care
- St George Community Health
- Sutherland Shire Council
- The Department of Education
- The Department of Families, Housing, Community and Indigenous Affairs
- Trade, Investment and Arts NSW

Business and Community

- A.H. Beard
- Amtek
- Ausgrid
- Australian Unity
- Bexley RSL
- Brighton RSL
- Caltex Aust. Petroleum Limited
- Carers NSW
- Club Central Menai
- Commonwealth Bank of Australia
- Cronulla Sutherland Kayak Club
- Dynamic Realty One
- Earlwood-Bardwell Park RSL
- Edmen Community Staffing Solutions
- Georges River Sailing Club
- Gibson Howlin Lawyers
- GSA
- Highland Property Agents
- Honda Foundation
- Ian Potter Foundation
- Lions Club of Auburn-Lidcombe
- Miranda Fishing Club
- Noble Toyota
- Optus
- Primary Club of Australia
- Ray White Jannali & Engadine
- Rotary Club of Cronulla
- Rotary Club of Engadine
- Rotary Club of Gymea
- Rotary Club of Rockdale City
- Rotary Club of Sylvania
- SAL Consulting
- Scentre Group Pty Ltd
- sgfleet
- Southern Districts Rugby Club
- St George Bowling Club
- St George Sutherland Community College (SGSCC)
- StewartBrown
- Sylvania Women's Bowling Club
- Telstra Corporation
- The Honda Foundation
- The Point Bowling Club
- The Rat Pack
- Tradies (Gymea)
- Tynan Motors
- UnLtd
- Veolia Water
- Westfield Miranda
- Westpac Banking Corporation

Thank You!

and everyone who supported us throughout the year.



Sylvanvale Board of Directors



Jeff McCarthy

Chairman of the Board

Appointed 2014



David Kelly

Deputy Chairman

Appointed 2000



Anthony Oriel

Director

Appointed 2013



Bethany Taylor

Director

Appointed 2014



John Slack

Director

Appointed 2012



Robert Brown

Director

Appointed 2012



Olga Stoutchilina

Director

Appointed 2014



Tracy Morgan

Director

Appointed 2014

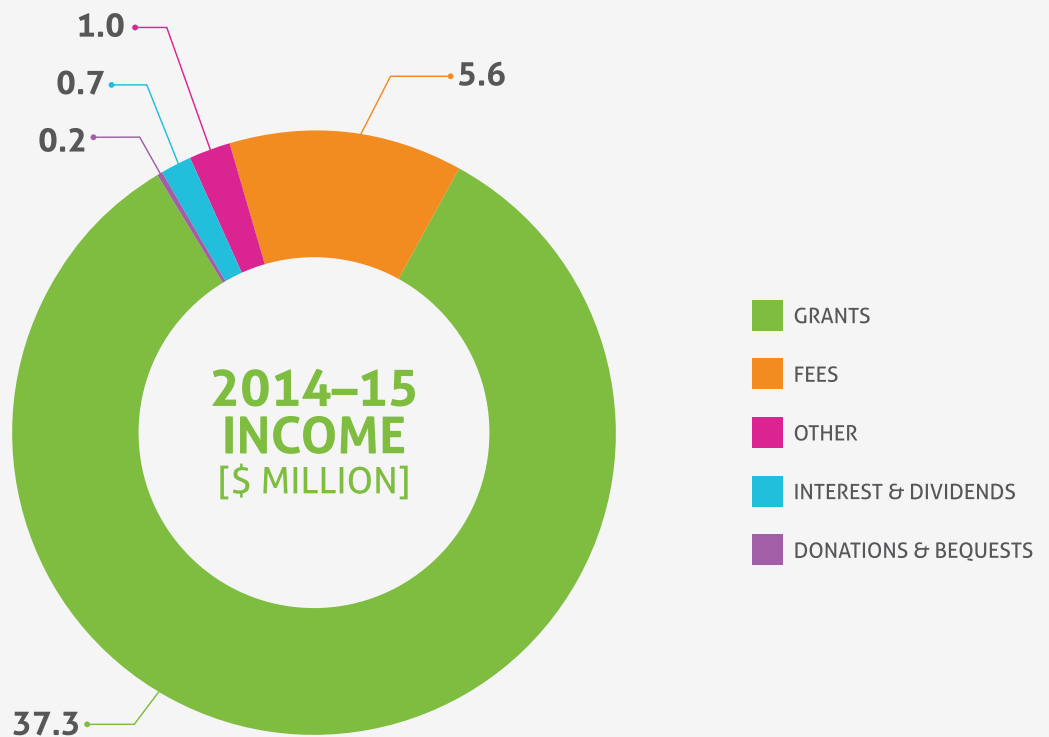
*For the full biographies of our Board Members
please visit sylvanvale.com.au*

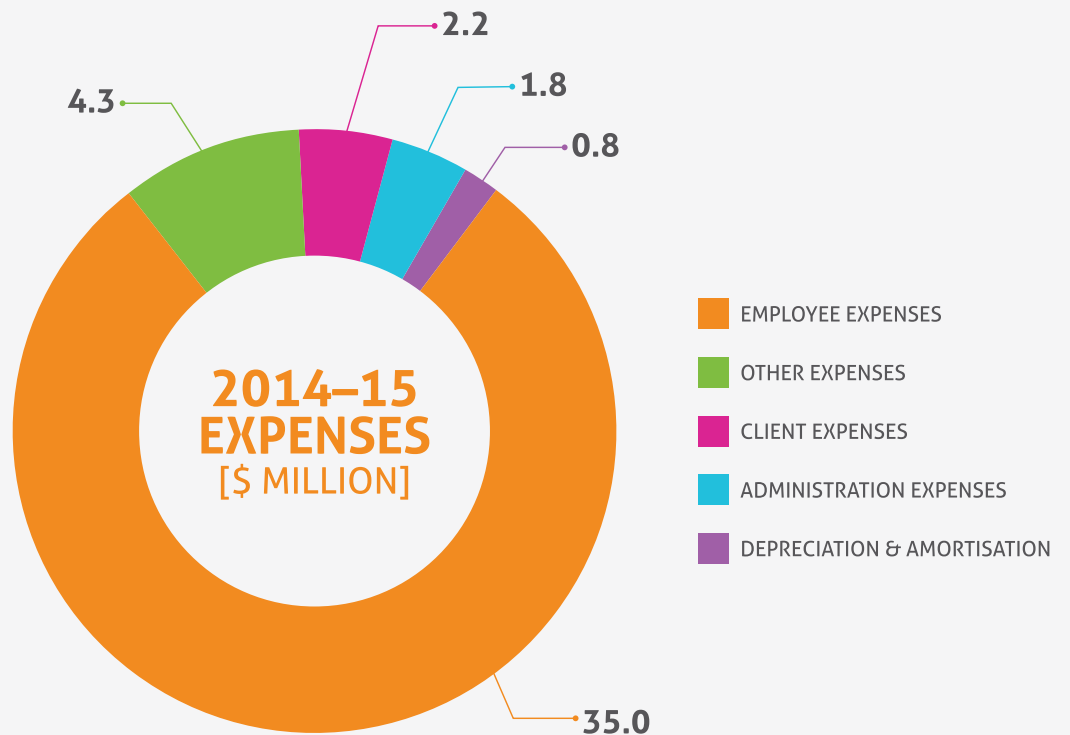
Financial Summary

Sylvanvale's focus in the 2014–2015 financial year has been on investing in the future. By making this investment we build strong foundations to help our customers live the life they choose. This could not happen without your ongoing support.

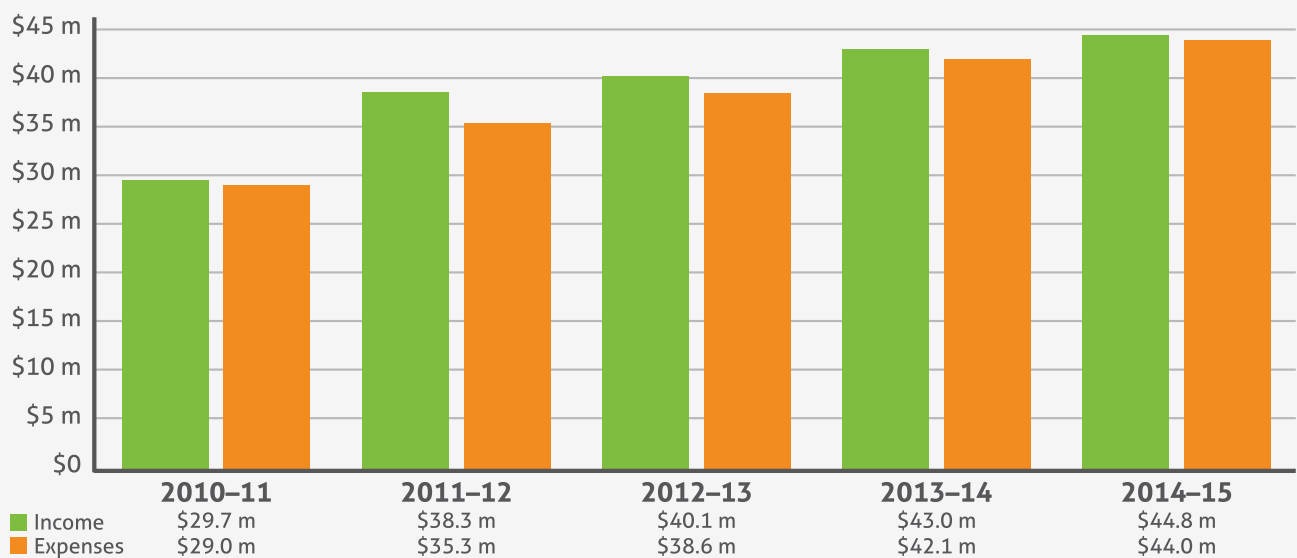
This financial year, revenue has grown to \$44.8 million, compared to \$43.0 million in 2013–2014.

The Board would like to take this opportunity to thank all the individuals, community groups and organisations that contributed to and supported us in ensuring the best possible outcomes for the people we support.





REVENUE



Financial Summary

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2015

	Economic Entity	
	2015	2014
Revenue	\$44,821,968	\$42,715,050
Other income	\$27,530	\$240,771
Totals	\$44,849,498	\$42,955,821
Expenses		
Administration expenses	\$1,774,310	\$1,635,969
Building and equipment	\$987,606	\$801,404
Client expenses	\$2,166,663	\$1,850,770
Depreciation and amortisation	\$777,412	\$784,720
Employee expenses	\$35,000,079	\$33,527,303
Occupancy expenses	\$1,515,885	\$1,484,708
Transport expenses	\$1,545,281	\$1,704,896
Other expenses	\$220,009	\$325,593
Totals	\$43,987,245	\$42,115,363
Surplus before income tax	\$862,253	\$840,458
Income tax expense		
Surplus for the year	\$862,253	\$840,458
Other comprehensive income-Fair value gains/(losses) on available-for-sale financial assets	(\$76,157)	\$149,215
Total Comprehensive Income for the Year	\$786,096	\$989,673

STATEMENT OF FINANCIAL POSITION

As at 30 June 2015		
	Economic Entity	
	2015	2014
Assets		
Current assets		
Cash and cash equivalents	\$15,268,894	\$14,883,242
Trade and other receivables	\$769,799	\$825,997
Total current assets	\$16,038,693	\$15,709,239
Non-current assets		
Financial assets	\$1,156,560	\$1,227,186
Property, plant and equipment	\$7,094,163	\$7,337,444
Intangible assets	\$1,559,450	\$489,350
Total non-current assets	\$9,810,153	\$9,053,980
Total assets	\$25,848,846	\$24,763,219
Liabilities		
Current liabilities		
Trade and other payables	\$4,294,242	\$4,429,205
Provisions	\$2,618,151	\$2,227,897
Total current liabilities	\$6,912,393	\$6,657,102
Non-current liabilities		
Loans	\$560,000	\$560,000
Provisions	\$484,511	\$440,271
Total non-current liabilities	\$1,044,511	\$1,000,271
Total liabilities	\$7,956,904	\$7,657,373
Net assets	\$17,891,942	\$17,105,846
Equity		
Accumulated funds	\$17,682,135	\$16,819,882
Reserves	\$209,807	\$285,964
Total equity	\$17,891,942	\$17,105,846



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