



Sylvanvale

Annual Report
2019–2020



Our Vision

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



Our Purpose

Enabling independence for people living with disability.



Our Values

We embrace a strong person centred approach, underpinned by the values we live by: **Belonging, Choice, Contribution, Respect and Safety.**

Sylvanvale was founded in 1947 when a group of parents united to form an organisation that would give their children with disability a better quality of life through access to education and social inclusion.





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“The people we support and their families were very understanding and worked with us during the crisis. **I would like to thank them for their support and cooperation.**”

– Jeff McCarthy,
Sylvanvale Chairman



MESSAGE

FROM THE CHAIRMAN

Sylvanvale has faced many challenges over the past few years, but none as disruptive as the COVID-19 pandemic, following directly after the bushfires that impacted many of our services and customers. Almost overnight, we had to adapt quickly to an emerging crisis, and fast developing advice from government on the best way to respond.

Many of the people we support were vulnerable to the terrible consequences of contracting the coronavirus. We were caught in a delicate balance of safeguarding the people we support from known risks, while also supporting them to live the life they choose – balanced by the need to ensure our staff were appropriately safe. The people we support and their families were very understanding and worked with us during the crisis. I would like to thank them for their support and cooperation.

Our CEO, Leanne Fretten, did an outstanding job leading the team as we navigated the organisation through the many unknowns that emerged during the initial months of the pandemic. I am continually impressed with the team's resilience and their timely response to the evolving crisis. It was a comprehensive response, backed by

an unprecedented level of consultation and communication with the people we support, families and other important stakeholders. Sylvanvale had no positive cases of COVID-19, for either the people we support or our staff.

Maintaining financial stability for the organisation throughout the pandemic, was challenging. We were grateful for the assistance of the Australian Federal Government's JobKeeper initiative, as well as temporary changes to the NDIS Price Guide.

The long-term sustainability of Sylvanvale remains a key strategic priority for the organisation. Changes to the Constitution were adopted at the Sylvanvale Annual General Meeting on 4 November 2019. These changes will facilitate initiatives by the Board to protect and preserve the heritage of Sylvanvale, and will underpin Sylvanvale taking some new initiatives in relation to specialist disability accommodation in the coming years.

We have continued to invest in safety, technology and in improving the condition of our specialist disability accommodation facilities. The continually changing interface requirements with the NDIA require continual investment in technology

systems and processes. To address this, we have commenced the implementation of a new Technology Roadmap.

I would like to express my appreciation to Her Excellency, the Honourable Margaret Beazley AO QC, Governor of New South Wales, as Vice Regal Patron of Sylvanvale. Her Excellency has been a great supporter throughout the pandemic, checking in and sending messages of support to the Sylvanvale community.

Finally, my sincere thanks go to my fellow Directors and the Sylvanvale staff for your tireless efforts in a very challenging year, and to our members, suppliers and volunteers for your ongoing support.

The greater Sylvanvale community came together during this extraordinary year. I am very proud of what we have accomplished and very grateful for your continued support for this tremendous organisation.

Jeff McCarthy
Chairman



MESSAGE

FROM THE CEO

When the new financial year began on 1 July 2019, it was a very different world to the one we live in today.

In November 2019, we endured severe bushfires which forced us to evacuate and shut down some services. In January 2020 we experienced severe storms which damaged a number of our sites. By March 2020, we were facing the COVID-19 global pandemic, which had unprecedented impacts across all our services.

The pace of change was significant and unlike anything we have experienced in the history of Sylvanvale. The spirit in which the people we support and staff adapted to the crisis and embraced change is a credit to our organisation and a testament to the resilience of our culture. The collaboration across the organisation to keep people safe was exceptional.

Our support staff worked closely with individuals during the pandemic to keep people engaged in meaningful activities, to role model social

distancing and to help people understand why many services, community facilities and public spaces were no longer accessible.

Our ability to operate economically sustainable services in the NDIS is important, and we made some difficult but necessary decisions to close some services. We were able to transfer the operations of Sylvanvale Catering and Birdcage Café to another disability service provider, however unfortunately we needed to close our Kids Club, Retail Therapy and Transport services.

While we had some difficult times, we also celebrated a number of successes. In August 2019, we won the iCare Aware Award for Excellence in Injury Prevention in recognition of our safety strategy. In September 2019, Caringbah Craft Centre was a finalist in the 'Focus on Ability' Short Film Festival. In October 2019, Mikarie Child Care Centre won the 'Inclusivity Practices Program Excellence' category at the Early Childhood Education Awards.

I would like to thank our staff for their resilience during extraordinary times. I have received many compliments from families, remarking on the impressive work of our staff to keep the people we support safe. In particular, I would like to thank my executive team for their support and leadership during this challenging year.

I am grateful to the Board of Directors for their leadership and support. On behalf of our staff, we appreciate your ongoing contribution and your efforts over the past twelve months.

My sincere thanks to the people we support and their families. These have been difficult times and thank you for your patience and cooperation in the interests of keeping people safe. I look forward to working with you into the future.

Leanne Fretten
Chief Executive Officer

“The spirit in which the people we support and staff adapted to the crisis and embraced change **is a credit to our organisation and a testament to the resilience of our culture.**”

– Leanne Fretten,
Sylvanvale CEO





“Our ability to operate
**economically
sustainable services
in the NDIS
is important.”**

– Leanne Fretten,
Sylvanvale CEO

OUR STRATEGIC PLAN



OUR GOALS



01

CUSTOMER-FIRST PHILOSOPHY AND CULTURE

Provide services that meet the needs of our customers and the choices they make.



02

QUALITY-DRIVEN PRACTICE

Embrace a culture that supports high-quality, flexible service delivery.



03

SUSTAINABILITY

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

OUR STAKEHOLDER FEEDBACK

WHAT PEOPLE ARE SAYING



What families say
about us and our services...

“Sylvanvale is the best company ever. **Everyone that works for Sylvanvale deserves an award.**”

“Thank you so much for hiring such amazing people... **Thank you so much for being in all our lives.**”

“I’ve always been happy with the service provided by Sylvanvale... **I wouldn’t be happier anywhere else.**”

“I am very, very happy with the provider **and I really trust that they are doing the best for my son.**”



What families say
about our response to COVID-19...

“I just wanted to tell you **what a fantastic job the staff are doing in these crazy times.**”

“You guys have done a magnificent job **to make isolation a memorable experience. Thank you.**”

“I would like to say thank you... **Your team work long hours and leave their own families to look after ours.**”

“You have gone above and beyond **to make the quarantine as enjoyable for them as possible, cannot thank you enough.**”

OUR RESULTS

OUR IMPACTS

In 2019–2020, our impacts reflect our strategic focus on being a customer-first, quality-driven and sustainable organisation.



Winner

Winner of iCare Aware Award for Excellence in Injury Prevention



1,661

Enquiries to our Customer Experience Team regarding our services



20

Member of National Disability Services (NDS) for 20 years



900

Over 900 people supported across our services



44

Provided support at 44 sites across the greater Sydney region



159

People serviced by our Clinical Services Team



14

Sylvanvale sites received capital upgrades



188

Flu shots administered to staff through the voluntary flu vaccination program

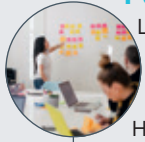


49%

Increase in Work Health and Safety incident reporting

2019–2020 TIMELINE

JUL–SEPT 2019



1 JUL

Launch of 12-month training program, with many new courses offered including launch of Mental First Aid Health Training.



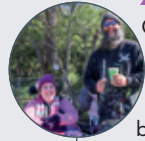
1 JUL

WestWood Spice Implementation Review findings presented to Sylvanvale Board of Directors.



1 JUL

Significant upgrades to the General Ledger structure of the finance system.



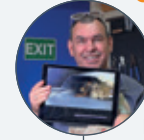
9 AUG

Community Connections Day at Garden House, funded by a Fostering Integration Grant.



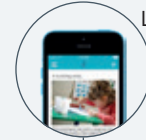
23 AUG

Sylvanvale wins iCare Aware Award for Excellence in Injury Prevention.



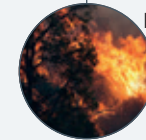
6 SEPT

Caringbah Craft Centre a finalist in the 2019 'Focus on Ability' Short Film Festival for their short film, 'Our Trojan Robot'



23 SEPT

Launch of Storypark pilot program at selected sites.



16 SEPT

Dry conditions contribute to several small to mid-range fires in north eastern New South Wales.

Sylvanvale Milestones

External Factors

OCT-DEC 2019



26 OCT

Mikarie Child Care Centre wins the 'Inclusivity Practices Program Excellence' category at 2019 Early Childhood Education Awards.



5 NOV

Sylvania BMW Melbourne Cup luncheon at Royal Motor Yacht Club Port Hacking, raising funds for Sylvanvale.



12 NOV

To keep the people we support safe from catastrophic fire danger, Sylvanvale keeps customers at high-risk sites at home and temporarily closes Mikarie Child Care Centre.



11 NOV

NSW Premier, Gladys Berejiklian, calls a state of emergency for the first time since 2013 due to bushfires.



15 NOV

Sylvanvale Annual Charity Golf Day at Cronulla Golf Club.



20 NOV

Sylvanvale receives award for 20 years of National Disability Services (NDS) membership.



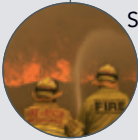
3 DEC

International Day of People with Disability – Sylvanvale participates in multiple celebratory events.



20-27 DEC

Sylvanvale Evans, Hillview and Rainbow sites evacuated to Fairmont Resort & Spa due to bushfire conditions.



19 DEC

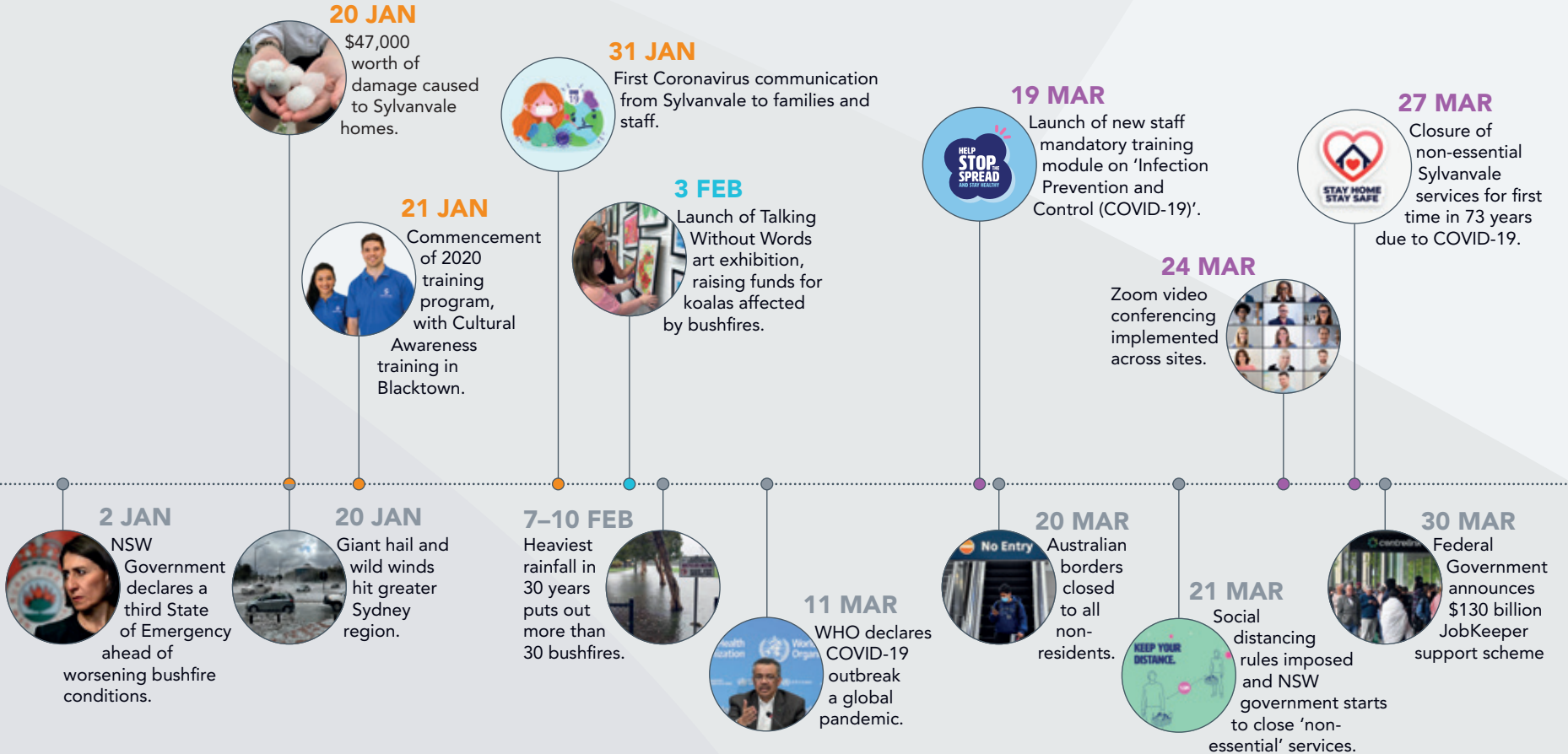
Second bushfire-related state of emergency called in NSW.

2019–2020 TIMELINE

JAN–MAR 2020

Sylvanvale Milestones

External Factors

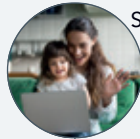


APR–JUN 2020



2 APR

Sylvanvale implements limits on face to face contact in Supported Independent Living.



17 APR

Supported Playgroup goes online for first time.



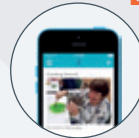
24 APR



FaceTime catch-up with Her Excellency the Honourable Margaret Beazley AC QC, Governor of New South Wales and her husband, Mr Dennis Wilson.

24 APR

NDIS Re-registration Self-Assessment submitted to the NDIS Commission.



27 APR

Launch of Storypark across remaining Sylvanvale sites.



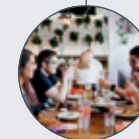
15 MAY

In NSW, some restrictions on public gatherings eased.



31 MAY

Sylvanvale visitor restrictions begin to ease.



1 JUN

NSW restrictions ease further to include state holidays, increased capacity at restaurants, visiting museums and beauty salons.



10 JUN

Sylvanvale, Mikarie Child Care Centre and Caringbah Craft Centre all early finalists in 2020 Sutherland Shire Local Business Awards.



171,479

units of PPE and cleaning products distributed including:



53,000

vinyl gloves



42,000

sanitising wipes



422

litres of hand sanitiser and hand wash



100

thermometers



Staff, families and the people we support
worked closely together to adapt.

OUR STORIES

SYLVANVALE IN THE PEAK OF COVID-19

Sylvanvale was proactive in our approach to the emerging concerns surrounding the COVID-19 pandemic. Emergency management meetings were held daily and COVID-19 protocols were developed, communicated and meticulously implemented by staff across all sites.

As the virus continued to take hold, the difficult decision was made to close some of Sylvanvale's services indefinitely from Friday 27 March 2020. Thankfully, all staff were offered redeployment into other services with minimal disruption.

When the COVID-19 situation deteriorated further, Sylvanvale, following NSW Health and Government direction, placed limitations on face to face visits with the people we support in Supported Independent Living.

Staff, families and the people we support worked together closely to adapt. Zoom video conferencing and the Storypark digital communication platform were rolled out across sites to help people to keep in touch. Books and activities were quickly assembled and distributed to sites, along with handmade games from the

team at Caringbah Craft Centre, to help keep the people we support, engaged at home.

Stories began to emerge of how the people we support were adapting to the changed circumstances – such as Jay, who had moved his fitness training from the gym to his front lawn; Brandon, who substituted his busy social schedule with regular walks in his local community; and James, who had taken it upon himself to tend to the animals and gardens at Garden House during its closure.

Services were adapting too, including Sylvanvale Clinical Services, which offered speech pathology, occupational therapy and behaviour support services remotely for the first time. The team also launched an online supported playgroup, receiving a large turnout and lots of positive feedback.

In early June 2020, government restrictions started to ease. Supported Independent Living families were able to visit once again and face to face therapy sessions resumed.

While the future remained uncertain, what had been demonstrated was the wonderful way in which the Sylvanvale community is able to adapt and band together in times of crisis.



 **23,590**
communications
distributed to families,
staff and suppliers

 **18**
COVID protocols
developed and
distributed to 42 sites

 **619**
staff completed 'Infection
Prevention and Control'
(COVID-19) training module

 **74**
people
COVID-19
tested

OUR STORIES

SUPPORTING FAMILIES THROUGH COVID-19

Working in the fashion industry, Aleisha lost her job early during the COVID-19 pandemic. She was then in the difficult situation of looking after her two-year old son Jack, who has a disability, and her seven-year old son Bobby, who needed to be home-schooled.

"It was really tough," said Aleisha. "When Jack is at home, Bobby knows that it has to be all about Jack. Bobby tries his best to be helpful but he's only seven."

Fellow parents Chris and Jane also struggled. A pharmaceuticals importer and Case Support Worker for the Department of Communities and Justice, their jobs were busier than ever. With an active two-year old Benji and daughter Millie facing Year 6 home schooling, something had to give. "It was a stressful time in our lives," said Jane.



Jack and Benji already attended Mikarie Child Care Centre, so the answer for both families was to request additional days.

The centre was only too happy to help. "We didn't turn anyone away and bent over backwards for people who needed additional days," explained Kelly Anderson, Mikarie's Director.

Having more days was only part of the battle for the families, who also had to deal with the guilt of sending their children to child care during a pandemic.

"The team made it clear that it was okay for us to come. They were really wonderful," said Aleisha.


Kelly elaborated, "Some of our children have weakened immune systems, so we did a deep clean – verging on a forensic clean – every night. We took everyone's temperatures and parents didn't come into the centre."

The strength and foundations of the Mikarie model of support means that our highly trained educators support children who are anxious, stressed out or struggling to cope at any time, not just during the COVID crisis.

"During the crisis we kept on additional staff to ensure the children's mental health was looked after," explained Kelly. "Our staff are specially trained in supporting escalated behaviours and keeping things calm."

The children also continued to benefit from their regular, fun routines. For the parents, Mikarie has been a blessing. "Mikarie are beyond carers" explained Aleisha.

And for the kids, it's like a second home. "Benji is welcomed and loved at the centre. We live nearby and whenever we drive by he asks me excitedly, "I go to school now?" said Jane.



“The team made it clear that
it was okay for us to come.
They were really wonderful.”

– Aleisha,
Mikarie parent

Frank is always generous with his produce, **sharing it with residents at Sylvanvale properties in the Blue Mountains.**



OUR STORIES

FRANK'S GREEN THUMB

Vegetable farming is in Frank's blood. The son of two Maltese immigrants, Frank spent his youth growing up on his parents' farm in Blacktown. Together they grew lettuce, cabbage, silver beet, broccoli and cauliflower, which they sold to local markets.

Frank loves vegetable farming and as an adult, he followed in his family's footsteps, working as a farmer in Blacktown and Hawkesbury for 15 years.

Life has thrown some challenges at Frank. Loving the peace and tranquillity of the Blue Mountains, he decided to make the tree change and moved into supported independent living.

During those first few years, Frank had a break from vegetable gardening, but was missing it. "I wanted to get back to gardening," says Frank, "it feels very satisfying."

In 2014, Frank was now supported by Sylvanvale, and the team learnt about Frank's passion for vegetable gardening.

The team asked Frank if he would

like to start a garden, which he did. They worked together to purchase raised garden beds, soil, mulch, tools and seedlings.

Every afternoon, Frank tends to the gardens, and cooks freshly picked vegetables for his evening meals. He makes sure his produce is in season and, with the support of staff, researches recipes which can incorporate his ingredients. Under Frank's care, the gardens are flourishing. A year after moving in, two large greenhouses were set up for Frank at a nearby Sylvanvale property.

On ANZAC day this year, Frank's support team asked if he would like to try making ANZAC cookies. This was Frank's first-ever attempt at baking, which he thoroughly enjoyed. So much so, that Saturday morning cooking is now a weekly ritual, trying out a new recipe each time. "I love cooking," says Frank.

Meanwhile, his plants continue to produce more and more vegetables each season. This year alone, Frank's gardens grew 564 cherry tomatoes, 680 button squashes, 177 zucchini, 86 figs, 73 eggplants, 464 banana chillies and 56 capsicum! The plants respond so well to Frank's green thumb that even when some crops are out of season, they continue to yield fresh produce.

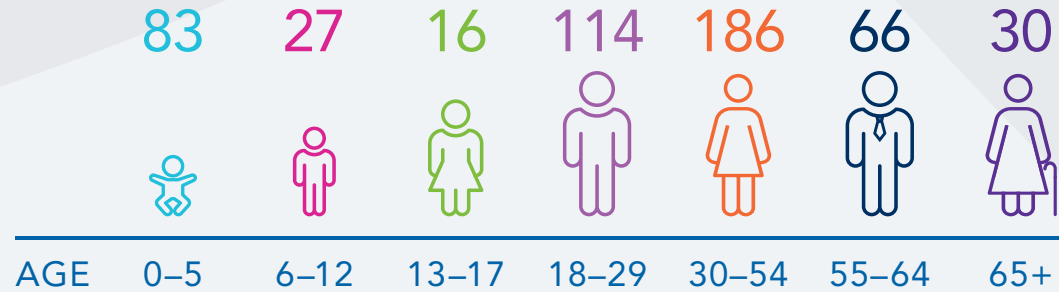
A kind-hearted gentleman, Frank is always generous with his produce, sharing it with residents at Sylvanvale properties in the Blue Mountains.

Frank's story is a prime example of how every person you meet is an individual with their own wants, needs and interests. You never know; they might even have a hidden talent – just like Frank.

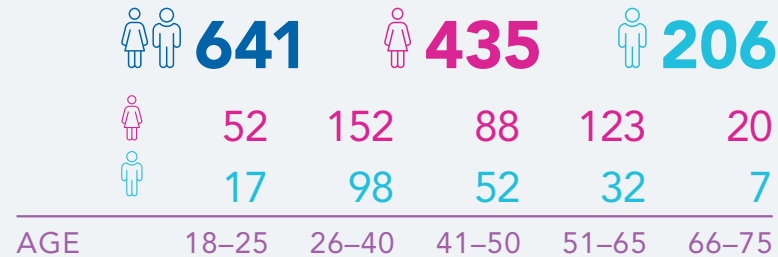


OUR REACH

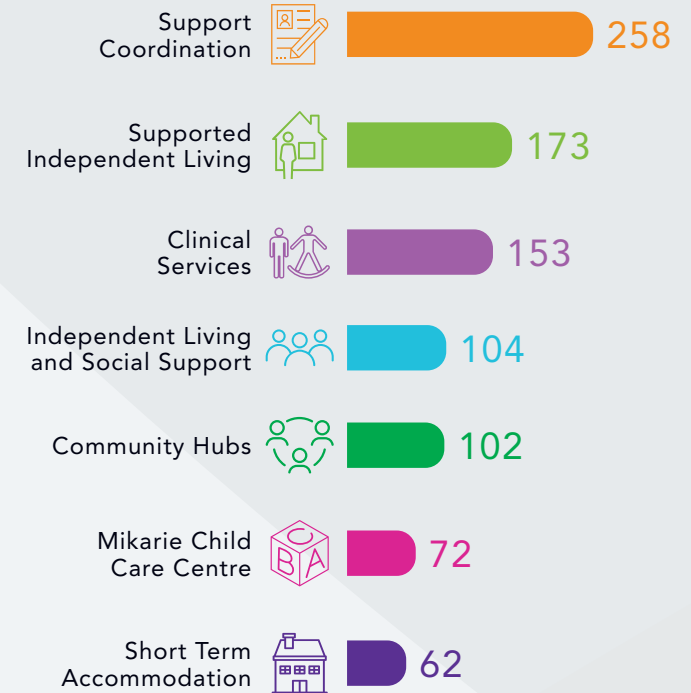
The People We Supported By Age



Age and Gender of Sylvanvale Employees Total Employees



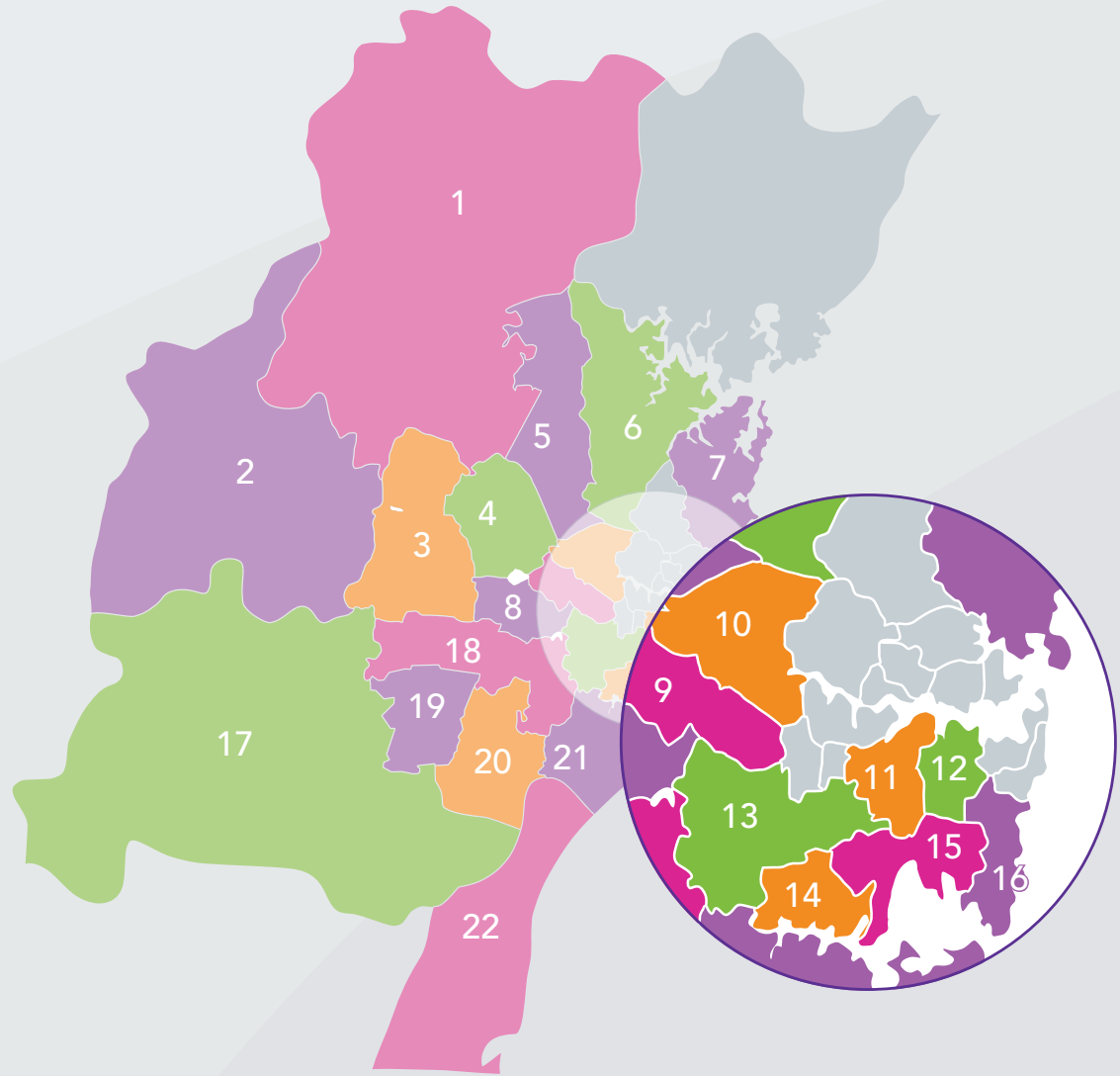
The People We Supported By Service*



*Some people access more than one service type.

Where Our People Live By Local Government Area

- | | |
|---------------------------|--------------------------|
| 1. City of Hawkesbury | 12. City of Sydney |
| 2. City of Blue Mountains | 13. Canterbury-Bankstown |
| 3. City of Penrith | 14. Georges River |
| 4. City of Blacktown | 15. Bayside |
| 5. The Hills Shire | 16. City of Randwick |
| 6. Hornsby Shire | 17. Wollondilly Shire |
| 7. Northern Beaches | 18. City of Liverpool |
| 8. City of Fairfield | 19. Camden Council |
| 9. Cumberland Council | 20. City of Campbelltown |
| 10. City of Parramatta | 21. Sutherland Shire |
| 11. Inner West | 22. City of Wollongong |



THANK YOU

Volunteers

100 active volunteers



Our amazing volunteers have contributed in many ways over the past year.

At events, individual volunteers contribute time that has a direct impact on the fundraising and promotion of Sylvanvale, as well as supporting everyone to participate and enjoy the day.

We welcomed corporate volunteering groups from Suncorp, Bunnings and Salesforce. These groups completed garden makeovers, painting and clean ups which improved our sites immensely.

Fundraising Events

210 supporters attended and over \$33k raised



Thank you to the sponsors of our Annual Charity Golf Day who help to make this day such a success, along with our supporters, and the Cronulla Golf Club. Once again it was a fun day on course, and a fast paced evening with many generous guests taking home some amazing auction items.

The Royal Motor Yacht Club at Port Hacking was the place to be for the 2019 Melbourne Cup. The amazing support we received from the attendees made this event a very busy, but exceptionally great fundraising day.

Donors

in donations from generous individuals, social groups and businesses

\$12,924



A special thank you to our regular and workplace giving donors who support us every month. This year their contribution helped raise funds for children and young people with disability.

Project Funding/Grants

\$127,840

special project grants

The success of several grant applications has allowed us to fund some wonderful initiatives and purchase much needed equipment.

- \$104,800 Start Strong Pathways Grant for our Early Learning Education Link Program.
- \$14,900 Start Strong Long Day Care Program to increase access to early childhood education in the year before entering school.
- \$7,840 Quality Learning Environments Program to support Mikarie Child Care Centre to improve their learning environment.
- \$300 National Carer's Week 2019 to celebrate our carers during National Carers Week.

Bequests

\$272,515

from generous individuals

Very generous individuals, who strongly believed in Sylvanvale's vision, chose to leave substantial gifts in their will to Sylvanvale. Their substantial gifts provided more than \$272,000 towards Sylvanvale's projects.

**“Thank you to our
suppliers, supporters,
volunteers and members
for always being there
when we need you.”**

– Leanne Fretten,
Sylvanvale CEO

Awards and Recognition

Our outstanding approach to innovation, inclusivity, creative business models, and workplace safety was rewarded through the following accolades:

- Winner of iCare Aware Award for Excellence in Injury Prevention.
- Winner of 'Inclusivity Practices Program Excellence' category at 2019 Early Childhood Education Awards.
- Winner of People's Choice Award in ShireABILITY Film Festival for Caringbah Craft Centre's film.
- Finalist in Focus on Ability Short Film Festival
- Highly Commended Award in the Access & Inclusion Category at the 2019 Sutherland Shire Local Business Awards.
- Finalist in Community Services, Early Childhood Centre and Specialised Business categories of the 2019 Sutherland Shire Local Business Awards.



THANK YOU

During the 2019–2020 financial year Sylvanvale was supported to achieve its goals by the following government agencies, trusts, foundations, businesses and community groups. Our enormous thanks to them, and everyone that volunteered, attended events, gave prizes and donated throughout the year.

Government

Australian Government - The Treasury
Australian Government Department of Health
Australian Government Department of Home Affairs
Australian Government Department of Social Services

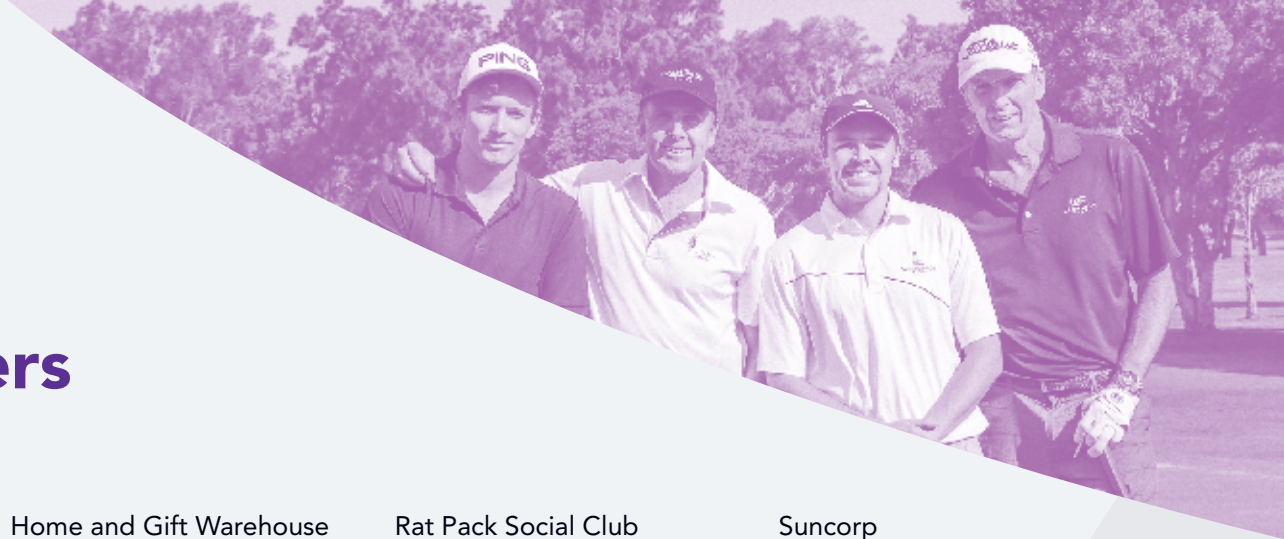
Federal Member for Cook, The Prime Minister of Australia
National Disability Insurance Agency (NDIA)
NSW Department of Education and Training

NSW Department of Family and Community Services
State Members for Cronulla, Miranda and Heathcote
Sutherland Shire Council

Trusts and Foundations

Big Sister Foundation
IMB Shire Community Foundation





Our generous supporters

Business and Community

A J Grant Building	Cronulla Golf Club	Home and Gift Warehouse	Rat Pack Social Club	Suncorp
A.H. Beard Pty Ltd	Cronulla RSL Memorial Club	IMB Bank Cook Community Classic	Ritchie's Stores Pty Ltd	Sydney Theatre Company
Amps Technology	Cronulla Sutherland Football Club (Sharks)	L & B Osborn	Robyn Cox	Taronga Zoo
Ausgrid Employees' Children's Appeal	Dick Rowe Marine	Lorna Stone	Rotary Club of Engadine	Telstra
Australias Insurance Buildings	Drummond Golf Taren Point	Lugarno Lions	Rotary Club of Sylvania	The Art Passage
Barbara Snel	Edmen Community Staffing Solutions	Metro Hotels Miranda and Mirage Newport	Royal Motor Yacht Club Port Hacking	The Greenery Restaurant
Bunnings Taren Point	Fairmont Resort and Spa	Mode Installations	Sales Force	Total Car Body Repairs
Brookes Associates Architects	Blue Mountains	mySupply Store	Sharks Have Heart	Triple Nine Group
CCSG Legal	Faulkner Plumbing	Naomi Hamilton Photography	Sky Zone	Turks Legal
Club Central Hurstville & Menai	Felix Vogelnest	Nexon Asia Pacific	Skydive Australia	Unitech IT Solutions
Commonwealth Bank	Gamney Group Pty Ltd	Probus Club Caringbah	Smart Group Corporation	Warwick Williams Real Estate
Cronulla Chamber of Commerce	Gibson Howlin Lawyers	Quality Care Nursing	St George Foodservice	Warren Saunders Insurance Brokers
	Good2Give	Random Harvest	Stewart Brown & Co	Warren Turnball
	Handyman Timber Sales		Sullivan Dewing Chartered Accountants	

OUR BOARD



Jeff McCarthy
Chairman of the Board

Jeff is a senior business executive with over 30 years' experience in large private and government owned businesses. He has a strong background in organisation leadership and governance and is a member of the Australian Institute of Company Directors. Jeff was appointed Sylvanvale's Chairman of the Board in 2014.



David Kelly
Deputy Chairman

David is a senior airline industry executive with over 30 years' experience, many of those in management roles leading technical, commercial, and business change activities. David holds a Bachelor of Aeronautical Engineering degree and is a Fellow of the Royal Aeronautical Society.



Bethany Taylor
Director

Bethany works in the public sector and has experience and qualifications in law, arts, politics and business management. Her strong interest in the community stems from family involvement in the sector. Bethany was appointed to Sylvanvale's Board of Directors in 2014.



John Slack
Director

John has over 40 years' experience in the insurance and funds management industry, including being a fellow of the Institute of Actuaries in Australia and the UK. John is a member of the Australian Institute of Company Directors and was appointed to Sylvanvale's Board of Directors in 2012.



Robert Brown

Director and Company Secretary

Robert is a qualified financial and management accountant with over 25 years' experience in the domestic and international freight industry. He is currently a consultant specialising in information technology, freight and logistics, as well as the not-for-profit sector. Robert was appointed to Sylvanvale's Board of Directors in 2012.



David Rafferty

Director

David's background combines corporate, not-for-profit and non-government operational management experience. As a result, David has extensive affiliations in the disability, academic and commercial areas relating to service provision and providers in the sector. David was appointed to Sylvanvale's Board of Directors in 2015.



Leanne Fretten

Chief Executive Officer

Leanne commenced at Sylvanvale in 2004 as an Occupational Therapist and has since held various management roles in the organisation across a number of departments including Children's Services, Client Services, and People & Culture. Leanne was appointed Sylvanvale's Chief Executive Officer in 2016.

FINANCIAL SUMMARY

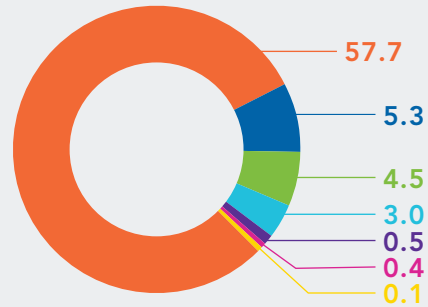
In 2019–2020 Sylvanvale achieved an operating surplus of \$3.86 million.

This year's financial results were materially impacted by the COVID-19 pandemic and resultant government restrictions on the operations with several services severely restricted or closed from March 2020. The pandemic resulted in additional compliance and safety costs for the business with the aim to keep our staff and customers safe. The financial impact was largely offset by government subsidies (namely the Commonwealth Jobkeeper Payment program). The government subsidies;

- helped to ensure Sylvanvale customers and staff remained COVID free,
- ensured the business continued to provide vital and essential services to the community and;
- financially supported our staff while services were closed

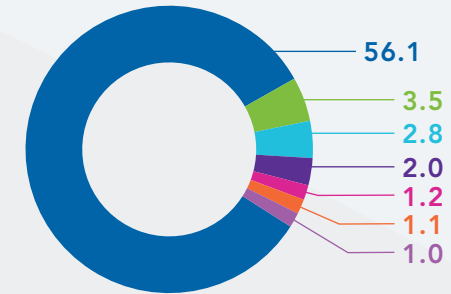
The transition into safely re-opening has begun and will be a key focus during the 2021 financial year.

2019–20 Income
[\$ million]



- Consumer Directed NDIS
- Fees
- Government Support (JobKeeper)
- Grants and Payments
- Interest and Dividends
- Others
- Donations and Bequests

2019–20 Expenses
[\$ million]



- Employee Expenses
- Building and Equipment
- Administration Expenses
- Other Expenses (utilities, security, cleaning)
- Client Expenses
- Transport
- Depreciation and Amortisation

Statement of Profit or Loss and Other Comprehensive Income [\$,000]

For the year ended 30 June 2020

	2020	2019
Revenue	\$71,539	\$64,468
Expenses	\$67,671	\$61,023
Total Comprehensive Income (loss) for the Year	\$3,868	\$3,445

Statement of Financial Position [\$,000]

As at 30 June 2020

	2020	2019
Total assets	\$62,652	\$41,100
Total liabilities	\$27,180	\$9,497
Net assets	\$35,472	\$31,603
Total funds	\$35,472	\$31,603



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