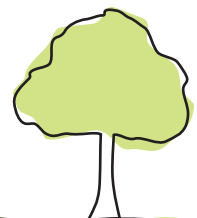


*sustaining lives*



**SYLVANVALE FOUNDATION**  
Annual Report 2009









*SUSTAIN:*

*verb; to enrich,  
to actively  
support, to keep  
from falling,  
to nourish, to  
bear the weight  
of, to uphold,  
to support for  
the long term,  
to supply with  
necessities, to  
endure, to enable,  
to provide the  
structures  
for sustained  
growth, to  
enrich, to  
actively support,  
to keep from  
falling, to  
nourish, to bear  
the weight of,  
to uphold, to  
support for  
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to supply with  
necessities, to  
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## Our Values

**Family Focussed**

**Australian**

**Energetic**

**Vibrant**

**Resilient**

**Fresh**

**Caring**

**Dynamic**

**Contemporary**

## Mission

To support the needs of children and adults with intellectual disabilities and their families through specialist care, support and therapy services focusing on the individual's potential.

## Patrons

### Patron

Her Excellency, Professor Marie Bashir AC CVO Governor of New South Wales

### Vice Patrons

Mr P Bosley

Mr P Donkin

Ms T Gartrell

Mr R Hickman

Mr M Howlin

Mr D Keogh

Ms M Knight

Mr S Singer

Mr M Tynan

The Hon Danna Vale, MP Federal Member for Hughes

### Sylvanvale Community Committee

Patron Mrs Lynne Cosgrove

## Overview

Sylvanvale Foundation has been helping adults, children and families living with disabilities since 1947. Today, our services include community activities, supported accommodation, therapy, education, respite and early learning programs.

As an organisation we continue to reach out and develop new services in response to the needs of the individuals, families and communities we serve. Our growth is sustainable because it is underpinned by strong foundations, providing depth and stability.

The extraordinary success detailed in this annual report is a direct result of our people, our planning, our systems and the overwhelming support we receive on a daily basis from the community.

As we enter a new stage of maturity, Sylvanvale remains firmly committed to the original mission and vision of our founding families.





## Chairman's Report

*"I am delighted to present my report for 2008-2009 which builds on our reporting against the three year Strategic Plan. This year's report demonstrates how Sylvanvale has invested in its capability, its sustainability and its support of people with disabilities and their families."*

This year we remained focussed on our vision to create a vibrant, sustainable community organisation. We also consolidated several new services, which overall represent an increase of \$10M since 2006.

The Board's role has been to provide the foundations and framework in which management and staff can continue to seek real opportunities for people with disabilities. People with disabilities and their parents remain front and centre in our thinking and planning.

As a result, Sylvanvale was pro-active in seeking to be a provider of choice to deliver new services in partnership with government through the '*Stronger Together Initiative*'.

We established accommodation programs in the Macarthur Region, opening a range of supported living facilities in south-west Sydney. To the north we established another two new community living initiatives and respite programs. New initiatives will also support working families by providing after school and vacation care.

Establishing these new services has been a busy time for our staff team and the Board has been closely monitoring the outcomes in relation to program quality.

As part of our commitment to long term sustainability and quality within Sylvanvale, we commissioned an internal plan to support staff development. This plan will be a vital component of our future capability to deliver quality initiatives to support people with disabilities to reach their goals.

As an organisation, we are clear in our commitment to remain current, capable and continuous in our improvement. Our management, staff and Board will continue to actively participate in the disability sector through networking and frequent attendance at training and policy initiatives.

This year the building of the new Early Learning Centre received great support from a mixture of government grants, from the Westfield Foundation, from community groups such as "the Rat Pack", and from a number of generous special purpose grants. The building is well underway and we can

expect final completion by the time this Annual Report is presented. Plans for the accommodation development remain under negotiations and we remain committed to seeking funding to build low cost supported housing on the site.

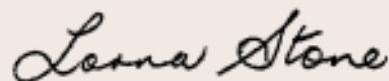
I wish to extend my thanks to the hard working volunteer Board members who remain dedicated to our challenge. Board members share equally additional responsibilities heading up the various sub committees or review project groups which underpin our strong and sustainable Corporate Governance systems.

Sylvanvale continues to be honoured by the support of the Governor of New South Wales, Her Excellency, Professor Marie Bashir, AC, CVO as our Patron.

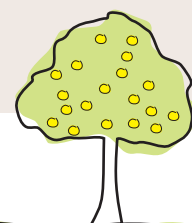
I would like to say thank you to the many groups who have supported us over the past year. In particular, I wish to say a special thanks to the Westfield Foundation, the Rat Pack, the Honda Foundation through the support of Tynan Motors, and to the many community groups, Rotarians, and individuals who gave to our Family Appeal.

Our sincere thanks to Thyne Reid Foundation whose financial support has enabled us to develop the plans for residential accommodation here at Mikarie Place.

Finally I wish to thank Ms Pauline Stanley our Chief Executive Officer and her dedicated management and staff, who share a collective but personal, professional commitment to achieving high standards, thus ensuring people with disabilities remain at the centre of our thinking.



Lorna Stone  
Chairman





## CEO's Report

*"Reflecting on the past year I was struck by the sheer volume of stories, anecdotes and messages that I had collected to include in this year's annual report and I suddenly realised what an amazing year this has been..."*



This second year of our three year Strategic Plan has been a time of continued growth, consolidation and consultation. We have talked extensively with families, staff and Government about how Sylvanvale can improve as an organisation and a service provider and I am pleased to report that the message is the same: *Keep doing what you're doing!*

Sustainable, long term growth requires careful planning, prudent financial management and the right mix of resources and expertise at the right time. At Sylvanvale, our focus has always been on sustainable, managed growth, and with the results we have achieved over the past 12 months, it is appropriate that the theme for this year's Annual Report is *Sustaining Lives*.

As many of you will have seen, we have undertaken some significant building projects at Mikarie Place. We remain committed to improving the range of services available to people with a disability and providing state of the art facilities in which these services are offered. Stage 1 of the new child care development is close to completion and stage 2, which sees the construction of an integrated child care centre, will be underway very shortly. These projects form part of our investment strategy which aims to provide flexible, viable and sustainable services to children and adults with a disability.

Our investment is not just limited to capital projects. As a result of the NSW Government's *'Stronger Together'* strategy, we have been able to make further investments in infrastructure which provide an essential support role to our frontline services. An example of this can be clearly seen within the Human Resource Team where our investment in Learning and Development is already paying dividends. Our Learning and Development Calendar is now a comprehensive, cohesive curriculum to support the professional skills development and growth of our staff team. We have offered over 60 courses and over 70% of the staff team attended a training activity in this year alone. In addition to this all frontline staff and managers are working towards the completion of a nationally recognised qualification, our staff are better informed, more knowledgeable and better skilled in their chosen role.

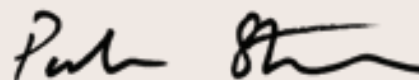
Going forward Sylvanvale recognises the need to continually invest in improving the organisation's capacity and ability to respond to the changing needs of the people we support. Along with this investment we must also strive to improve the financial viability of services and programs which will enable us to invest our independent funds to provide valued added initiatives that promote improved outcomes for people with disability. This commitment to improve and invest in our future is vital if Sylvanvale is to remain a relevant and leading provider of services to children, adults and the families of people with disabilities as they approach key transition points in their lives.

As we move into the last year of our three year 2007 – 2010 Strategic Plan, be assured we remain focussed on Sylvanvale's future as we begin to develop our thoughts in readiness for the next Strategic Plan 2010 - 2013.

I would like to thank the Chairman and the Board for their collective support of myself and staff throughout the year. There is no doubt that the Sylvanvale team is stronger and better able to deliver on our charter because of their leadership and commitment.

I would also like to say thank you to the many dedicated staff, volunteers, corporate and community organisations who actively work to support Sylvanvale and its Mission.

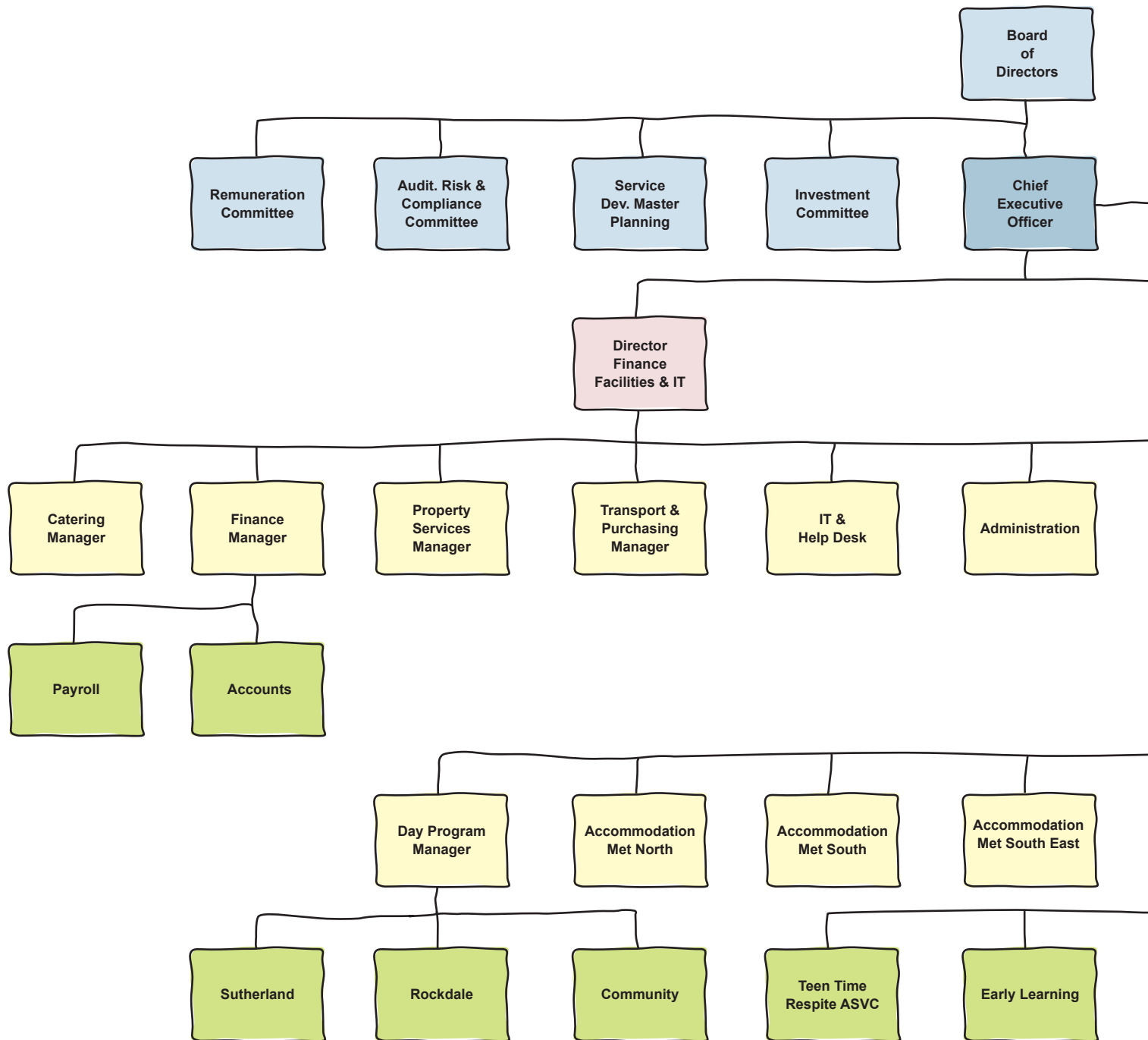
I trust you will enjoy reading our *'Sustainability Stories'* which we include for the first time in this report, along with information about our new projects, and our new initiatives within existing programs.

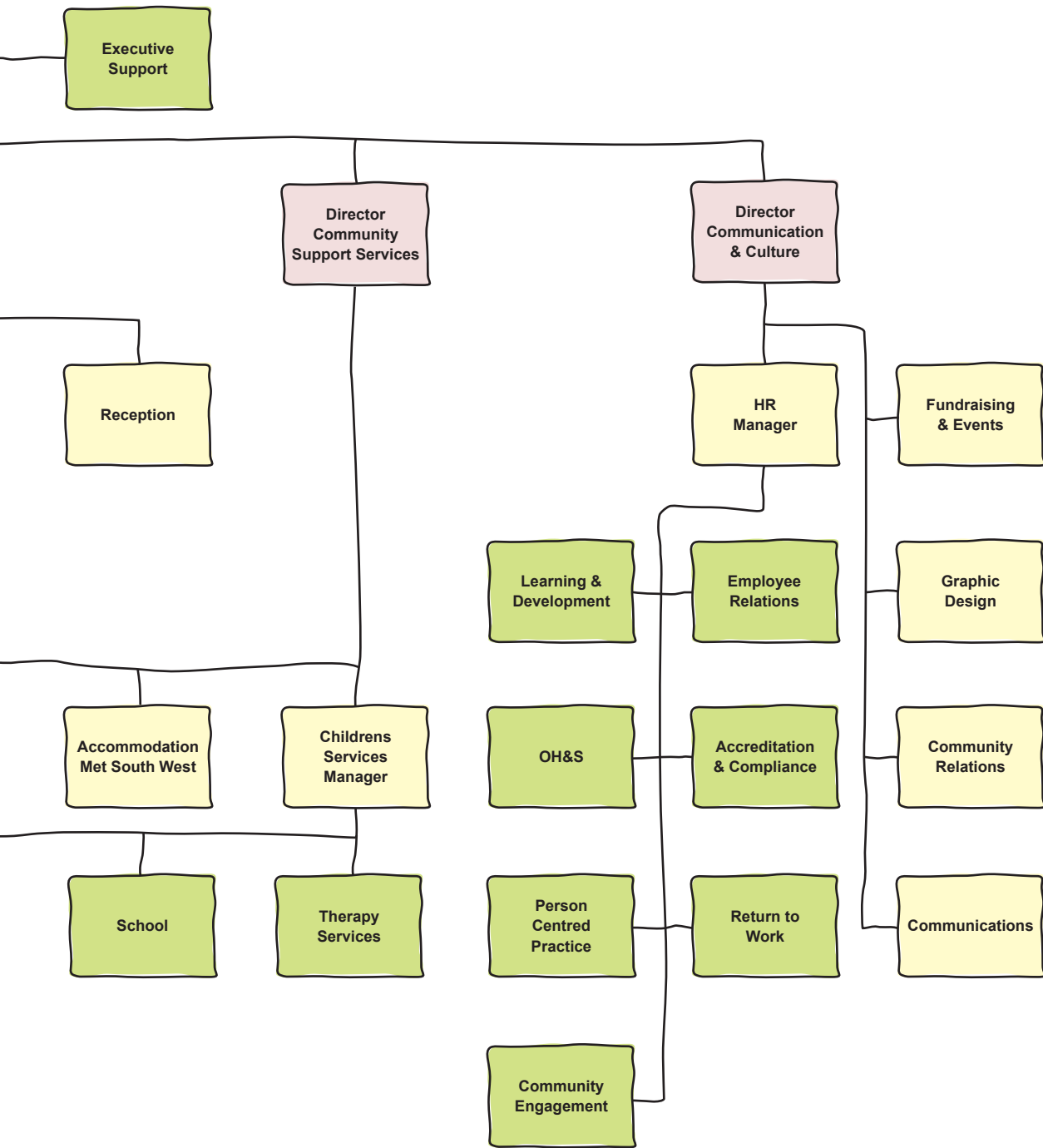


Pauline Stanley  
Chief Executive Officer



# Organisational Chart







## *What we did this year...*

### *For Families*

- 🍃 We provided services to over 130 new families this year bringing the total number of families supported by Sylvanvale to 600
- 🍃 We continued to act as a referral and information source to many families within the areas in which we operate
- 🍃 We worked in partnership with many families in the ongoing care and support of their children
- 🍃 We opened 15 new services across 3 regions: South West Sydney, North West Sydney and South East Sydney increasing the options available to many local families
- 🍃 We expanded our range of accommodation services to include Community Justice, children and young people, Respite and former boarding house clients
- 🍃 We expanded Childrens Services to include After School & Vacation Care for teenagers

### *For Clients*

- 🍃 We increased the opportunities and outcomes for clients through a greater emphasis on individualised support
- 🍃 We opened a new early learning service in Kirrawee offering 36 places to local children with a disability
- 🍃 We opened 5 new accommodation services in Grasmere, Kellyville, Theresa Park, Catherine Field and Campbelltown
- 🍃 We relocated our catering business to refurbished premises in Engadine
- 🍃 We encouraged clients to seek new challenges, resulting in a multitude of "first time" experiences: clients have travelled overseas, joined a performing choir, formed a wheelchair dancing troupe, written their personal story and joined a Harley Davidson Club

### *For Government*

- 🍃 We continued to be an active contributor and provider of services across Sydney
- 🍃 We were awarded an additional ten new contracts this year with a value of \$3.3 Million
- 🍃 We opened 15 new services with a funding value of \$5 Million
- 🍃 We maintained our accreditation and compliance requirements across all service areas
- 🍃 Sylvanvale provides over \$17 Million worth of services on behalf of the Australian and State Governments

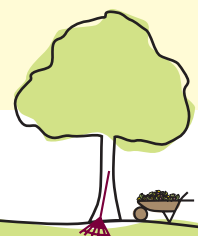


## For Staff

- 🍃 We expanded our Learning & Development program, offering more opportunities to our staff to become better informed and better skilled in their chosen role
- 🍃 We delivered over 60 training courses and 70% of the workforce attended a training activity over the year, with over 1,400 registrations and 80 staff undertaking a formal qualification in Cert IV or Frontline Management
- 🍃 We increased our team by 27.5% from 414 to 528 employees, and now offer a greater variety of career paths to each team member
- 🍃 We continued to work closely with staff to achieve a healthy work life balance

## For Communities For Sylvanvale

- 🍃 We formed closer partnerships with Westfield, Caltex, Bunnings and Clubs NSW
- 🍃 We worked closely with over 130 volunteers in our Transport, Hydrotherapy, Accommodation, Business & Administration services
- 🍃 We formed closer partnerships with our Community Supporters such as The Point Bowling Club Taren Point, Engadine Rotary and the Rat Pack Social Group
- 🍃 In partnership with Sutherland Council and the Vlamitsopoulos family we opened a vibrant new community garden in Sutherland
- 🍃 We formed closer relationships with Boystown, Macarthur Disability Services, Wellbeing Clinic and Heathdene Pre-school
- 🍃 We actively participated in the Campbelltown City Challenge, the Blue Mountains Winter Magic Festival and the Sutherland 2 Surf
- 🍃 We continue to raise awareness of the issues facing people with a disability within the broader community by direct involvement in key local events, increased media coverage, opening new services, launching a new website and new magazine, *Footprints*
- 🍃 We are committed to putting people with a disability first, cultivating open communication with our families and fostering positive long term relationships
- 🍃 We continue to be a financially viable and secure organisation
- 🍃 We continue to find solutions in partnership with our stakeholders and effect real and positive change with the people we support







## *Our Sustainability Stories*

*Sustainable, long term growth is managed growth. It requires strong foundations and a supportive environment, rich in the experience and expertise needed to move successfully through key transition points.*

*At Sylvanvale we support the child, the teenager, the adult and the family to achieve their goals and aspirations. We provide personalised support that assists people to really turn their lives around.*

*Whether it's learning how to stand up or learning how to let go, the little things are usually big things if you're also managing a disability, and the challenges can be insurmountable.*

*The next few pages include some first hand stories of growth. They illustrate how Sylvanvale supports individuals, families and local community groups dealing with the challenges of growth. We call them our 'Sustainability Stories'.*



## Ashleigh & Jo-Anne's Story

*Ashleigh Kelly is three years old and has been coming to Sylvanvale's Early Learning Service for over a year. She loves to be told stories, to listen to music, and has made many friends with the other children and staff. Here her mother, Jo-Anne, tells the story of her beautiful, intelligent pre-schooler.*

**JO-ANNE:** I initially learned of Sylvanvale from a brochure I had collected at a special needs information day. I decided to investigate Sylvanvale more for my daughter, Ashleigh, who was two years old at the time.

Ashleigh has a severe seizure disorder and a global developmental delay. From the moment I walked into the classroom and met the teacher, I knew my daughter would fit right in and I couldn't wait for her to start.

From the first few days, I noticed a change in her. Every afternoon after picking her up, she would just giggle in the car. When we turned a corner, she would laugh and laugh. My little girl didn't usually make much noise at all, let alone laugh out loud in the car for no apparent reason. She was being exposed to so many new things that her senses were heightened, making everything more stimulating, Ashleigh has now attended Sylvanvale's Early Learning Service for a year. It's the highlight of her week!





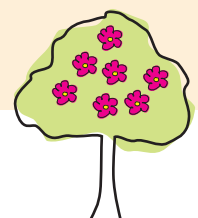
At this stage, she is unable to talk, walk, or even crawl. However, she has made significant progress in the past year, due to the attention, encouragement and therapy she receives at Sylvanvale. She is much more vocal and now likes to join in when she is read a story or sung to. Her eye contact has improved and she uses her eyes to let us know what she would like to play with. She is also more comfortable in the water, no doubt helped by the hydrotherapy sessions on a Friday.

The rest of our family has benefited greatly from having Ashleigh at Sylvanvale. My five year old, Madison, started kindergarten this year, and I'm able to help in her classroom - something we both greatly enjoy. I now have time to exercise, which gives me strength and the positive outlook I need to keep the household on track. None of this would be possible if I didn't feel 100% confident that Ashleigh's needs were being met and that she was happy and well looked after.

One of the most touching things I have seen during Ashleigh's time at Sylvanvale is how she has learnt to interact with the other children. Sometimes it brings tears to my eyes and always a smile to my face. She has developed friendships with the children in her class, and that is so beautiful to see.

I truly believe that starting Ashleigh at Sylvanvale is the best thing we've done for her. The teachers are wonderfully enthusiastic. Ashleigh loves being greeted by their smiling faces and is always happy to be left with them.

Among the many things I love about Sylvanvale is the fact that Ashleigh is accepted for who she is. There is no judgement or comparison to other children her age. She can just go at her own pace, be who she is and that is enough.





## Lorraine & Dorothy's Story

*Dorothy Scott's 45 year old daughter, Lorraine, has been coming to Sylvanvale for 23 years. At the age of two, she was diagnosed with brain damage causing intellectual and physical disability. Lorraine attends Day Programs at Sutherland Activity Centre.*

**DOROTHY:** Lorraine was adopted. We'd been waiting for some time to adopt a second child and when she came along she changed my life. I always say, I was meant to have Lorraine.

I'll never forget the day I picked her up from Crown Street Hospital. In those days, the babies for adoption went into the old nursery. But the matron wouldn't give her to me there. She walked me through her office, out down the stairwell and outside the hospital before she would let me have her. That was hard. Lorraine was just 13 days old.

When she was two Lorraine was diagnosed with brain damage. Her signals just didn't work. The paediatrician said there was nothing they could do. He told me to just take her home and love her.

Maybe because I was not the natural birth mother it was easier for me – I didn't blame myself like many other mothers do. My husband walked out when my girls were just 10 and 12 years old but my older daughter, Dorothea, has been just



wonderful with Lorraine and she's still such a help to me.

Lorraine went to the Spastic Centre for five years, then to Southhaven and then to Sunnyhurst. After 17 years with Sunnyhurst, I secured a spot for Lorraine at Sylvanvale and suggested to a friend, Gwen Masters, that she also try Sylvanvale for her daughter, Jenny.

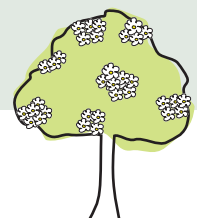
So Lorraine and Jenny Masters started together at Sylvanvale on the 30th June 1986 and I've never regretted it. Sylvanvale has done a wonderful job for Lorraine. They pick her up at 7.20am every morning mid-week and drop her home every afternoon at 4.10pm. Then we'll have afternoon tea together and she'll tell me about her day. Lorraine has a fantastic memory and she is a very caring, protective daughter. She doesn't like anyone to be unhappy.

I want to keep Lorraine living at home with me for as long as I can. Eventually she will have to go to a group home, but I plan to be around for many years.

I was President of the Ladies' Auxiliary at Sylvanvale for many years. We did a lot of work in those days: Christmas luncheons and bus trips and just this year I ran *Christmas in July* at Gynea Bowling Club.

The way things are these days, you don't know if you can even get a place in a group home. The government has taken over the process, so I'm not sure what's going to happen. I don't want to give her up. They offered me a place in respite, but I don't need it so why take it away from people who might need it? Besides, I enjoy having Lorraine at home.

My life is Lorraine. She's my number one priority.





## The Ollerenshaw's Story

*Karen Ollerenshaw's 16 year old son Jay has Smith McGuinness Syndrome, an intellectual disability with similar characteristics to Autism such as obsessive behaviours, self injury and many other challenging behaviours. Part of his syndrome is a reversed sleep cycle. Jay began in our vacation respite program and now lives in a Sylvanvale group home.*

**KAREN:** When Jay turned 11 or 12 years old, I could no longer handle him. He was just too strong for me. Up until then we could cope, but we were beginning to get desperate for some regular respite.

I first came into contact with Sylvanvale when we were searching for a respite service. He was living with us full time with only one weekend of respite every two months. No carers would have him. Everyone would say "We're really sorry but..."

Then I found Judy Webb in Sylvanvale's Flexible Respite Service. Judy is an even tempered, really level headed lady. She never panics, never judges. Whilst everyone else was saying they couldn't help me, she was doing everything she could to work out a way to help.

Judy initially offered us vacation support - which was great for Jay and gave us some greatly needed respite over holiday periods. But she knew we needed more help. Jay needs one



on one care by an adult male carer. So, whenever the other children in Respite were out for the day Judy would try to organise a carer to do an activity with Jay.

But they had their work cut out for them! One day, he went on an excursion to the Science Centre in Wollongong and he had a bit of an incident. He smashed everything and the police had to be called. But after a meltdown like that, he is often very sorry and remorseful. He's really a good kid struggling with some tough stuff and I feel so grateful when other people can see how great Jay can be too.

In home respite was not an option for us. Whenever carers came to our home, he just would not cooperate. With the support of funding from the Department of Ageing, Disability and Home Care, Jay moved into Sylvanvale's Napoleon House as a full time resident on the 25th August 2008. It was the toughest decision of our life. I have two younger children and I was concerned for their safety. I'd even considered finding them foster parents.

The great thing was that Jay had known the carers at his home for nearly five years thanks to the vacation care program. The staff at Sylvanvale don't seem to leave, which means they've developed a long term relationship with Jay. They really understand him. Amy, the Accommodation Manager, is just wonderful with him. I know Jay loves all the staff and they know how to care and support him.

Jay has his favourite carers who take him out on his various outings. He actually gets out in the community now so much more than before! From Monday to Friday he goes to Minerva Special School, on Thursday nights he does bowling, on Saturday mornings he does dance and he also does soccer with the Sutherland Titans who run disability soccer training once a week. Sylvanvale's carers have made all this possible.

I'm hoping that Jay can stay at Sylvanvale. They have really been a saviour for us and they've been able to give Jay the care that he needs in a very caring, structured and compassionate way.





## Deb's Story

*Debra Quirk has worked in Sylvanvale's Early Learning Service for the last six years. She is a greatly respected member of our team. Every day, Deb helps young children to achieve things they've never done before. She is one of our most loved miracle workers.*

**DEB:** I first came into contact with Sylvanvale when they needed volunteers to help in the hydrotherapy pool on Thursday mornings. I was Director of a local children's service at the time, and as this was my day off, I volunteered. When a position later came up for a full time teacher in their Early Learning Service I applied and I've been here ever since.

The children we teach are simply amazing. It sounds corny, but it's really a privilege to be a part of their journey. They know we believe in them and we expect great things. As a result, they will often achieve things that their parents didn't think were possible.

I think we give the parents hope. If a child begins to walk, when their parents have been told they would never walk; or if a child learns to communicate, when their parents have been told they would never communicate; we encourage those parents to tell the doubters what has been achieved!

I've never met a child who couldn't communicate. Never!



There was one little three year old boy who was non verbal. I watched him for a few days and I realised that, more than anything else, he just wanted to be able to stand up. So, I thought, OK, I'll go with that! Seeing his joy, when we gave him this opportunity was magic..... we tend to shed quite a few tears of joy in our day.

Our program is strengths based which means we work with a 'can do' approach. You actually have to put yourself in their space. How is the child going to respond to this activity if they can't see or can't hear or have limited movement? You have to see through their eyes and let them set their own goals.

The learning environment is very positive. I worked with a two year old boy who had cerebral palsy and wore cochlear implants to help him hear. When he first came to my class he was very unsure and dependent on us. My first job was to gain his trust. I then figured out his sense of humour and he became a very determined and independent little boy. We became good friends. It soon became apparent that he

had a normal intellect so we helped him move on to attend a mainstream pre-school with his brother. His Mum and Dad are delighted with his progress.

My favourite time is our End of Year Presentation Concert. Seeing the parents' faces at our annual concert is just so moving and joyous. It began as quite a small affair but we now get a big crowd every year and usually run out of space, as extended family and friends come along.

I can't wait for the completion of the integrated long day care centre which will be available to support all children. We see such a difference in children with a disability who have been given the opportunity to attend a mainstream service.

The strategies employed to aid communication and positive behaviour help all children, especially those who fly just under the radar with a mild developmental delay. I'm lucky to be a part of this project. Our team is fantastic. Working here has changed my life.





## Liz's Story

*Liz Summers is a clinical consultant and a Director of SAL Consulting since the practice first began five years ago. Prior to developing SAL Consulting with Gary Raftl she worked in the Disability sector for over ten years.*

**LIZ:** SAL Consulting is a clinical practice which provides customised support to people and organisations within the community, disability, mental health and youth sectors. Our team includes psychologists, speech pathologists, social workers and nurses.

We've been working in partnership with Sylvanvale now for several years, providing clinical support and training in the range of expanding services that Sylvanvale now provides. As an agency, Sylvanvale has embraced a positive, forward thinking approach to service management and planning, which is evident in both service growth and the style of service provision.

In the past two years, Sylvanvale has taken on a number of challenging projects that have included a requirement for higher levels of clinical input and service planning.

One such program has been the Community Justice Project (CJP), which provides accommodation and support services to people with an intellectual disability who are exiting, or at risk of further involvement with, the criminal justice system.





This is a really exciting and challenging program.

Our work has supported the Sylvanvale staff involved to expand their skills and knowledge and work with clients living in the community towards positive outcomes.

The impressive thing about Sylvanvale is that they are really stepping up to meet the challenges of growth. As they take on more complex clients they have been careful to ensure that their skills are improved and their resources are managed to meet the changing needs of those clients.

At SAL, we prefer to work with services which develop and maintain a “person centred” approach to service delivery, with a strong focus on individual client outcomes. This focus is clearly evident at Sylvanvale. Their staff team works hard to promote skills development and self-determination for their clients.

More recently, we were lucky enough to spend two days with the Sylvanvale Management Team in a workshop looking at implementing a positive, clinically informed framework for

supporting more complex clients within a range of programs and services.

The management team’s approach to support planning, and the strong client focus highlighted the fact that Sylvanvale has truly embraced the journey to a person-centred approach to service provision, regardless of the complexities involved with individual situations or the level of support the person requires.

The next 12 months will be an exciting time for Sylvanvale Foundation, with new programs and the consolidation of existing support and services. SAL Consulting looks forward to working in partnership with Sylvanvale to continue practice improvement and celebrate the achievements of clients as they continue to develop and grow.





## Kate's Story

*The Sutherland Shire Disability Accommodation Action Group was begun in 2006 by a group of local parents who were desperate to see better planning by government in providing supported accommodation for local families. They have 160 names on their Register of families seeking supported accommodation for children with a disability. Kate Tye is Public Officer of the Group and her 20 year old daughter Emma - Raey is one of those names seeking accommodation.*

**KATE:** The purpose of the Sutherland Shire Accommodation Action Group is to lobby government on a local, state and federal level to raise awareness of the dire need for supported accommodation, particularly in the Sutherland Shire.

We have facilitated a series of public meetings which generated a list of names of parents/carers who were gravely concerned about the future care of their family member with a disability.

We need a system which allows parents to plan for the future care needs of their sons and daughters. There's just got to be better, proactive planning around supported accommodation. People are terrified about who will care for their son or daughter when they no longer can.

DADHC has recently finally agreed to create a *Register of Future Need* (which our Group has lobbied for since 2006), where families can register their future need for supported accommodation. We hope that government will use the



Register to influence future planning and increase the funding available to meet the real demand for supported accommodation in the community.

Sadly the current supply of supported accommodation remains critically small, unable to even cope with crisis cases.

Sylvanvale CEO Pauline Stanley has been a great advocate and supporter of our group since we first formed back in 2006. We have met regularly with her and representatives from other service providers in the area to discuss the current and future accommodation needs of the families living with a son or daughter with a disability in the Sutherland Shire.

Sylvanvale's Sylvan Ridge supported Housing Development is a new initiative that could provide new supported accommodation places here in the Shire. Sylvan Ridge will offer support and accommodation to local families and could provide up to 20 places offering flexibility to meet the changing needs of people with disabilities.

I have been aware of the other services that Sylvanvale provides to the community such as Early Learning Service, Day Programs Service and Catering. I recently attended the Sylvanvale Celebration Dinner where their choir, the Sylvantones, performed. It was really inspiring to see the interaction between the choir members – both staff and clients. Whenever I attend a Sylvanvale event I see the respect the staff give to the clients – the dignity, compassion and understanding for people with a disability means that clients are treated with respect.

I noticed the publicity for a Sylvanvale team in the recent Sutherland to Surf which raises awareness of disability in the local community. It's all about creating opportunities for greater social inclusion for people with a disability and making more people aware of the issues our families face.



# Board of Directors



## **Lorna Stone, Chairman of the Board**

Teacher's Associate Diploma in Theory and Practice of Speech, Trinity College London, Diploma - Teacher of the Deaf, Sydney College of Advanced Education - Teacher's Certificate - NSW Department of Education. Board Member and Chairman since 1999. Member of the Audit, Risk and Compliance Committee. Currently, President Management Committee Sutherland Food Services Inc. (Meals on Wheels), Executive Member Women's Pioneer Society of Australasia Inc., Board Director Hospital Contribution Fund of Australia (HCF) and Director of family companies. Mrs Stone is a former Local Government Councillor, former Member of NSW Legislative Assembly and former Member of Community Welfare Appeals Tribunal.



## **Dennis Davies, Deputy Chairman and Company Secretary**

Certificate in Hospitality, Catering and Business Management. Dennis has extensive experience in hospitality and management. Retired Service Station Proprietor, Volunteer Driver Sutherland Shire Community Transport and Sylvanvale parent. Dennis joined the Board in 1996 and became Deputy Chairman in 1999. Former member of the HCC management committee, fundraising sub-committee and Chairman New Era Independent Centre Living Icorp. He is a member of the Audit, Risk and Compliance Committee, the Master Planning Service Development Committee and serves as Company Secretary.



## **Alan Bish, Director**

Advanced Certificate in Management, Certificate in Production Engineering, Value Adding Management and Trade Certificates. Managing Director Poly Welded Solutions Pty Ltd, with over 25 years industry experience in product design, production, management, sales, marketing and business accounting. Alan has served as a Board Member since 2004, he also serves on the Audit, Risk and Compliance Committee and is Chairman of the Investment Committee.



## **David Kelly, Director**

Bachelor of Aeronautical Engineering (NSW), postgraduate training in People and Financial Management (QANTAS). David is a fellow of the Royal Aeronautical Society and a member of the Faculty Board for Engineering, Computer and Mathematical Sciences at Adelaide University. Program Director (QANTAS) with over 23 years experience in aeronautical engineering and management. David is a former Sylvanvale parent who has served as a Board Member since 2000 and is Chairman of the Audit, Risk and Compliance Committee.

**Brian Fitzgerald, Director**

Certified Practising Accountant, Partner and Principal of Accounting Practices for 20 years. Formerly Registered Company Auditor, Aged Care Consultant and retired CEO of John Paul Village. Brian has been a Board Member since June 2006. He is a member of the Master Planning Service Development Committee, the Audit, Risk and Compliance Committee and Remuneration Review Committee.



**Michael McDonald, Director**

B. Comm (Uni of Qld). Senior Financial Manager for national and international companies, 25 years as a Business Consultant with Corporate Solutions providing financial and management advice to industry. Michael has served as a Board Member since 2000. He is a member of the Audit, Risk and Compliance Committee and a member of the Investment Committee.



**Richard Gould, Director**

BA, MHA (UNSW). Richard has held the position of Chief Executive Officer with a number of health and welfare organisations over some 30 years experience, including CEO of Muscular Dystrophy Assoc. of NSW, Montefiore Jewish Home, Womens and Childrens Hospital in Adelaide, Sutherland and Illawarra Area Health Services and the Benevolent Society of NSW. Richard was a Board member of Aevum Limited from February 2005 until May 2009. He serves as Chairman of the Master Planning Service Development Committee.



**Kenneth McDonell, Director**

CPA. Retired after 41 years employment with Sydney Water 1994, elected to represent employees of Board to Board of Management for Sydney Water 1984 – 1994. Served on Sutherland Shire Council 1987 – 2008 and served as a member of all Council Standing Committees i.e. Community Services, Works Finance and Management, Environment and Health Committee. Current Chairman of Board of Directors of St George/Sutherland Shire Business Enterprise Centre. Ken recently joined as a Board Member in 2009.



**Monica Mikhail, Director**

BA (History & Politics), B Laws (UOW). Dip Legal Practice. Monica's experience includes practicing in the areas of planning and local government law, construction and major projects and general commercial transactions. She currently specialises in banking and finance law. Monica recently joined as a Board Member in 2009.



# Corporate Governance

Sylvanvale Foundation operates as a Company Limited by Guarantee. The Board operates with a formal Constitution which states its membership, operating procedures and the apportionment of responsibilities between the Board and Management.

## Board of Directors

Sylvanvale operates with a Board of nine Directors including Chairman and Deputy Chairman. In accordance with the Company's Constitution, Directors of the Company and any of its controlled entities hold that position in an honorary capacity and thus receive no remuneration or retirement or superannuation benefits for their services.

## Sub-Committees

Sub-Committees	Chairman
Audit, Risk and Compliance Committee	David Kelly
Master Planning Service Development Committee	Richard Gould
Investment Committee	Alan Bish
Remuneration Committee	Brian Fitzgerald

## Quality Management

Sylvanvale Foundation has implemented a quality management system designed on the International Standards of Australia / New Zealand AS / NZS ISO 9001:2008 and relevant industry standards including the relevant Disability Services Standards, Employment Services Industry Standards, Office of Children's Guardian Standards, National Childcare Accreditation Council - Outside School Hours Care and NSW Department of Education and Training Standards. The quality management system ensures that services and business operations are managed in line with our Constitution, thus delivering on our Mission.

## Standards

Sylvanvale, through its Board and Executive Management Team has adopted a set of Governance Standards that reflect the requirements and expectations of members, regulators and accreditation bodies and are under regular review and appraisal as outlined through the quality management system.

## Accountability

Sylvanvale is accountable to a number of stakeholders including, members, clients, families and Government. Sylvanvale provides regular reports and updates on service and business activities and conforms to annual audit and reporting requirements as determined through regulatory and compliance bodies.

## Attendance Record 2009-2009

No.	Members	Board Meeting Dates										
		28-Jul	25-Aug	22-Sept	27-Oct	24-Nov	23-Feb	23-Mar	27-Apr	25-May	29-Jun	TOTAL
1	Lorna Stone	1	1	1	1	1	1	1	1	1	1	10
2	Dennis Davies	1	1	1	1	1	1	1	1	1	1	10
3	Alan Bish	1	1	LOA	1	1	1	1	1	1	1	9
4	Brian Fitzgerald	1	1	LOA	1	1	1	1	1	1	1	9
5	Richard Gould	LOA	LOA	1	1	1	1	1	1	1	1	8
6	David Kelly	LOA	1	1	1	1	LOA	LOA	1	LOA	1	6
7	Mike McDonald	1	1	1	1	1	1	1	1	1	1	10
8	Ken McDonell	Commenced 18.11.08					1	1	1	1	1	5
9	Marie Sedgmen	LOA	1	1	LOA	Resigned 24.11.08					2	
10	Gael MacArthur	LOA	1	LOA	1	Resigned 18.11.08					2	
11	Monica Mikhail	Commenced 27.4.09							1	1	1	3

# Corporate Sustainability

Sylvanvale Foundation's objective over the past four years has been to increase its capacity and ability to support people with disabilities along with their families and carers. Corresponding with this increase in capacity has been an increase in income from \$9.8m in 2004/05 to \$20.3m in 2008/09. This is an increase of \$10.5m (or 107%) in four years.

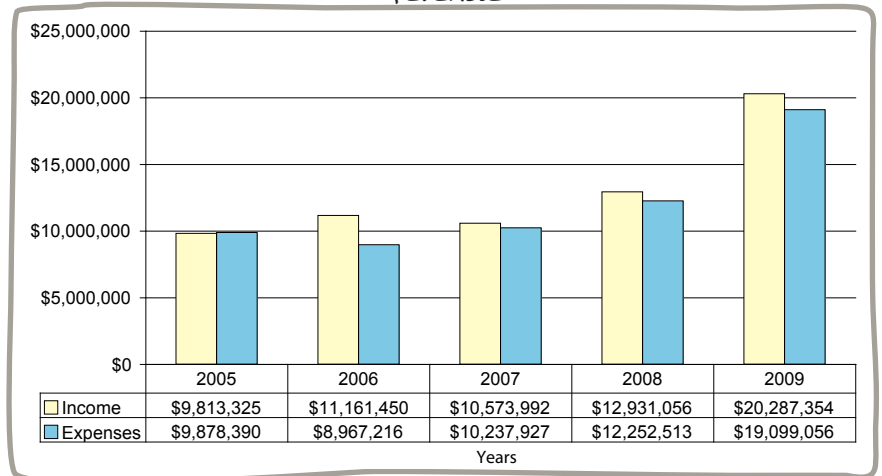
A significant component of the increase has come about as a result of successful tendering for new Government programs. In the same four year period Government grants have risen from \$8.5m to \$17.7m, an increase of \$9.2m (or 109%). The additional programs have seen Sylvanvale expand its footprint in Sydney and surrounding areas as well as increase the number of people with disabilities receiving support.

Supported Community Living Programs continue to be the largest Division within Sylvanvale with income of \$14.2m in 2008/09, up from \$8.6m in 2007/08. The increase in income has seen new accommodation services commence in areas such as Theresa Park, Grasmere, Campbelltown, Catherine Field, Liverpool, Smithfield, Cronulla, Baulkham Hills and Summer Hill. Supported Community Living Programs accounted for 70% of total income, up from 66% in the previous year.

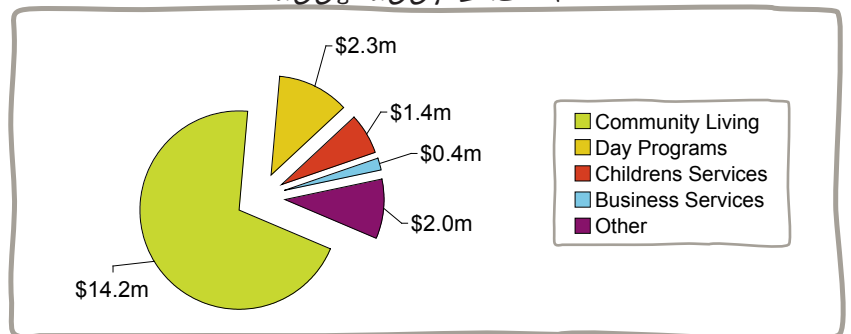
Sylvanvale Foundation received \$0.7m in donations and bequests in 2008/09. Donations and bequests received over the past four years have amounted to \$3.1m and this continued generosity has enabled Sylvanvale to invest and expand its range of services for people with a disability.

In 2007/08 proceeds from donations and bequests enabled Sylvanvale to purchase units in Miranda to facilitate more people with disabilities to live in the community and planning is currently underway to commence an integrated long day care facility for children with a disability in 2009/10.

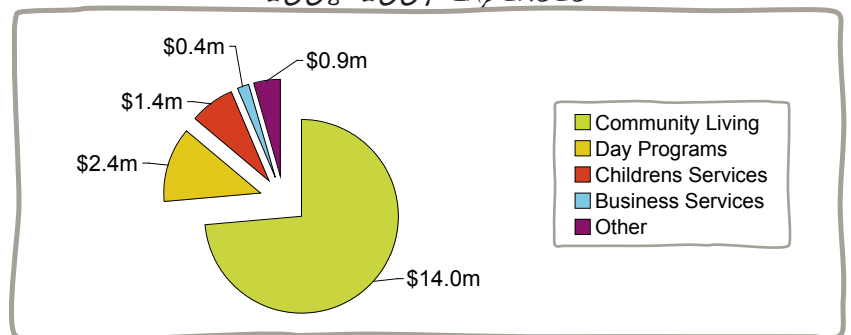
Revenue



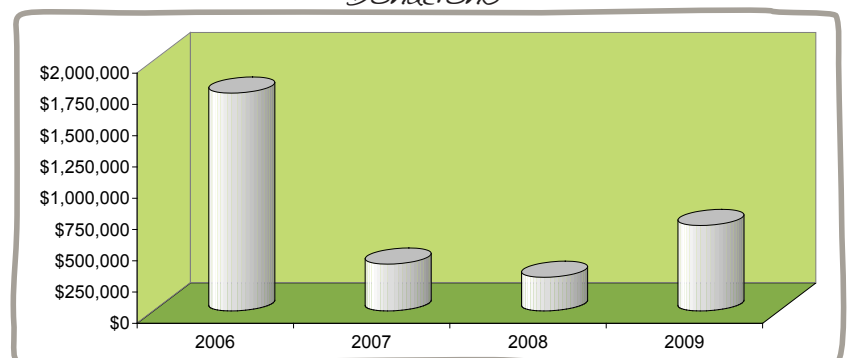
2008-2009 Income



2008-2009 Expenses



Donations





# Thank You!



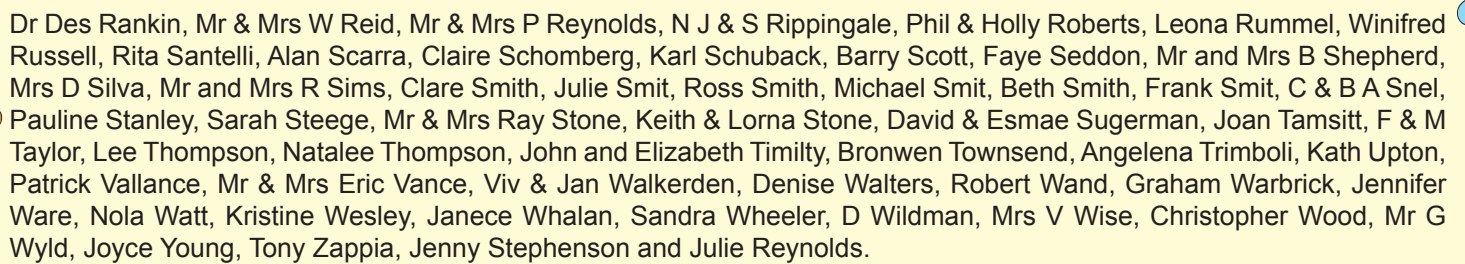
We gratefully acknowledge the support and assistance provided by many groups and individuals over the past year. We thank you for your generous donations, your involvement and continued support in helping people with a disability to take the next step.



**Individuals:** Jason Anderson, Susanne Anderson, Pat Armstrong, Rose Azzopardi, Beverly Baker, Anna-Rosa Baker, Robert Baynes, Mr GM Beauchamp, Greg Benson, Shirley Bloomfield, Joyce Booth, Len Bosman, Mrs D Bradley, Gary Bradshaw, Beryl May Brandtman, Alan Brandwood, Peter Brookes, Deanna Brown, Beverley Brown, Jim Brown, Anthony & Aliison Brown, Edna Bruce, Helen Buchanan, Glenda Buck, Mrs B Budd, M Budd, Marc Buman, Kerry Burness, Leslie and Laviah Butterworth, Noelene Caesar, Lynsell Cahill, Mrs G Calderwood, Julie Camilleri, Mrs B Cartwright, Mr & Mrs J W & R I Chambers, Heather Clark, Jenny Clarke, Mr N J Clarke, Nehad Cofie, Annie Cole, Phyllis Conway, Bernadette Cook, Col Cooksey, Mrs B Cooksey, Karen Copas, George Cotis, Gregg Coubrough, Lynne Coulton, Ross and Pam Cribb, Mr & Mrs C G & P E Cutcliffe, Dennis Davies, Dorothy Davison, Mr P De Chelard, Mr and Mrs P.W & G. J. De Jarlais, John & Nives De Paoli, Gary and Sue Delaney, Mrs T Demol, Joan Dennis, Julie Devine, Betty Digby, Maureen Doran, Peter & Jan Douglas, Sharon & Terence Doust, Mavis Draper, Dr Brian Draper, Matthew Dunn, T Easton, L Ellis, John Emmett, Mary Estall, Ms Di Evans, Robert Farthing, Trevor Fenwick, Rae Fletcher, Susanne Folwell, Josh Ford, Senator Michael Forshaw, Mrs Wendy Foster, Mrs M Fowler, Timothy Fox, Robert Fulker, Frances Furness, Annette & Tom Galletta, Terry & Fay Gammel, Joan Gardner, Christine Garvan, Berel & Annes Ginges, David Glendinning, Mrs A Golding, Glenn Gorick, Tony Greville, Mr Guptas, Helen Hall, Bruce Hamilton, Megan Harapa, Mrs Harasty, Syd Harpley, Bill and Deborah Harrison, Elaine Harrison, Liz Harry, Neil Hart, MA & KP Hart, Elizabeth Hart, John Hatzistefanou, Tai Kuang Haw, Rick & Sue Haynes, Barbara A Haynes, Norman Heldon, Linda Henderson, Vanessa Hicks, Les & Elizabeth Higgins, Alan Hocking, Frank and Nona Holden, Robert Honeyman, Grant Hood, Ms L Hooper, Alan Hooper, Stephen Hooper, Jacqui & Keith Hope, Peter Hosey, Mrs L Howarth, Mr & Mrs R Howes, Mr & Mrs J Howland, Jennifer Hunt, Ron Ihnen, Cassandra Jones, Gaynor Jordon, Mrs O Judge, George Kasavetis, Frances Kennedy, Peter & Dorothy King, Gary & Birgit Kingcott, Mr J Kirkham, Andrew Knott, Yvonne Kostopoulos, John Kroon, Peter Kwong, Jean Lancaster, Mrs S Landsbergen, Arthur and Gloria Lang, Mrs Layland, Mrs D Lechowicz, Mr & Mrs Anthony Lee, Nathan Lewis, Beverley Mack, Jan Mannix, Mr D Martin, Gwendoline Masters, Shirley & Ralph Masterson, E L Mathers, John McClelland, John James McCullum, John McDermott, Mike McDonald, Kenneth McDonnell, Nancye McKerleuy, Mrs C McNaughton, Monica Mikhail, Estate of the late Mr John Tennyson Miles, Shirley Milton, Margaret & George Moore, Perry Morris, Richard Morton, Andreas Mross, Terence Allison & Patricia Musick, A H Mychreest, Ken & Noreen Newton, Alan Obaidi, Jeanette O'Driscoll, James O'Halloran, Jennifer O'Reilly, Claire Pace, Jenny Palmer, IOA and LPC Palmer, Vivian Paterson, A Patrick, Mr & Mrs A & S Paviour, Lynn Peaty, Jack A Phillips, Lucy Polkinghorne, William Pope, Cheryl Poppett, John & Jill Pracy, Barry Prasser, Mrs K Prescott, Miss B A Prigg, Trevor Pritchard, Carol Provan, Marilyn Psarakis, Mrs J Pye, David Rafferty,





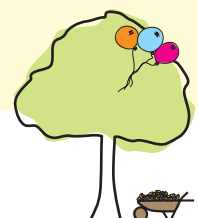


Dr Des Rankin, Mr & Mrs W Reid, Mr & Mrs P Reynolds, N J & S Rippingale, Phil & Holly Roberts, Leona Rummel, Winifred Russell, Rita Santelli, Alan Scarra, Claire Schomberg, Karl Schuback, Barry Scott, Faye Seddon, Mr and Mrs B Shepherd, Mrs D Silva, Mr and Mrs R Sims, Clare Smith, Julie Smit, Ross Smith, Michael Smit, Beth Smith, Frank Smit, C & B A Snel, Pauline Stanley, Sarah Steege, Mr & Mrs Ray Stone, Keith & Lorna Stone, David & Esmae Sugerman, Joan Tamsitt, F & M Taylor, Lee Thompson, Natalee Thompson, John and Elizabeth Timilty, Bronwen Townsend, Angelena Trimboli, Kath Upton, Patrick Vallance, Mr & Mrs Eric Vance, Viv & Jan Walkerden, Denise Walters, Robert Wand, Graham Warbrick, Jennifer Ware, Nola Watt, Kristine Wesley, Janece Whalan, Sandra Wheeler, D Wildman, Mrs V Wise, Christopher Wood, Mr G Wyld, Joyce Young, Tony Zappia, Jenny Stephenson and Julie Reynolds.

**Community Groups:** Clubs NSW South Metro Region, Cronulla South Probus Club, Darts Club of Gymea Trade Union Club, Gaelic Toastmasters Club, Gymea Bowling Club, Gymea Miranda Bowling and Sports Club, Miranda Toastmasters Club, Rat Pack Social Club, Returned and Services League of Australia, Rockdale City Council, Rockdale RSL Ladies Club, Rotary Club of Cronulla Inc., Rotary Club of Gymea Inc., Rotary Club of Sylvania Inc., St Catherines Friendship Club Gymea Parish, Sutherland Croquet Club, Sutherland Shire Council, Sylvania Women's Bowling Club, The Point Bowling Club Taren Point, The Gourmet Toastmasters Club, Woolooware Golf Club.

**Companies:** Blue Illusion Australia, Blue Jam Catering, Bluemaple Pty Ltd, Bradfield Partners, Braye Cragg Solicitors, Burraneer Bay Real Estate, Chris Burke Real Estate, Commonwealth Bank, Country Hospitality Pty Ltd, Creative Company Graphic Arts, D G Morton & Co, Federal Tyres, General Security Aust. Brokers P/L, GIO General Limited, GSA Insurance, Hawk Fishing, Hi-Tech Express Holdings Pty Ltd, Hooters Cronulla, I M Plastics, Ipsis Australia Pty Ltd, JJ Lawson, M K J J Pty ATF-The Weaver Trust, Mail Plus, Meter Construction, Mirage Pools, N F Faulkner & Sons, LJ Hooker Caringbah Pty Ltd, Pearsons Florist Pty Ltd, Port Hacking Potters Group, QBE Insurance, R K Quarterly Transport Pty Ltd, Ritson/Collins, Rockdale City Council, Rocky Point Road Cycles, Ross Gatwood Chartered Accountant, Seat Corrosion Control, Southern Fasteners, Southern Security Alarms Pty Ltd, Sullivan Dewing Pty Ltd, Sutherland Hospital School, Child and Adolescence Unit, Sutherland Shire Council, Sydney Comsorp Team, The School Photographer, Twin Creeks Golf and Country Club, UD Trucks, Unitech Solutions, Watkins Tapsell.

**Trusts and Foundations:** AMP Foundation Charitable Trust, CAF Community Fund, Energy Aust Employees Children Fund, the staff of Lafarge Plasterboard, Myer Community Fund, St George Foundation, Thyne Reid Foundation, Westfield Foundation.





## *Help make a difference*

**Your generous support will assist us to provide sustainable, quality services.**

Together we can make a real difference in our clients lives, by supporting their hopes and dreams and enabling them to maintain a desired sense of independence.

### **Ways in which you can immediately help make a difference**



#### **Donations**

All donations of \$2 or more are tax deductible.



#### **Annual Membership**

Your financial membership will help to support our work. The annual cost is only \$30.



#### **Bequests**

Please consider a lasting gift to assist people with disabilities to lead a more fulfilling and active life.



#### **Corporate Partnership**

Become a Sylvanvale Corporate Partner. We can work with your team to develop a partnership to meet your needs and engage your employees.



#### **Workplace Giving**

We can develop a workplace giving campaign to enable your staff to give on a regular basis and receive an immediate tax benefit.



#### **Become a Sylvanvale Volunteer**

We offer a diverse range of volunteering opportunities and would love to hear from you!

**For more information on any of these opportunities please call Sylvanvale Foundation on (02) 8536 0100.**





*SUSTAIN:*  
verb; to enrich,  
to actively  
support, to keep  
from falling,  
to nourish, to  
bear the weight  
of, to uphold,  
to support for  
the long term,  
to supply with  
necessities, to  
endure, to enable,  
to provide the  
structures  
for sustained  
growth, to  
enrich, to  
actively support,  
to keep from  
falling, to  
nourish, to bear  
the weight of,  
to uphold, to  
support for  
the long term,  
to supply with  
necessities, to  
endure, to enable.

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