



Vision, Values, **Patrons**

Sylvanvale is family focused, energetic, vibrant, resilient, caring, dynamic and contemporary. These values will underpin our work now and in the future.

Service map

Sylvanvale's footprint has expanded over the last year, with many new services throughout NSW established.



2010-2011 highlights

Sylvanvale has gone from strength to strength over the past year, achieving a number of new tenders, opening much needed services and growing our annual turnover to \$26 million. We've made a positive difference to the lives of the people we support, their families, the government, local community and our



Chairman report

Chairman of the Sylvanvale Board of Directors, Lorna Stone reflects on the past year, explaining that it has been one of enormous growth and positive achievements.



CEO report

Sylvanvale CEO Pauline Stanley assesses the last 12 months at Sylvanvale and how we've started delivering on The Next Step strategic plan.



The Next Step

2010 was the first year in Sylvanvale's new strategic plan, The Next Step. The plan centres around six focus areas: Quality and Excellence; Evolution and Development; Opportunities and Aspirations; Inclusiveness and Openness; Creativity and Innovation; and Stability and Sustainability.



Quality and Excellence We strive for quality and excellence in all our activities. Discover how Mark Best was involved in a quality and award winning short film on page 14; and how Sandra McGregor's excellence was acknowledged in her nomination as an ambassador for International Day of People with a Disability on page 15.



Evolution and Development

Our services are ever evolving and developing in order to meet the changing needs of the people we support. Marvel how the evolution of technology has given Mark Walters a voice for the first time in his life on page 16; and how the development of the Mikarie Child Care Centre has given Cale Jenkins the chance to learn in an integrated schooling environment on page 17.



Sylvanvale constantly extends opportunities and raises aspirations for the people we support. On page 18 read how Kiera Wilton has the opportunity to enjoy a range of activities in Sylvanvale's vacation care; and how Jenna Newton's aspirations and love of baking resulted in her completion of two Hospitality Certificates on page 19.



Inclusiveness and **Openness** Sylvanvale aims to foster an inclusive and open environment for the people we support and the local community. Read how a sailing day aboard the Young Endeavour included Graham Etherden as part of the crew on page 20 and how having an open mind led Christopher Hoolohan down the red carpet on page 21.



Creativity and Innovation Our culture is one of creativity and innovation and this is illustrated in Judy Howe's experience in having her artwork displayed in an art exhibition at the Sydney Royal Botanic Gardens on page 23; and Christine Smith's involvement in a writing group. Read Christine's story on page 22.



Stability and Sustainability

Sylvanvale aims to achieve a stable and sustainable future. Through Hailee Scifleet's education at Sylvanvale, she's received a consistent and positive start to life. See her journey on page 24. Since receiving support from Sylvanvale, Hayden Gleeson now has the stability in life to have a pet. Meet Hayden and Emma on page 25.



Corporate governance Meet the Sylvanvale Board and learn about their role and responsibilities.



Financial summary

An operating overview and summary of Sylvanvale's financial performance. Our capacity to provide support to more people continues to increase while we strive to maintain financial stability and strength.



Thank you

Sylvanvale acknowledges the involvement and generous donations of the many groups and individuals who support us.



Sylvanvale is family focused, energetic, vibrant, resilient, caring, dynamic and contemporary. These values will underpin our work now and in the future.

Our Vision To touch lives, awaken potential and work in partice sing was we support to become the premier disability service in NSW. To touch lives, awaken potential and work in partnership with the people

Our Mission

To achieve our vision Sylvanvale seeks to enable people with an intellectual disability achieve their full potential by providing exceptional services that support, inspire and enable people to reach their goals.

Our Values

People come first in our decisions, our actions and our plans in order to:

- Improve the quality of life of people with a disability.
- Strive for excellence in our programs, communications and
- Create opportunities for growth, development and learning.
- Be bold and imaginative and go beyond conventional expectations.
- Provide services that enable people to live as independently as possible and learn in a way and pace of their choice.
- Foster positive relationships and work cooperatively to achieve common goals.
- Actively promote the contributions and successes of our community and the individuals within it.

Our Patrons

Our Patron

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

Our Vice Patrons

The Hon Danna Vale, MP Federal Member for Hughes

Mr P Bosley

Mr P Donkin

Ms T Gartrell

Mr R Hickman

Mr M Howlin

Mr D Keogh

Ms M Knight

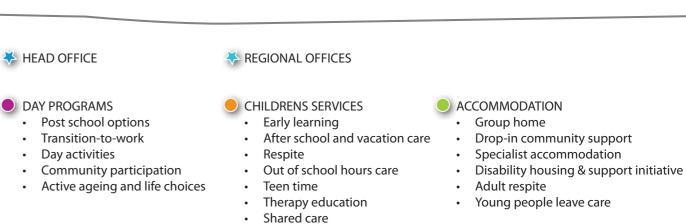
Mr S Singer

Mr M Tynan

Our Community Committee

Patron Mrs L Cosgrove





2010-2011 Highlights

Sylvanvale has gone from strength to strength over the past year, from achieving a number of new programs, opening much needed services and growing our annual turnover to \$26 million.

What we did for the people we support

I got to go to a Sharkies game, go sailing and do Brazilian jiu jitsu." ~Graham Etherdon, Sylvanvale Targeted Support

- We provided a wide variety of activities and programs that increased skills, confidence, built friendships and participation such as our creative writing group, choir, film-making programs and Brazilian Jiu-Jitsu.
- We provided tailored support to suit individual needs and expectations.
- We have a broad range of partners that offered a multitude of experiences from sailing to abseiling and everything in between.
- We used technology to increase opportunities to connect, communicate and collaborate. Through our multimedia program more people have access to tools and equipment and software to tell their story.
- We hosted world cafe forums, planning meetings and regular catchups to encourage people to share their views and experiences on how we can improve our services.
- We actively initiated community involvement in a number of areas including helping Sandra McGregor be selected as an ambassador for International Day of People with a Disability (IDPwD); Day Programs participants made a short film and entered it in the Camden Film Festival; another group of people also made a short film and entered it in the Ability First short-film project; and a Sylvanvale resident and artist participated and spoke at the Penrith Arts Forum.
- We were involved in groundbreaking and innovative projects such as the 48 Hour Film Festival; an integrated fashion parade showcasing the work of a local designer; forging partnerships with local artists and agencies to attract funding and mentoring opportunities in multimedia and art environments; and we lodged a proposal to be involved in the Sydney Arts Festival.

What we did for · We work opport the community · We work facilities

Without Sylvanvale, the
Australian Lions Project to
increase government funding
for early intervention autism
spectrum disorder therapies
would not be up and
running.
~David Flynn,
Lugarno Lions

- We worked with our corporate sponsors to identify mutually beneficial opportunities such as team building and project based events.
- We worked closely with our community supporters to establish facilities and access to equipment within our children's and therapy services.
- We collaborated with the community in a variety of events to raise awareness and funds for Sylvanvale including a fashion parade, arts projects, local markets and fairs.
- We engaged and interacted in local community events including the Winter Magic Festival, Sutherland2Surf and Campbelltown City Challenge.

What we did for families

Enrolling Hailee
in the school is
the best thing my
husband Michael
and I ever did."
~Lauren Scifleet,
Sylvanvale parent

- We listened to families and continued to develop and provide services that people want including respite, child care, shared care and supported living.
- We held multiple Family Forums for parents, guardians and friends in Sylvanvale's northern region.
- We held many Family Learning Community meetings for parents and guardians.
- We increased our footprint with new services in Shellharbour, Fairfield, Granville and Telopea enabling more families greater access to a Sylvanvale service.
- We increased our respite services to children which allows families to get the break they deserve and recharge their batteries.
- We worked in partnership with families to create new models of service such as integrated care and shared care that offer greater flexibility and control to those who access them.

What we did for government

The job that Sylvanvale does for people in the community that are less fortunate is absolutely fantastic."

The Hon Graham Annesley MP Member for Miranda

- We cemented our position in the top ten of Ageing Disability and Home Care (ADHC) funded services and remain the fourth largest provider of accommodation services in NSW.
- We showed capacity and capability in bringing people and organisations together to achieve a common purpose through, Gibbons Street transition, the Best Buddies Citizens Program or specific projects such as Studio West and the U-Turn Multimedia Studio.
- We increased the viability and standing of our Children's Services division with the completion of the Mikarie Child Care Centre and the expansion of children's accommodation services in North Metropolitan Region.
- We provided support, guidance and advice to other organisations and local groups requiring assistance.
- We were an active and influential organisation across the disability sector through our involvement in industry forums, working groups and conferences.
- We provided high quality services that are cost effective and make a positive difference in people's lives, with over 75 services across the Sydney and Illawarra Metropolitan Region providing daily care, support and assistance to over 700 people.
- We established ourselves as a secure and reliable organisation that meets expectations and delivers on promises achieving a 100% success rate on new services.

What we did for staff

Sylvanvale has helped
me by providing a
friendly and supportive
atmosphere to work in."
~Daniel McCallum,
Regional
Accommodation
Manager

- We grew and diversified our service portfolio by opening new children's services, therapeutic services and clinical services providing staff greater choice, flexibility and career paths at Sylvanvale.
- We expanded our Learning and Development calendar therefore giving staff further opportunities to grow, develop and advance within their chosen fields. Over 2500 staff participated in a learning activity this year.
- We supplied recognised qualification pathways for staff wishing to pursue further education with over 70 employees enrolled in Certificate IV in Disability.
- We provided ongoing support and guidance to staff to ensure expectations are met and performance is maintained through regular support and supervision consultations and our Employee Assistance Program.
- We offered extra-curricular and social activities for staff through a varied calendar of events including trivia nights, sporting events and team fun runs.

The last year has been one of enormous growth and change, but Sylvanvale is still determined to support people with a disabilities live the life they choose.

It is with great pleasure I present our 2010-2011 annual report.

This year we have continued to meet the demands of growth and management has been busy opening new programs across Sydney and the Illawarra.

As our service footprint has expanded the Board has been cognisant of the need to continue to develop strategies in line with government reform, as well as continuing to meet the needs of people with disabilities.

In this first year of reporting against our 2010 – 2013 strategic plan, I am glad to report great progress is being made in delivering on our six goals. The Board and management have undertaken an annual review to consider our progress on the plan and making refinements as necessary.

This last year has seen a change in the NSW State Government. This change has strengthened the commitment of the reform agenda across the disability sector as a consequence of bipartisan agreement prior to the NSW election. This has resulted in securing the commitment to ongoing funds to support the needs of people with disabilities as outlined in Stronger Together 2, 2010 – 2016. This will deliver new funds to continue to expand the sector's capability to develop new programs to meet the support needs of people with disabilities in the next three years.

Sylvanvale is actively engaged in maintaining its capability, participation and influence in meeting the requirements of the reform agenda being sought by NSW State Government and people with disabilities and their carers.

We are beginning to see the rewards of investing in person-centered practice and learning for staff, families and people with disabilities. We are witnessing first-hand real evidence of breaking through barriers to supporting people with disabilities to take control of their lives as we endeavor to support them to live the life they choose.

I am delighted to report we have achieved the completion of capital works for the Mikarie Child Care Centre, and did so on time and on budget.

This project provided Sylvanvale with an opportunity to enlist enormous community support. It was backed by the Big Sister Foundation who saw the potential of our vision for the project. With Big Sister as our partner we were able to harness the generosity and assistance from others in our local community. Donations were received from Rotary, Lions, Australand Foundation, Honda Foundation and Tynan Motors, Westfield Miranda, The Rat Pack and 230 individuals. The support for this project has been humbling.

At our celebration dinner in June we were rewarded by the attendance of many community supporters and local members of Parliament including the Hon Graham Annesley MP Minister for Sports and Recreation, Mark Speakman MP Member for Cronulla, Melanie Gibbons MP Member for Menai, Mark Coure MP Member for Oatley and the Minister for Disability Services Andrew Constance MP. We were pleased for their collective attendance on the night, as well as being overwhelmed by the generous support and investment of the NSW Government who gave a \$100,000 equipment grant which Minister Constance announced on the night. The ongoing support of Glenn Wheeler is also greatly appreciated.

We continue to grow across the Sydney Metropolitan Area and we are proud of this achievement. I would like to acknowledge the work of our voluntary Board of Directors who have dedicated many hours and expertise into the continuous development of Sylvanvale Foundation.

In noting my thanks to the Board, I extend my sincere thanks to the Pauline Stanley who as you will be aware has resigned from her role as Sylvanvale Foundation Chief Executive Officer (CEO). Pauline will leave her role at the end of August 2011.

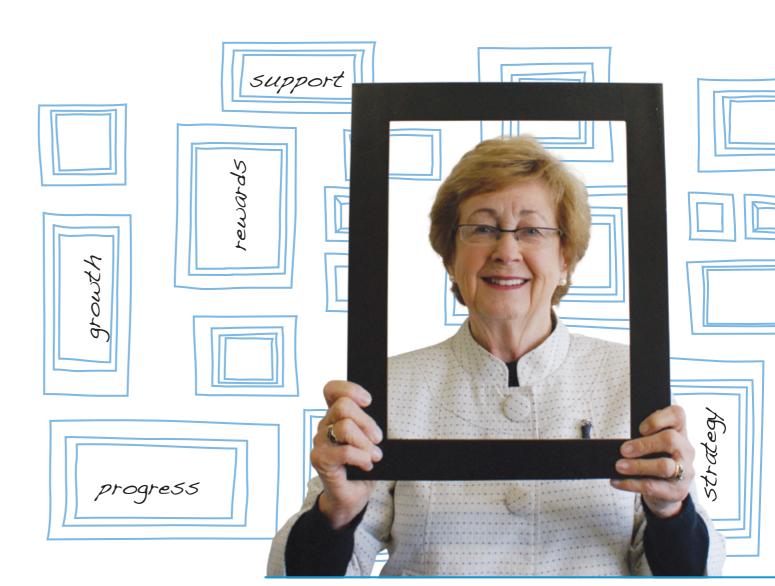
Pauline held the role of CEO at Sylvanvale for the last seven years. During her stewardship we have seen much growth and many wonderful changes.

The Board has undertaken a process to consider who will be the new CEO. In doing this we are mindful of the existing wealth of expertise within Sylvanvale. The Board has decided to appoint John Kelly to the position of Acting CEO. The Board is confident John's appointment will maintain the stability and consistency of management needed at this time.

On behalf of the Sylvanvale Foundation Board of Directors we offer Pauline our sincere thanks for all she has achieved and we wish her well. At the same time, we welcome John into his new role at Sylvanvale.

Lorna Stone Chairman of the Board of Directors

Lorna Stone



Sylvanvale continues to grow and develop and is well on its way to becoming the premier disability service in NSW.

2010 saw the commencement of a new three year strategic plan that focused on six goals. I am delighted to report we have made considerable efforts in creating projects and initiatives to deliver on these goals.

Sylvanvale has continued to play a significant role within the disability sector, including actively participating in person centered practice forums across NSW.

Improved practices are evident in our work at Sylvanvale and the stories in this year's report illustrate these efforts. As part of this learning, Sylvanvale has sponsored clients to attend training to develop the necessary skills to undertake their own life planning and advocate for themselves.

The completion of the integrated child care centre (Mikarie Child Care Centre) is a significant achievement and I acknowledge the efforts of all involved, especially Leanne Fretten, General Manager Children's Services, who delivered this project with the support of her team. This project completes the staged capital works for children's services at Mikarie Place, positioning Sylvanvale as an innovative provider of integrated children's services.

Sylvanvale continues to be the provider of choice for many families, people with disabilities and government.

We have achieved annual grants income via NSW Ageing, Disability and Home Care of \$24 million achieving a reputation within NSW for our innovative programs, commitment to quality, and customer

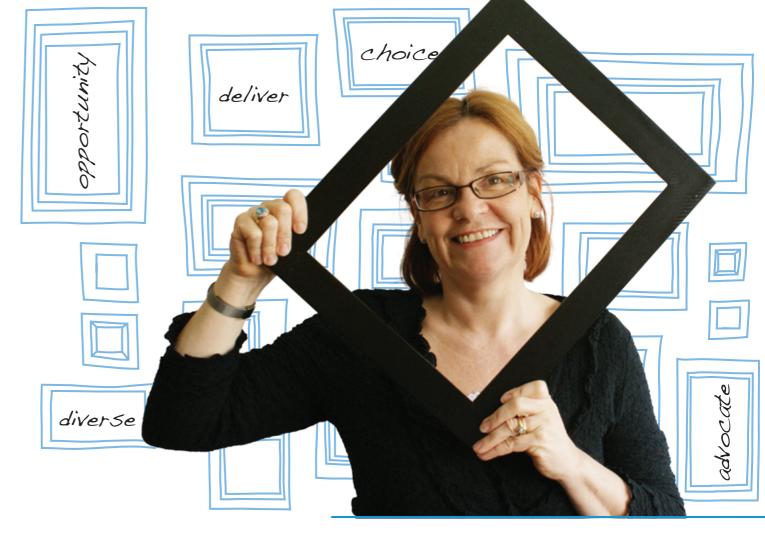
service to people with disabilities. This year we have partnered with people with disabilities and families who have chosen to take up a Sylvanvale service as individualised grants come into fruition.

We have worked with many other providers to develop partnerships to deliver on key areas of our business, while expanding our supporter base across Sydney. These partnerships include CRAM Foundation to deliver specialist nursing care, SAL Clinical Services to develop strong clinical programs that are tailored to support individual client outcomes and establishing good practice and knowledge for our staff. We have established formal relationships with NSW Department of Education to deliver the education component of a shared care project supporting 17 children and families.

Our partnership with CRAM Foundation has resulted in securing a 20-bed changing-support-needs project based in Caringbah, which creates new opportunities for much needed supported accommodation in Sutherland. This project starts in early 2012.

Since the development of *The Next Step*, our 2010 – 2013 strategic plan, the change of NSW Government has seen the continued support of growth funding through Stronger Together 2. The new Minister Andrew Constance has already made significant commitments to drive reform by supporting people with disabilities to take up individualised funding.

Sylvanvale has been chosen by a group of 20 families to develop their individual life plans. These plans will guide the individual and their family to purchase the services they choose within their individual



plan. In this project Sylvanvale is spearheading new initiatives to establish new programs that plan and commission services in collaboration with people and their families. Such initiatives will be part of the new and emerging system that will operate in NSW in the forthcoming years with the introduction of a National Disability Insurance Scheme.

Sylvanvale has partnered with Arts NSW to establish a community arts project for people with disabilities to create a number of short films. Brendan O'Connell, our Multimedia Project Officer has supported a number of people to develop communication skills using iPad technology. These initiatives are real opportunities for people to have a voice and be heard.

The Department of Ageing, Disability and Home Care (ADHC)has sponsored the establishment of a multimedia project which partners Sylvanvale and Hazelhurst Art Gallery to create an integrated media studio providing a diverse day activity for people with disabilities who are interested in arts, music and multimedia technology.

These are just some examples of Sylvanvale's innovative approach, and I wish to acknowledge the

ongoing support of volunteers and sponsors whose valued contribution really makes a difference to the people we support.

In closing, it is with mixed emotion I report my resignation from the role of Sylvanvale Foundation Chief Executive Officer. It has been a privilege to have served in this role for the last seven years and I have truly valued the relationships I have made with the wonderful people with disabilities, families, staff and Board. I believe collectively we have shared and invested in the vision of the founding members and I am grateful to have worked with people to achieve so much.

Thanks to the collective work of supporters, the Board, management and staff, Sylvanvale has gone from strength to strength and it is well positioned to continue its journey. This journey will continue to create new but exciting challenges for Sylvanvale who I know is well placed to respond.

Pauline Stanley Chief Executive Officer

The Next Step

Sylvanvale strides forward with confidence with our eyes clearly fixed on taking the next step.

2010 was the first year in Sylvanvale's new strategic plan, *The Next Step*. The launch of this plan marked a critical phase in Sylvanvale's development as we continue to grow, evolve and strive towards our corporate goal which is to become one of the leading providers of quality support services in NSW.

The Next Step focuses on six goals:



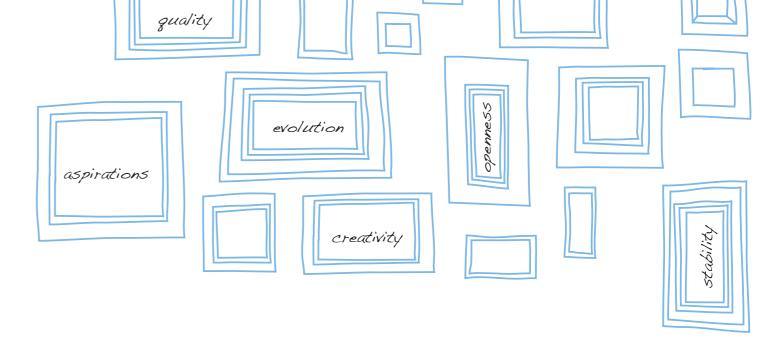
We will strive for excellence in all our activities and achieve the depth in quality required to build a strong and consistent platform from which to grow. We will continue to enhance our reputation as a reliable and trustworthy provider of services and we will continue to deliver effective and high worth programs. Our services are synonymous with quality and innovation and we will continue to provide the necessary resources and investment to maintain this status. We will continue to seek improvements and evaluate our capacity and measure our effectiveness in order to maintain our external accreditations.

Evolution and Development

Our services will be meaningful and flexible in order to meet the changing needs of the people we support. Each service is different as it adjusts to the specific needs of the individual. We will work to make our services more personalised and consult users and families on how they should look and how they operate. We will constantly enhance our staff's skill in providing high-quality services that truly turn lives around. As an organisation that is committed to remaining relevant it is essential that we stay connected to our local communities in order to evolve and develop as priorities and needs change. We will provide services and programs that fit people and offer choice and flexibility.

Opportunities and Aspirations

We will extend opportunities and raise aspirations. People are at the forefront of our business and it is a simple fact that people come first in our decisions, our actions and our plans. We encourage all staff to be both entrepreneurs and leaders; we can all lead from any position and we encourage involvement and participation in all aspects of the business. Our challenge is to improve the opportunities for the people we support, our staff, and our communities. We will encourage people to seek out new challenges and raise their aspirations to achieve their dreams.



Inclusiveness and Openness

Partnerships and a sense of inclusion are the keys to our success. Working together to make life better and to improve quality of life is central to what we do at Sylvanvale. By working in partnership with the people we support and their families we encourage people to make their own decisions and to live their own lives. A sense of belonging, openness and collaboration is critical if our services are to be effective. We will continue to foster a culture that encourages ownership and openness to deliver innovative outcomes.

Creativity and Innovation

We have a reputation for being bold and imaginative because we focus on what can be achieved rather than the reasons that prevent progress. We will continue to challenge ourselves to deliver strong, positive and sustainable outcomes and to find the right solutions. Our culture values diversity, creativity and difference and we will continue to seek talent, knowledge, entrepreneurialism among our team in order to foster creativity and innovation.

Stability and Sustainability

We have already made considerable progress in making Sylvanvale a viable, stronger organisation and over the next three years we will further develop our people, systems and resources to establish ourselves as one of the leading providers of services in NSW. We will focus on providing real value for money not only to Government but to our supporters and the families we support. We will also focus our energies into becoming a stable and reliable organisation that people come to know, trust and are willing to invest in.

Thumbs

I dressed up in a costume. I looked good and spot on as a priest."

In the second half of 2010, Sylvanvale stepped up to a challenge that resulted in their nomination for a staggering six awards.

The challenge? To create a quality short movie in two days for the 48 Hour Film Project. Yes, in 48 hours a team of staff and Sylvanvale residents had to write, shoot, edit and make the soundtrack.

Mark Best, a Sylvanvale resident, was one of the cast members in the insightful film called *Hitch*. The film tells the story of one man's journey hitching rides through the Blue Mountains in a wheelchair.

"I played the priest in the movie," said Mark. "I dressed up in a costume. I looked good and spot on as a priest." As the film's priest, Mark had the role of pretending to drive the church bus, which was his favourite part of the film. "I got to

drive!" he exclaimed.

"I give Hitch two thumbs up!" said Mark. And he wasn't the only one that thought that. The film was nominated for Best Film, Best Director, Best Musical Score, Best Editing, Best Cinematography and the Audience Award for Best Film. Hitch bagged two awards, Best Musical Score and the inaugural Jack Thompson Encouragement Award. The legendary actor personally selects this recipient of the merit-based prize.

The ultimate experience for Mark was attending the awards night with the rest of the cast and crew. "I really liked it," he said. Held at Fox Studios, the screening and awards presentation had all the glitz and glamour of a Hollywood film awards night, and according to Mark, a little bit more. "I got to drink Pepsi and have a choc-top ice cream," Mark reports.





Leading by example

I'm glad I was an ambassador.
It allowed me to help people achieve the same things I have."

International Day of People with a Disability (IDPwD) is a big deal at Sylvanvale. It's an United Nations (UN) sanctioned day that has been commemorated annually since 1992 to promote awareness of disability issues and celebrate the abilities of people with a disability.

Each year, an ambassador is chosen for IDPwD. Artist Sandra McGregor, who is also a Sylvanvale resident, was chosen as an ambassador in the Blue Mountains.

Sylvanvale Foundation's Person
Centred Practice team member
David Cretney is on the Blue
Mountains IDPwD committee.
He explained that "The role
of the ambassadors is one of
communicating a positive
message about the gifts, talents
and contributions people with
disabilities bring to our community."

Sandra has been an artist for more than 10 years and her works have been displayed at exhibitions, festivals and cafes in the Blue Mountains and beyond. "I mostly draw and paint," she said.

"It felt very good to be nominated as an ambassador," said Sandra.
"As an ambassador I had to give a speech at the Celebration
Achievement afternoon tea on IDPwD in the Blue Mountains. I spoke from memory and didn't use speech cards at all. I certainly wasn't nervous," she relayed.

"I really enjoyed giving the speech. I liked being able to talk to people about my artworks. But I also talked about my abilities – not my disability," Sandra said.

"I'm glad I was an ambassador. It allowed me to help people achieve the same things I have."

First words

An iPad has become Mark's the Sharkies and because of it I got to go to a training session and meet the players."

It's been said that any sufficiently advanced technology is indistinguishable from magic. For Mark Walters, a Sylvanvale resident, technology is so magical that for the first time in his life, it has given him a voice.

communication device, giving him a clear voice for sharing his thoughts, asking questions and explaining his needs. With the help of an application called Prologuo2Go or 'speak out loud' Mark is having two-way conversations.

Sylvanvale's Multimedia Officer Brendan O'Connell explains that the iPad is effective as an augmentative alternative communication (AAC) device as a way to look up info and display things quickly such as medical information, to store and make videos, photos or presentations about major life events or goals. "The positive ramifications of using the technology are huge for people

with disabilities," Brendan said. "It could be a life changing tool." And for Mark, it certainly is.

Through the iPad, Mark has been able to communicate with his favourite rugby team, the Cronulla Sharks. "I wrote a letter to the Sharkies and because of it I got to go to a training session and meet the players," he said. The players gathered round and spoke to Mark via the iPad. A true Sharkies supporter, Mark tells anyone who will listen, "The Sharks killed the St George Dragons in round two."

From simple requests such as having a hamburger for lunch, or his bigger dreams such as owning "a brown motorised wheelchair", Mark can tell the world exactly what he is thinking. He was recently invited to present at a Sylvanvale staff training day where he explained to the group how important the iPad is for him to communicate. "I liked it. It was interesting and exciting," Mark said.





Together we learn and grow

66 Cale is one of the many new students about to experience a whole new world of child care."

Cale Jenkins is one of the first students at the new Mikarie Child Care Centre. Two-and-a-half-yearold Cale has been a student at Sylvanvale's Early Learning and **Education Service Early Play Class** for the last semester, attending two days a week. Through the guidance and support of Sylvanvale's teachers and therapists he has made progress across all areas and is now a more determined and confident little boy.

However, with the opening of the Mikarie Child Care Centre, Cale will transfer to the purpose-built integrated child care centre, which is the first of its kind in Sydney. Cale will take one of the centre's places reserved for children with a disability.

At the centre, Cale will have his personal plan incorporated into

the class program. He will receive individualised services in an environment where he can enjoy the same style of early childhood education as his peers. The curriculum adapted to meet Cale's needs, abilities and interests will be inclusive and inspiring. It will give him the chance to learn about the world, build motor and language skills, foster social and emotional development as well as increasing his independence.

The concept of the Mikarie Child Care Centre started off as a vision: a vision to create a place where children are children first; a place where all children can learn, play, make friends and have fun; a place where disability does not equal difference. Cale is one of the many new students about to experience a whole new world of child care.

Opportunities and Aspirations

Child's play

At Sylvanvale I get to play."

Most kids can't wait for the school holidays. But for Kiera Wilton, it all depends on which vacation care she goes to: Sylvanvale's or another service. "I always ask mum, 'Am I going to Sylvanvale or the other one?"," said Keira. "The other one doesn't let me go on excursions. I have to stay inside," Kiera explained. "At Sylvanvale I get to play."

At Sylvanvale's Vacation Care program, the days are filled with fun and lots of opportunities to experience and try new things. Every day is an adventure. "I've been to the Science Centre at Wollongong, Taronga Zoo, Sydney Aquarium, the Powerhouse Museum, on picnics and to the

pool," Kiera said.

If an excursion isn't planned for the day, an incursion is held, with visits from farm animals, insect and reptile experts, clowns as well as cooking classes.

Sylvanvale's Vacation Care activities are all hands-on, giving children the chance to learn through all their senses and immerse themselves in the experience. "I like exploring and seeing new things," said Kiera. Kiera's absolute favourite activities revolve around animals, especially the cute farm animals. "I got to hold a rabbit and patted and bottle fed lambs and goats," she said with a smile.





Baking dreams

I'm so proud of myself for finishing the course and earning two certificates in hospitality."

Sylvanvale Catering not only bakes up delicious finger food, it also cooks up dreams and aspirations for Supported Employees. The catering kitchen is a great place for people with an intellectual disability to work in an area that interests them, gain skills and strive towards achieving open employment.

Jenna Newton is one of the Supported Employees at Sylvanvale Catering and she can't imagine a life without cooking. "Cooking is a huge part of my life. I've always loved it," she said. "In high school I elected to do food technology and hospitality subjects. After school I really wanted to work in a kitchen and pursue a career in the food industry, so for three years now I've worked as a Catering Assistant

at Sylvanvale Catering," explained Jenna.

"I've learnt so much working here, but not long ago I decided I wanted to learn more and better my skills. I had a chat with my Manager Michele Fietz and told her about my desire to improve and expand my cooking knowledge. As a result, Michele helped organise for me to do my Hospitality Certificate III and IV at Tafe."

Over a period of a year, a Tafe tutor visited Jenna once every six weeks for one-on-one lessons at the catering kitchen. "I learnt so much!" exclaimed Jenna. "I'm so proud of myself for finishing the course and earning two certificates in hospitality."

All Aboard

sailing. I'm glad I got the chance to go sailing in a big boat."

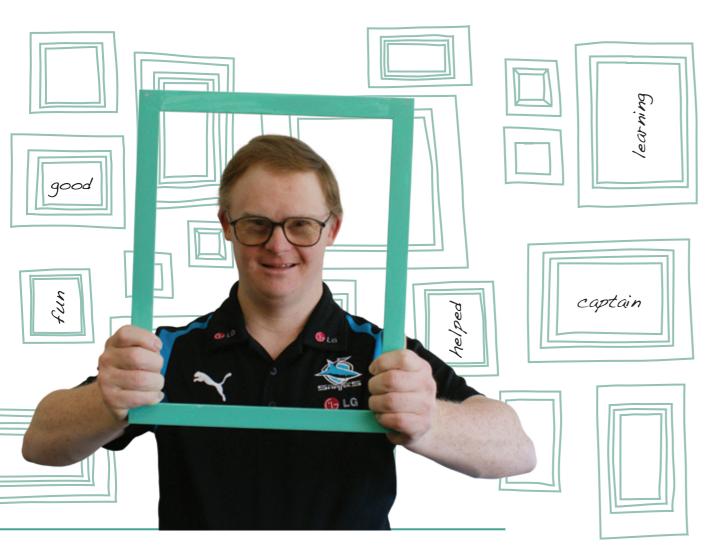
Sailing around Sydney Harbour with your friends is an ideal recipe for a great day out. When it's aboard the Young Endeavour twinmasted sailboat it also provides a unique experience, an inclusive environment and the chance to learn something and have fun at the same time.

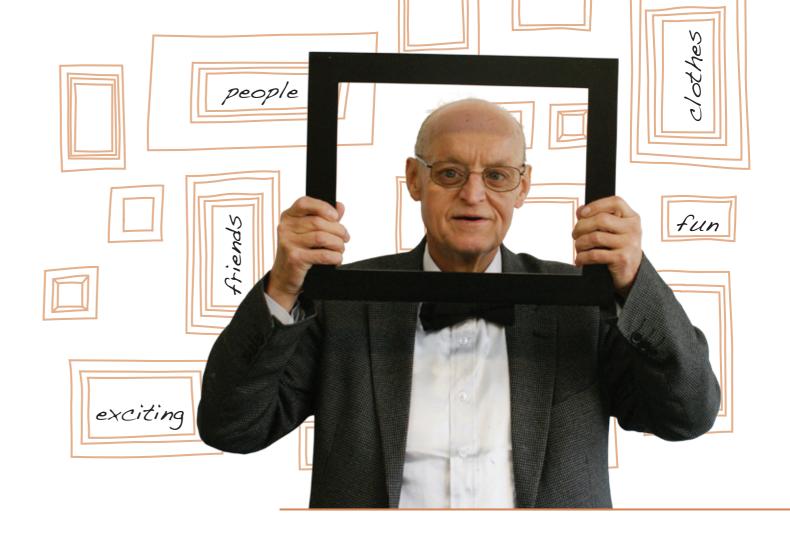
Young Endeavour Youth Scheme (YEYS) provides young Australians with challenging and inspirational opportunities at sea. The voyages increase self awareness, develop teamwork, leadership skills and creates a strong sense of community responsibility among members of the crew. One of the things the YEYS does is extend invitations to groups like Sylvanvale to experience the magic of sailing.

Graham 'Cappy' Etherden, a Sylvanvale Targeted Support Volunteer was one of the people lucky enough to spend the day on the ship. Cappy lived up to his name and actually had a turn at captaining the ship. Standing in the wheelhouse, Cappy manoeuvred the large boat around Sydney Harbour. "I helped drive the boat. It was fun steering it. I drove it for a long time and didn't crash it," he said.

The ship's crew were keen to include Cappy and his Sylvanvale friends in the ship's operations. "I also helped with the sails and on the ropes. I learnt about boats and sailing," reported Cappy.

"I liked sailing. I'm glad I got the chance to go sailing in a big boat."





Stepping out together

I really liked walking down the red carpet and meeting lots of people."

Open to new, exciting and original ideas, Sylvanvale held its very first fashion event in early 2011. Dubbed *Rags to Riches* it was the most unique fashion parade ever seen in the Sutherland Shire.

Sylvanvale's op shop, the Next Step Store teamed up with local fashion designer Amy Taylor for a fashion parade with a difference.

Next Step Store Manager Jodie Murphy always wanted to hold a fashion parade showcasing items from Sylvanvale's store. "It started off as a small idea, originally thinking it would be at the Sutherland Activity Centre for our clients and their families, and then evolved into a huge open-air public event at Cronulla Plaza."

Christopher Hoolahan was one of the five Sylvanvale Day Programs participants to strut his stuff on the catwalk wearing a selection of outfits from the Next Step Store. Christopher is known as being a dapper dresser and has even sewn a few of his own scarves and beanies. So when it came to the fashion parade, he jumped at the chance to dress up and wow the large crowds at Cronulla. Christopher personally picked his outfit for the parade from the stock at the Next Step Store.

On the day of the parade, Christopher was in his element. "I wasn't nervous at all. I'd never been in a fashion parade before, so it was really exciting," he said.

Christopher won the hearts of the crowd, cheekily striking a variety of poses and waving to everyone. "I had fun. I walked the catwalk with Judy and some other models. I really liked walking down the red carpet and meeting lots of people."

The power of words

It's nice to be in a group and share ideas."

In 2011, Sylvanvale introduced an innovative new activity for people attending day activities at the Garden House. The exciting new activity is a creative writing group.

The group decided to call themselves The Garden House Writing Group and meet weekly to delve into the world of creative writing.

Gathered round a cosy table, the group of eight throw around ideas, test the limits of their imagination and have fun with words. The productive group have produced two short stories, a range of personalised comics and a host of poems.

Christine Smith is just one of the creative minds who attends the writing group.

"I've never done any writing before," said Christine. "I really like it and am glad I got the chance to try it.

"My favourite things to write are rhyming poems. We wrote a rhyming poem about the whole group and then another time we wrote a rhyming poem for each person in the group," she said.

"We've also written two stories, one about a cat who went on an adventure in London. For that story we all said things we liked and put it into the story. The other story we wrote was a funny fairytale. The people in The Garden House Writing Group feature in that story. It is a very funny story. I like funny stories," said Christine.

"It's nice to be in a group and share ideas."





An artist's brush

It was incredible to see all the sculptures in the garden."

Sylvanvale's art program for people attending day activities runs out of an art studio at one of Sylvanvale's sites at Sutherland.

The program has been operating for over a year and is taught by art therapist Dominique Hindmarsh. Dominique is a talented artist who has had many of her collections displayed in galleries and museums around Sydney.

Dominique has organised a number of exhibitions for the group, including a display of their recycled sculptures using recycled materials in the Sydney Royal Botanic Gardens. "I love to encourage exhibitions. All artists aspire to having their work on display as it evokes a wonderful sense of pride and excitement. It's also a wonderful way to interact with the community," Dominique said.

Judy Howes is an avid artist and loves the art classes so much that she does two of them each week. "I enjoy drawing and colouring with pencils best." Judy can often be seen with a box of coloured pencils and sketch book under her arm so she can draw whenever inspiration hits.

"I love art," Judy declared. Judy is happy to give anything a go. "I made a sculpture out of old bottles, containers and jars, and then painted it," she said. "We then got to have an art show in the Royal Botanic Gardens.

"We worked hard on our sculptures. It was incredible to see all the sculptures in the garden. The garden is great. It was a lovely day out and nice to have the chance to do it."

A bright future

Hailee has a personalised curriculum which includes her individual goals."

Sylvanvale's first school was established in the 1940s. Classes were held in a church hall for the first year. Volunteers taught the 14 children students.

Today, Sylvanvale's Early Learning and Education Service provides a broad spectrum of education, support and services for children with a disability aged 0-6 years and their families.

The school offers a sustainable future for young children by supporting them throughout their formative years and offering a stable learning environment.

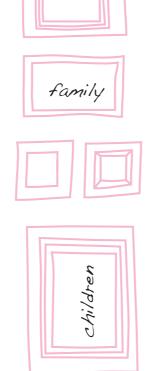
Five-year-old Hailee Scifleet attends Sylvanvale's school. She's been a student since 2009 and has steadily progressed through the different classes Sylvanvale offers. She commenced her schooling in the Early Play Class. In this class Hailee was able to learn about herself and immediate environment through play.

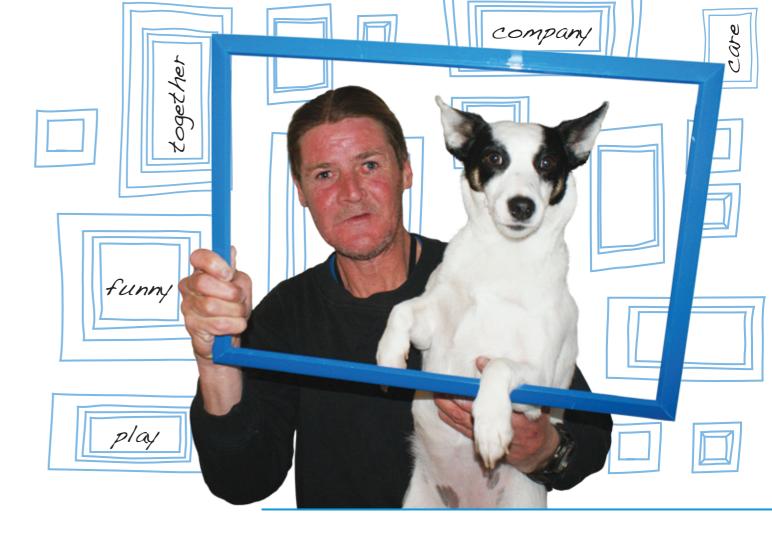
Hailee then graduated to Sylvanvale's Preschool Class which offered her an intensive preschool service that replicated programs in mainstream child care centres.

Hailee is currently enrolled in a specifically designed transition class that she attends three days a week. The class is for children aged 4-6 years that are preparing to transition into formal schooling. It focuses on readying children for the structured school environment so their learning path is uninterrupted and sustainable. Within the class, Hailee has a personalised curriculum which includes her individual goals. Hailee's parents along with highly-trained Sylvanyale teachers determined Hailee's interests and aims so she gets the most out of her schooling.

One of the things that Hailee loves best is swimming. As such, hydrotherapy classes have been incorporated into her program and Hailee takes to the water with glee each week.







A new life

My whole life
I've wanted a
dog, but it wasn't
until recently
that I was able to
get one."

Sylvanvale's Community Justice Program (CJP) helps people with disabilities and mental health issues who've had dealings with the Police. The program was established to give them stability, something which previously they didn't have the luxury of. CJP also helps participants become active members of their community and live a full and happy life.

Hayden Gleeson lives in one of Sylvanvale's CJP residences and because of the stability it has given him, he has been able to realise his lifelong dream of owning a pet. "My whole life I've wanted a dog, but it wasn't until recently that I was able to get one," he said.

A visit to the RSPCA found Hayden with a new best friend. "I had to pick a dog that was the right size for my house and backyard. There were heaps of dogs at the RSPCA, but it was easy to pick the one for me. Emma was full of life and looked like lots of fun."

Emma is a two-year-old pup with the telltale characteristics of a Jack Russell and Fox Terrier. "She has so much energy and loves to play. We play in the backyard and also go to the park to chase balls and play tug of war. We also go for two or three walks a day," said Hayden.

"It's really nice having her around. Emma keeps me company and we have fun together."

Sylanvale Foundation operates as a Company Limited by Guarantee. Sylvanvale has a Board of Directors with a Chairman, Deputy Chairman and seven Directors. The Board operates with a formal constitution.

The Board draws on relevant corporate governance best practice principles for optimum performance. As a part of this, the Board has a number of committees that meet throughout the year to hear progress against key business areas of the organisation including; Audit, Risk and Compliance Committee; Investment Committee; Master Planning Committee; and Remuneration Committee.

The Board delegates daily management of the company and implementation of corporate strategy and policy initiatives to the Chief Executive Officer and management.

Board functions and responsabilities

- Is responsible to Sylvanvale members for the performance of the company. Their focus is to ensure the company is properly managed and that it remains committed to its vision and mission.
- Is in charge of Sylvanvale's governance and strategy. It embraces our vision, mission and strategy statements which are designed to meet stakeholders' needs and manage business risk.
- Develops and reviews strategic plans annually, approves and monitors operating plans and budgets as well as financial risk matters.
- Supervises and screens organisational performance including approval of annual reports and liaison with the company's auditors.
- Appoints and assesses the performance of the Chief Executive Officer.
- Oversees and complies with relevant laws and codes of conduct at all levels of the organisation.
- Enhances and protects the reputation of the company.
- Meets all regulatory obligations required to operate a Company Limited by Guarantee as well as a charitable institution.

Quality management

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

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.

Meet the board



Lorna Stone Chairman of the Board

Lorna has been a Sylvanvale Board member and Chairman since 1999. In 2010 she received a Cook Community Classic Award due to her work with Sylvanvale.

> Attended 11 out of 11 Board meetings in 2010-2011.



Dennis Davies Deputy Chairman and **Company Secretary**

Dennis is a Sylvanvale parent. Dennis joined the Sylvanvale Board in 1996 and became Deputy Chairman in 1999. Dennis is also the Company Secretary.

> Attended 10 out of 11 Board meetings in 2010-2011.



Alan Bish Director

Alan has served as a Board member since 2004. He is Chairman of the Investment Committee.

Attended 10 out of 11 Board meetings in 2010-2011.



Richard Gould Director

Richard has served as a Board member since 2006. He is also Chairman of the Master Planning Committee.

Attended 11 out of 11 Board meetings in 2010-2011.



David Kelly Director

David is a Sylvanvale parent who has been a Board member since 2000. He is also Chairman of the Audit, Risk Accreditation and Compliance Committee.

> Attended 9 out of 11 Board meetings in 2010-2011.



Brian Fitzgerald Director

Brian has been a Board member since 2006. He is Chairman of the Remuneration Committee and serves on the Master Planning Committee.

> Attended 7 out of 11 Board meetings in 2010-2011.



Michael McDonald Director

Michael has served as a Board member since 2000.

> Attended 11 out of 11 Board meetings in 2010-2011.



Kenneth McDonell Director

Kenneth has been a Board member since 2009.

Attended 9 out of 11 Board meetings in 2010-2011.



Monica Mikhail Director

Monica has been a Board member since 2009.

Attended 8 out of 11 Board meetings in 2010-2011.

Sylvanvale Foundation's continued objective has been to increase its capacity and ability to support people with disabilities along with their families and carers.

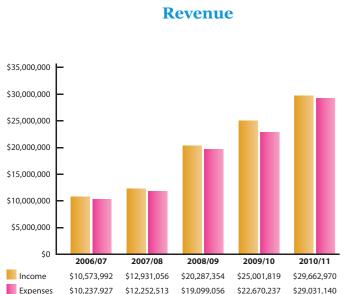
To achieve this increase in capacity we need to grow and develop new and existing services. To this end, this year has again seen a substantial increase in revenue from \$25 million in 2009/10 to \$29.66 million in 2010/11. In the past four years Sylvanvale Foundation's revenue has increased by just over \$19 million or 181%.

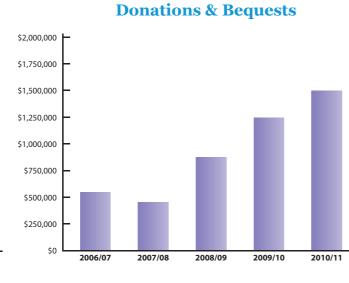
A significant component of the increase is a result of successful tendering for programs released under the NSW State Government's Stronger Together initiative administered by Ageing Disability and Home Care (ADHC). In the past four years the government grants we've received have risen from \$8.57 million to \$25.6 million; an increase of around \$17 million (199%) representing 86% of our total revenue. Consistent with our strategic plan, the additional programs have seen Sylvanvale dramatically expand its footprint in Sydney and surrounding areas, as well as increasing the number of people with disabilities receiving support.

Sylvanvale's Accommodation Service has grown substantially and continues to be the largest division within Sylvanvale. Income for 2010/11 is \$20.97 million, compared to \$6.14 million in 2006/07. This is an increase of 242%. While our Accommodation Service has represented around 70% of total income for the past three years this is still significantly above 2006/07 levels where Accommodation Service represented 58% of total income.

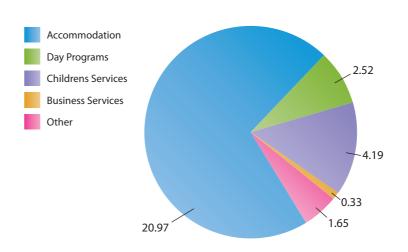
Sylvanvale received \$1.325 million in donations and bequests during 2010/11. A substantial portion of these funds went directly to the new Mikarie Child Care Centre, and integrated day care facility. Over the past five years donations, bequests and fundraising activities have raised almost \$3.7 million. This continued generosity has enabled Sylvanvale to invest and further expand its range of services for people with a disability and to strengthen its financial position for future growth opportunities.

The Board would like to take this opportunity to sincerely thank those individuals, community groups and organisations who have contributed to and supported Sylvanvale with the programs we offer. We are truly grateful for their continued gift of donations and time to support the many fundraising activities that we operate.

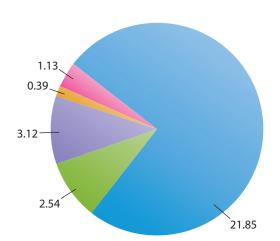




2010-2011 Income \$ milion



2010-2011 Expenses \$ milion



Statement of Comprehensive Income

for the year ended 30 June 2011

	_				
	Econo	Economic Entity			
	2011	2010			
	\$	\$			
Revenue	29,647,971	24,946,483			
Other income	14,998	· · · · · · · · · · · · · · · · · · ·			
	29,662,969	25,001,819			
Expenses					
Administration expenses	(2,242,725)	(1,170,680)			
Building and equipment	(440,123)	(489,081)			
Client expenses	(275,218)	(237,085) (826,654) (18,744,179) (585,029) (301,461)			
Depreciation and amortisation	(996,197)				
Employee expenses	(22,770,078) (865,583) (395,774)				
Occupancy expenses					
Transport expenses					
Other expenses	(1,045,442) (316,06				
	(29,031,140)	(22,670,237)			
Profit before income tax	631,829	2,331,582			
Income tax expense	-	-			
Profit for the year	631,829	2,331,582			
Other comprehensive income	-	-			
TOTAL COMPREHENSIVE					
INCOME FOR THE YEAR	631,829	2,331,582			

Statement of Financial Position

as at 30 June 2011			
	Econom	Economic Entity	
	2011	2010	
ASSETS	\$	\$	
Current assets			
Cash and cash equivalents	8,760,153	10,314,951	
Trade and other receivables	462,694	370,683	
Total current assets	9,222,847	10,685,634	
Non-current assets			
Property, plant and equipment	9,611,320	7,124,809	
Intangible assets	375,144	35,918	
Total non-current assets	9,986,464	7,160,727	
TOTAL ASSETS	19,209,311	17,846,361	
LIABILITIES			
Current liabilities			
Trade and other payables	7,107,650	6,459,065	
Provisions	364,974	315,526	
Total current liabilities	7,472,624	6,774,591	
Non-current liabilities			
Provisions	287,426	254,338	
Total non-current liabilities	287,426	254,338	
TOTAL LIABILITIES	7,760,050	7,028,929	
NET ASSETS	11,449,261	10,817,432	
EQUITY			
Retained earnings	11,449,261	10,817,432	
TOTAL EQUITY	11,449,261	10,817,432	

Sylvanvale aims to serve the community and ensure that people with a disability have a bright future ahead of them. Here at Sylvanvale we're incredibly grateful for the support, involvement and generous donations of the many groups and individuals who help keep that future bright.

Government:

- Association of Independent Schools of NSW
- Department of Ageing, Disability and Home Care
- Department of Education
- DOCS FaHCSIA
- **Grants Commission NSW**
- **NSW Community Building** Partnership – Miranda Electorate
- Sutherland Shire Council

Trusts and foundations

- Attaway Foundation Pty Limited
- **Australand Foundation**
- **Big Sister Foundation** Charaties Aid Fund (CAF)
- Community Fund Ltd
- Commonwealth Bank Staff Community Fund
- Childrens Fund
- Energy Australia Employees Fred P Honda Foundation
- St George Foundation Sargents Foundation
- The Primary Club
- Westfield Foundation

Community groups

- Cronulla Rotary Club
- Gymea Miranda Uniting Church Second Chance Opportunity Shop
- Lara Jean Association
- Lions Club of Engadine
- Lions Club of Lugarno
- Lions Club of Menai
- Lions Club Oatley

- **NSW Ladies Auxillary**
- Probus Club Caringbah
- Rat Pack Social Club
- Rotary Club of Caringbah
- Rotary Club of Sutherland
- Rotary Club of Sylvania
- St Catherines Friendship Club

Sporting and service clubs

- Gymea Women's Bowling Club
- Port Hacking Potters Group
- Sutherland Croquet Club Inc
- Sutherland District Trade Union Club-Darts Club
- Sylvania Women's Bowling Club
- Taren Point Bowling Club

Businesses

- A H Beard Pty Ltd
- Air DJH Services Pty Limited
- BCR Australia Pty Ltd
- Blue Illusion Australia
- Commonwealth Bank Southgate Sylvania
- Consult Point Pty Ltd
- Global Disability and Healthcare
- Gotham City Investments Ptv Ltd
- GSA Insurance Brokers Ptv Ltd
- **Guardian Funerals**
- Hicon Pty Ltd

- Hills Textiles
- LaFarge Plasterboard
- Local Sydney Plumber
- Owen Hodge Lawyers
- **QBE Insurance Limited**
- Real Estate Institute of NSW
- **Rocksalt Restaurant and Lounge**
- Southern Fasteners
- Unitech Solutions Ptv Ltd
- Voice Project
- Westfield Miranda

Individuals

	Mr RN Aitken	•	Mr R Howes	•	Mr M Lynch	•
•	Mr D Allinson	•	Mr V Iacovelli	•	Mr K Magrametti	•
•	Mr B Baynes	•	Mr J Ingram	•	Ms J Mannix	•
•	Mr & Mrs G & E Beames	•	Mrs K Iovanella	•	Mr M McDonald	•
•	Mr S Bell	•	Ms J Johnson	•	Mr K McDonell	•
•	Mr & Mrs Bertram	•	Mr & Mrs R & R	•	Ms J Moroney	•
•	Mr A Bish		Johnstone	•	Mrs G Masters	•
•	Mrs J Booth	•	Mr K Jordan	•	Mr G McGregor	•
•	Mrs D Bradley	•	Ms S Feltham	•	Mr M McKinley	•
•	Mr & Mrs J & M Brook	•	Mr T Fenwick	•	Ms C McNaughton	•
•	Mr P Brooks	•	Ms S Folwell	•	Mr C McPherson	•
•	Mr C Brookes	•	Mr J Ford	•	Mr R Meldrum	•
•	Mr & Mrs A& A Brown	•	Mrs W Foster	•	Mr M Mestre	•
•	Mr J Brown	•	Mr R Fulker	•	Ms M Mikhail	•
•	Mr & Mrs M & E Bruce	•	Mr & Mrs T & A Galletta	•	Mr R Moffat	•
•	Mr & Mrs A & S Bryant	•	Mrs F Gammel	•	Mr J Moorhouse	•
•	Mr & Mrs D & K Bunker	•	Mrs J Gardner	•	Mr P Morris	•
•	Mrs N Caesar	•	Mrs V Gerassimatos	•	Mr & Mrs R & J Morrow	•
•	Ms G Carroll	•	Mrs R George	•	Ms L Noakes	
•	Mrs B Cartwright	•	Mr & Mrs D & J Gibney	•	Mr E Noble	•
•	Ms J Clarke	•	Mr R Gould	•	Ms S Parker	•
•	Mr R Clarke	•	Mr B Grech	•	Mr & Mrs J & B	•
•	Mrs M Cook	•	Mr & Mrs G & M Green		Partington	•
•	Mr J Cooney	•	Ms V Hicks	•	Mr A J Phipps	•
•	Ms R Cox	•	Ms R Hoekstra	•	Mrs B Pine	•
•	Mr A Craine	•	Mr & Mrs S & T Hooper	•	Mr L Pine	•
•	Mr & Mrs P & L De	•	Ms L Howarth	•	Mrs L Polkinghorne	•
	Leeuw	•	Mrs M Keatinge	•	Mr W Pope	•
•	Mrs J Dargaville	•	Mr B & Mrs J Kelly	•	Mrs J Pye	•
•	Mr C Dolso	•	Mr J Kelly	•	Mr & Mrs T & J Radevski	•
•	Dr B Draper	•	Mr D Kennington	•	Dr D Rankin	•
•	Mrs M Draper	•	Mr & Mrs A & E King	•	Dr K Reeve AM	•
•	Mr P Duncan	•	Mr A Knott	•	Ms M Reynolds	•

S Korin

Mr A Lee

Mrs P Lee

Mr P Kucharsici

Mrs J Lancaster

Mr & Mrs A Lemon

Ms J Leonard

Mrs M Leong

Mr N Lewis

Mr W Lewis

Ms J Lillis

Mrs S Luinstra

Mr N Litten

Help make a difference

Mr L Efu

Ms L Ellis

Mrs Harasty

Mrs L Hart

Mr A E Hill

Mr L Horder

Ms P Howes

Mr R Harrison

Mr & Mrs B & B Etherden

Mr R & Mrs K Hair

Mr B Hickinbotham

Mr R Honeyman

Mr & Mrs F & N Holden

Sylvanvale Foundation relies on public donations and corporate support to continue to provide essential services and programs for people with a disability. If you'd like to help make a difference to the lives of children and adults with a disability, consider donating to Sylvanvale Foundation. All donations of \$2 or more are tax deductible. Call Sylvanvale on (02) 8536 0100 to make a difference today.

Mr & Mrs R & S Rich

Mr & Mrs R & J Robson

Mr & Mrs W & L Rose

Mr & Mrs J & S Samuel

Ms L Rummel

Mr & Mrs V & E

Mr G Sanders

Ms G Sarafov

Mrs C Schomberg

Mr A Scarra

Ms L Scifleet

Mrs D Scott

Sambuco

Mrs F Seddon Mrs M Sedgmen

Mr S Senior

Mr T Shiels Mrs V Shroder

Mrs D Silva Mr G Sirios Mrs P Slack

Mrs C Smith

Mr F Smith

Mr M Smith

Mrs M Smith

Ms J Smollett

Mr & Mrs D & E

Sugerman

Mrs J Tamsitt

Mr A Taylor

Mrs E Temperley

Mrs H Thackall Ms S Thalfo Ms L Thompson Mr G Thorby

Ms M Travers

WL Turnbull

Mr W Turner

Mrs K Upton

Mr F Vogelnest

Mrs D Walters

Mr & Mrs K & N

Mr R Whittake

Mr R Wand

Warburton

Ms R Waugh

Mr D Whyte

Ms F Wigney Ms I Wilson

Mr G Wyld

Mrs J Young

Mr D Zekis

Mr & Mrs Wood

Mr C & Mrs BA Snel Ms P Stanley Mrs L Stone

Mrs A Stratiotis-Kasmas

Mr & Mrs T & P Tapfield

Mr & Mrs J & R Timilty

