

Annual Report 2017–2018



Celebrating 70 years





CELEBRATING

A large, stylized logo for a 70th anniversary. The number '70' is prominent, with the '7' in magenta and the '0' in light blue with a green and yellow concentric circle inside. The word 'YEARS' is in purple. The logo is decorated with several colorful stars (blue, magenta, green) and a rainbow-colored circle behind the '0'.

of **supporting** and **empowering**
people with disability



**A community
working in
partnership
for 70 years.**



Photo credit: Chris Lane





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Supporting Empowering Partnership

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



VIDEO
Sylvanvale's
Sylvanbeats
CLICK TO WATCH



CEO's Message



Our 70th year was a time when we celebrated Sylvanvale's many achievements throughout its proud history, while continuing to adapt to the ever-changing environment created by the National Disability Insurance Scheme (NDIS).

We were pleased to launch a number of exciting new initiatives during the 2017-2018 financial year, including the Community Hub and Centre Based Program at Caringbah Craft Centre, a therapeutic horticulture program for children at the Inclusive Classroom, a newly renovated and now accessible Garden House, as well as a revamped Birdcage Café.

During this period we worked hard to help the people we support achieve the best possible outcomes from the NDIS, while also focussing on improving the quality of our service in response to the

results of the Sylvanvale Operational Review that we initiated in the first half of 2017. These improvements included changes to the leadership structure of the operational teams to provide families and staff with a more accessible and visible first point of contact.

Sylvanvale's financial position this year has also been impacted by our transition into the NDIS, with \$4.7 million in revenue owed to Sylvanvale from the prior year now recognised as a result of extended delays in the Supported Independent Living (SIL) quoting process.

We were also very proud to win the award for "Outstanding Community Services" at the 2017 Sutherland Shire Local Business Awards. This award is testament to the dedication and commitment of our staff, who are focussed on helping the people we support achieve their goals.

Because our staff are so integral to the success of the people we support, as well as to Sylvanvale's success, we have introduced an exciting range of initiatives in the last 12 months to help our staff grow, develop and flourish.

I want to thank each and every one of our staff, all the people we support, their families and carers, supporters, volunteers and Board of Directors who have worked so hard and have been an integral part of Sylvanvale's many achievements over the last year and the past 70 years.



Leanne Fretten
Chief Executive Officer



Chairman's Message



Turning 70 years old is an achievement by any measure, and especially for Sylvanvale which began humbly. Over those 70 years Sylvanvale has become one of Australia's best recognised and best performing disability service providers.

With over 700 people in our care, and over 600 staff and volunteers, Sylvanvale is a trusted partner for many with disability, their families and their carers. We can be justly proud of this past, and eternally thankful to those that have given so generously of their time and resources.

In our 70th year, entering the National Disability Insurance Scheme (NDIS) has continued to pose a challenge for Sylvanvale. The new NDIS environment has required us to reshape many aspects of our business including our service offerings, the way service payments are processed, and importantly the way we

manage the relationship with the people we support. I have watched first-hand as our staff have excelled and shown great resilience in dealing with the new processes and systems – at all times ensuring that those in our care receive the support they deserve.

We have launched a number of new processes to increase efficiency within the organisation, including a new On Call service for staff, as well as shift bidding, which enables staff to bid on available shifts. We were also very pleased to see Sylvanvale successfully pass our Third Party Verification audit of the NSW Disability Service Standards.

Change takes energy and commitment, and I would like to thank our Chief Executive Officer Leanne Fretten and her Executive team for their tireless efforts this year. The Sylvanvale Executive and staff have worked tirelessly to help the people we

support achieve their goals. I would also like to thank the countless volunteers and supporters who have given selflessly of their time and efforts over the year.

I would also like to thank the Directors of Sylvanvale for their continuing dedication. I extend my thanks to His Excellency General The Honourable David Hurley AD DSC (Ret'd), Governor of New South Wales, for his continuing support as our patron. It was a great honour to have him attend our 70th Anniversary celebrations.

I look forward to the challenges in the coming year, and our continued commitment to helping the people we support achieve their goals now and in the future.

A handwritten signature in dark ink, appearing to read 'Jeff McCarthy'.

Jeff McCarthy
Chairman



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



CELEBRATING 70 YEARS

A strong history, a strong future



VIDEO
70 Years
of Sylvanvale
CLICK TO WATCH

1950

Flora Street 1952

The first building owned by the Handicapped Children's Centre.

HMAS Vendetta
Commander
with trainees
at Sylvanvale
Industries.

The New Rainbow Lodge (Haddon Hall)

In 1970 the original Rainbow Lodge was closed and Haddon Hall was purchased partially by a parent, Mr Ross McKinnon and the second version of Rainbow Lodge was born at Woodford.

One of the new classrooms
at Sylvanvale School 1972.

1970

1940

*
Sylvanvale in
the beginning.

The Baptist Church, Flora Street

First location of the Handicapped Children's Centre.

Mrs W J Scarff

Mrs Scarff arranged a meeting on Sunday 28 September 1947 at 3pm at the Odeon Theatre in Sutherland where the Handicapped Children's Centre became a reality.

1960

*
In 1968 the name
"Sylvanvale"
was introduced.

The Handicapped Children's Centre's first residential property was established in 1963 in Kurrajong and it was called Rainbow Lodge. It was a boarding style house with a capacity for permanent or short respite stays, with a school for children with intellectual disabilities.

In 1961 Flora Street expanded
with three new classrooms.



Hillview Group Home,
Katoomba 1995.



**Working at
Sylvanvale Catering**
In 1992 Sylvanvale
Catering opened at
Kirrawee as a way for
people with disability
to learn new skills.



Sylvanvale
established a
number of group
homes throughout
the Blue Mountains
and Sutherland Shire
to accommodate
everyone.

*
**This period was
characterised by
expansion and
progress.**

1990



Flying High
The transition into
the NDIS
has allowed the
people we support
to do things they
never thought
would be possible.



VIDEO
Mikarie
Child Care Centre
CLICK TO WATCH



**Mikarie Child Care
Centre opens**
in 2011 at Kirrawee.

2010

1980



**Laying of the Foundation
Stone at Kirrawee**
on 16 June 1981.



New training centre
in Kirrawee.



Stamp from 1981 –
International Year of
People with Disability.

2000



Garden House opens
in 2007 at Sutherland.



South West Sydney
In 2008/09 new services
opened in South West
Sydney at Theresa Park,
Campbelltown, Grasmere,
Catherine Fields and Liverpool.



*
**New Centres – Sutherland
and Rockdale Activity
Centres were officially
opened in 2006 and 2008.**

Our 70 Year Celebrations

We marked the significant milestone of our 70th Anniversary with exciting celebrations from July to December 2017.

Chairman's Dinner

On 23 September 2017, we celebrated our 70 years with a Chairman's Dinner at NSW Parliament House, attended by an impressive list of VIP guests – including Sylvanvale's patron His Excellency The Honourable David Hurley AD DSC (Ret'd), Governor of New South Wales and Mrs Hurley.

MC for the evening was journalist and TV personality Sandra Sully, who had first connected with Sylvanvale in the 1990s when she prepared a news story on the difference that Sylvanvale was making to people's lives.

A particularly moving part of the night was when families and staff from Sylvanvale's all abilities Mikarie Child Care Centre explained the difference that the centre makes to children's and families' lives.

Speech in NSW Parliament

That same day, on 23 September, we were delighted that the Honourable Mark Speakman SC MP gave a memorable speech in NSW State Parliament. Mr Speakman paid tribute to the staff, volunteers, community groups and businesses who have made Sylvanvale the organisation it is today.



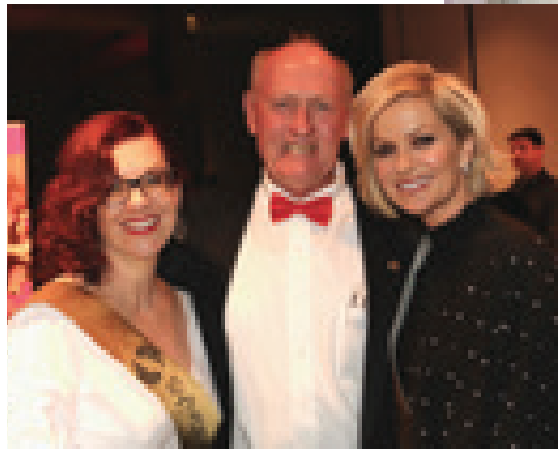
VIDEO
Chairman's
Dinner
CLICK TO WATCH



70 Trees for 70 Years

On 28 September 2017, the day of our anniversary, our longstanding supporters Sutherland Shire Council gave Sylvanvale 70 trees from its GyMEA plant nursery to be planted at each of Sylvanvale's sites across the greater Sydney region.

Sutherland Shire Council has had a strong connection with Sylvanvale since the beginning. The very catalyst for the existence of Sylvanvale was a survey conducted by the Sutherland Shire Council early on in 1947, which showed that there were no supports in the local community for children with disability and their families. There have continued to be many touchpoints over the years, including Council giving permission for fundraising activities and the lease of Council's Garden House to Sylvanvale.



Thank you to everyone who celebrated our 70th Anniversary with us and also to everyone who has been part of our proud history.

2017–2018 Highlights

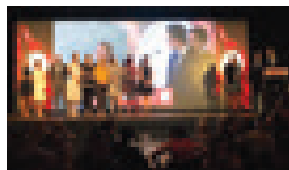
This has been a time of celebration, success and adapting to the changes brought by the National Disability Insurance Scheme (NDIS).

July

Transitioned around 400 people in the Sutherland Shire to the National Disability Insurance Scheme (NDIS).

Introduced a new onboarding program for Sylvanvale staff, which has successfully onboarded more than 130 staff in the past year.

August



✱ **Won the award for "Outstanding Community Services" at the 2017 Sutherland Shire Local Business Awards. Mikarie and Retail Therapy shortlisted as finalists.**



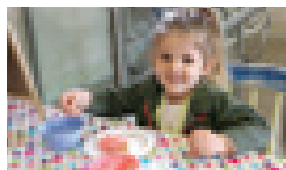
Birdcage Café by Sylvanvale underwent an exciting revamp and welcomed head chef Jonathan Gleeson (previously of Zimzala, Cronulla).

September

Opened our new community hub at Kogarah.



Birdcage Café by Sylvanvale launched its exciting school holiday program.



Retail Therapy Vintage & Café VIP shopping afternoon and stylist session.



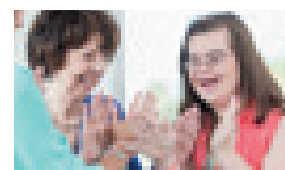
October

Our highly successful Charity Golf Day at the prestigious Cronulla Golf Club on Monday 23 October raised \$31,000 to purchase specialised early intervention equipment and make Mikarie Child Care Centre more inclusive and accessible.



November

Operational Review report submitted to Sylvanvale Board of Directors.



Sylvania Rotary hosted their annual Melbourne Cup luncheon, to raise funds for Sylvanvale.



December

Sylvanvale artists perform "Charlie's Collectors Emporium", presented by ArtsLife Access, and supported by Georges River Life Care and Georges River Council.



Operational Review approved by Sylvanvale Board of Directors and implementation of recommendations begins.

January

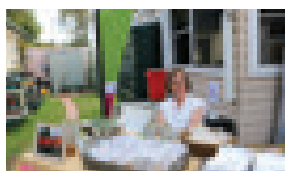
Changes to the leadership structure of Sylvanvale's Operational team becomes fully effective.

* **First lesson at the Inclusive Classroom for children from Sylvanvale's Holiday Club – thanks to a \$40,000 Grant from nib Foundation.**



February

Relaunch of the Garden House at Rawson Avenue, following significant refurbishments to make it more accessible and inclusive, funded by community support.



Blooms the Chemist Camden became Sylvanvale's new Central Pharmacy Provider.

March

Launched a new On Call service for staff, simplifying the process around sick and emergency calls.

New Shift Bidding process went live, enabling staff to bid on available shifts.

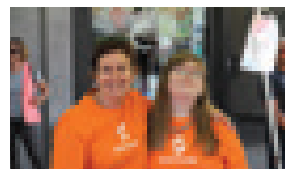
* **Successfully passed our Third Party Verification audit of the NSW Disability Service Standards.**

Birdcage Café opened for its first-ever Saturday.



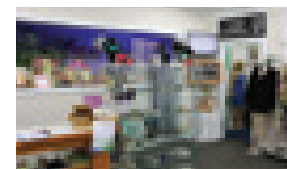
April

Fourth annual Sylvanvale Pre WWII Car & Bike Show was a resounding success.

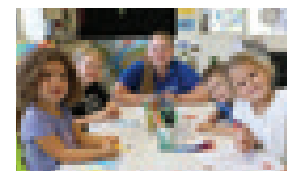


May

Highly successful Retail Therapy Vintage & Café VIP night.

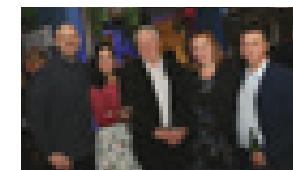
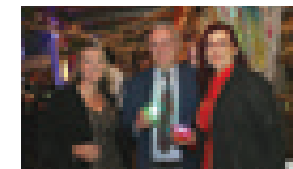


School readiness sessions held at Mikarie Child Care Centre, giving parents and families the opportunity to understand their child's learning journey.



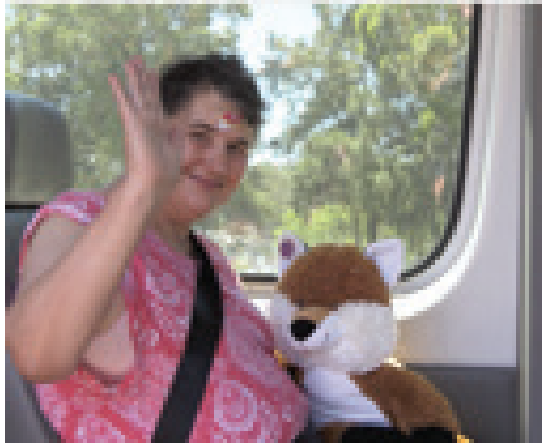
June

Our annual cocktail party raised more than \$37,000 for Sylvanvale Kids Club.



VIDEO
Pre WWII Vintage Car & Bike Show
CLICK TO WATCH

Our People: Nicolle's Story



A place to call home

Nicolle Stratton joined Sylvanvale in late 2017 after her family were no longer able to care for her.

"Because of Nicolle's needs, because she needs 24/7 support, it was deemed that she needed to go into supported accommodation. But thankfully we found Sylvanvale," says sister Simonn.

Well before Nicolle moved into her new home in South West Sydney, the Sylvanvale team worked closely with Nicolle and her family to get an understanding of Nicolle's needs, her likes and dislikes and her preferred routines.

Actively including Nicolle's family in the process was very important. According to Site Manager Deborah

Simpson, "I find that we're not just taking on the people we support, we're taking on the families as well. It's a huge thing for them to have a loved-one move into supported accommodation."

Simonn agrees, "As much as our siblings are making that transition away from the family home and everything they've known, we're also making the transition of standing back and going, I have to trust other people to do the best thing by you. That's a really hard thing to do."

At first it wasn't easy for Nicolle, says Deborah, "Nicolle was very reserved, very unsure. It was hard for us to understand who Nicolle was. It's been a gradual process of us learning and working together as a team and showing Nicolle that we are all here for her."



Consistent, ongoing communication with Nicolle's family throughout this time was essential. "We talk to the families, we let them know that their loved-one is okay, what they're doing, how they've been. Even when they've had behaviours or bad days," says Support Worker Kerry Hemming.

Things became easier, and Nicolle now feels at home. "Because of the staff's consistent approach in creating a safe, secure and happy environment for her, Nicole now calls Sylvanvale's house her home," says Simonn.

According to Simonn, "It's taken a while, but when I pulled up the other day I asked Nicolle, "Who lives here?" and she replied, "It's me. It's my home, it's my home.""

Since moving into her new home, Nicolle has done many exciting

things. She's gone horse-riding for the very first time, she celebrated her birthday with a party – and she does lots of bowling, which is one of her favourite activities.

That's only the beginning for Nicolle. "I want to help her achieve whatever she wants to achieve. Nicolle says she wants to go to a circus; we're going to get her to a circus. She wants to go to Disneyland; we can make that happen. That's what we're here to do – to help Nicolle achieve what she wants in her life," says Deborah.



"The staff's consistent approach in creating a safe, secure and happy environment."

VIDEO
Nicolle's
Story
CLICK TO WATCH



Our People: Caringbah Craft Centre

A community working in partnership

Sylvanvale's new community hub at Caringbah Craft Centre, which officially opened in February 2018, is a wonderful example of Sylvanvale achieving its vision of a community working in partnership to support people with disability to live the life they choose.

The centre offers a unique and special environment where people with disability work alongside volunteers to hand-make a variety of beautiful wooden products including toys, cradles and high chairs.

For participants and volunteers alike, the centre provides the opportunity to learn and practice woodworking and other skills, make new friends and connect with the community.

Even the inception of the new hub was about the community working in partnership. The centre, which is located in a building owned by Caringbah Uniting Church, was originally established in 1976 to assist in the rehabilitation





of patients at Sutherland Hospital. But in 2017 its existence came under threat from waning numbers and it lost its funding due to the arrival of the National Disability Insurance Scheme (NDIS).

When the centre was looking for an organisation to partner with in 2017, one of its volunteers, Margaret McKeirhan, suggested connecting with Sylvanvale. Margaret was familiar with Sylvanvale's services, having previously volunteered at Sylvanvale's Retail Therapy shop in Caringbah. One day when Margaret was working at Sutherland Hospital where she also volunteers, she saw Sylvanvale Catering delivering food to the hospital. This gave her the idea of a collaboration with Sylvanvale. The craft centre then approached Sylvanvale and the partnership was born.

According to Grant Durban, who has been a part of at the centre for seven years and

now uses his NDIS package to participate, "If Sylvanvale hadn't taken over the centre it wouldn't have stayed open. We are just so grateful because we really enjoy coming and always look forward to it."

Since Sylvanvale opened a Centre Based program at the hub in February 2018, Caringbah Craft Centre has been changing lives.

Greg Wilson joined the centre in February after spending the majority of his life in the same day program. Greg has been learning numerous skills including sanding, cutting wood and drilling. His improvement in this time has been phenomenal and he no longer needs instructions to carry out his tasks and works independently and with enthusiasm.

Site Manager Shaun Ferguson is very proud of the centre and the team's achievements,



"This is such an amazing place. The skills the centre offers people with disability are very unique – there is nothing like it anywhere in Sydney."

"I get a big buzz out of what we do here. As well as creating amazing products, we are building confidence and self-esteem for participants, and increasing social participation."



"The skills the centre offers people with disability are very unique – there is nothing like it anywhere in Sydney."





Our Staff

Our staff are the change makers helping people with disability reach their goals and achieve their potential.

Helping employees reach their full potential

Our staff are an extremely important asset and essential to us securing the trust of the people we support, their families and carers. We strive to be an employer of choice, and are fully committed to helping our staff grow, develop and succeed.

To recognise the great work our staff do, and to help them develop their skills and reach their full potential, we have introduced an exciting range of initiatives in the last 12 months including:

- Recognised our team's loyalty and achievements through our new 'Long Service Awards'

- Held a highly successful inaugural staff conference called 'Thrive 2018'
- Celebrated people who have achieved their Diplomas and Certificates in Disability
- Created a new bi-monthly newsletter 'From the CEO's Desk' for staff
- Launched a new Communications App to improve communication with staff
- Increased training, including creating a brand-new induction program for staff.

We believe that when our staff succeed, the people we support succeed too.



VIDEO
Jack's
Journey
CLICK TO WATCH



Karen Mulligan, Site Manager, Katoomba – 15 years of service

I joined Sylvanvale in 2002 as a Support Worker, as I wanted to help make a difference to the lives of people with disability.

I am now Site Manager for Cascade and Merriwa, where I oversee operations on a day to day basis to ensure that everyone is safe, that they are being listened to and their goals are being met – as well as being the first point of contact for families and staff.



One of my drivers is that everything I do is connected with the person. I try to empower people with disability with knowledge and to make sure everything we do is through a shared decision-making process.

I'm very proud of what my team achieves in helping the people we support achieve their goals. They are wholeheartedly committed to the people they support, they have empathy and follow Sylvanvale's values – I'm very lucky to have such a wonderful team.

I'm also very excited by all the great work Sylvanvale has been doing to engage and recognise staff and help them reach their full potential, including through enhanced training and communication.

I feel so privileged to be in a career where I have an opportunity to make a positive impact to the lives of the people we support.



Going above and beyond in Sydney's bushfires

The commitment of Sylvanvale staff to the people we support was evident in April 2018, during the bushfires in Sydney's South.

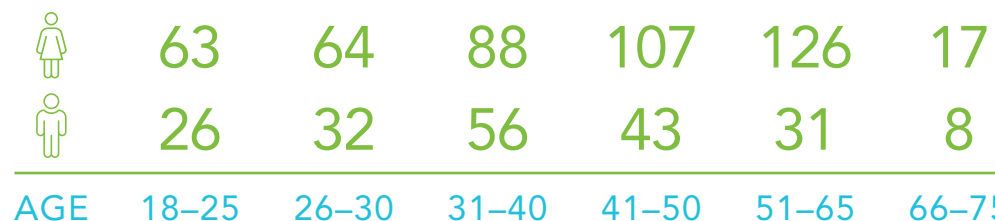
During that time, staff evacuated all Sylvanvale residents living in supported independent living in the Menai, Barden Ridge and Illawong areas.

Staff were redeployed to the evacuation sites, working outside their hours and even bringing in airbeds and blankets from home. Many staff also volunteered to come in and provide support during their time off.

According to Leanne Tuck, Site Manager for Raine and Gerald, "It was really beautiful the way that everyone chipped in and worked so well together."

Age and Gender of Sylvanvale Employees

Total Employees



Our Plan

Our Vision

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

Our Mission

To empower individuals through choice, education, advocacy and support.

Our Purpose

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

Our Values

Sylvanvale Foundation embraces a strong person centred approach, underpinned by personal choice and individual outcomes for people and their families. We value:



Belonging

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



Choice

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



Respect

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



Safety

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



Contribution

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

Our Goals

01

Customer-first Philosophy and Culture

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

What We Will Do

1. Adapt our existing services.
2. Monitor and enhance the customer experience, including through customer satisfaction surveys.
3. Map and assess customer trends and preferences, and other service providers.
4. Improve community connections through local strategic partnerships and networking.

02

Quality-driven Practice

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

What We Will Do

1. Attract and retain staff, especially staff who have a passion for supporting people with complex needs.
2. Engage staff and increase retention rates through improving a robust learning and development program.
3. Through staff training, develop a person-centred, customer-centric approach.
4. Increase staff accountability for outcomes through role design and regular measuring with cascading Key Performance Indicators (KPIs).
5. Maintain effective, customer-centred systems for quality, risk and compliance management.
6. Implement an outcomes framework aligned to the NDIS Outcomes Framework.

03

Sustainability

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

What We Will Do

1. Implement and maintain technology and system solutions to support the NDIS operating environment.
2. Ensure sustainable businesses and services.
3. Optimise procurement, fleet, facilities and contractor management.

Our Reach

773 

People We Support

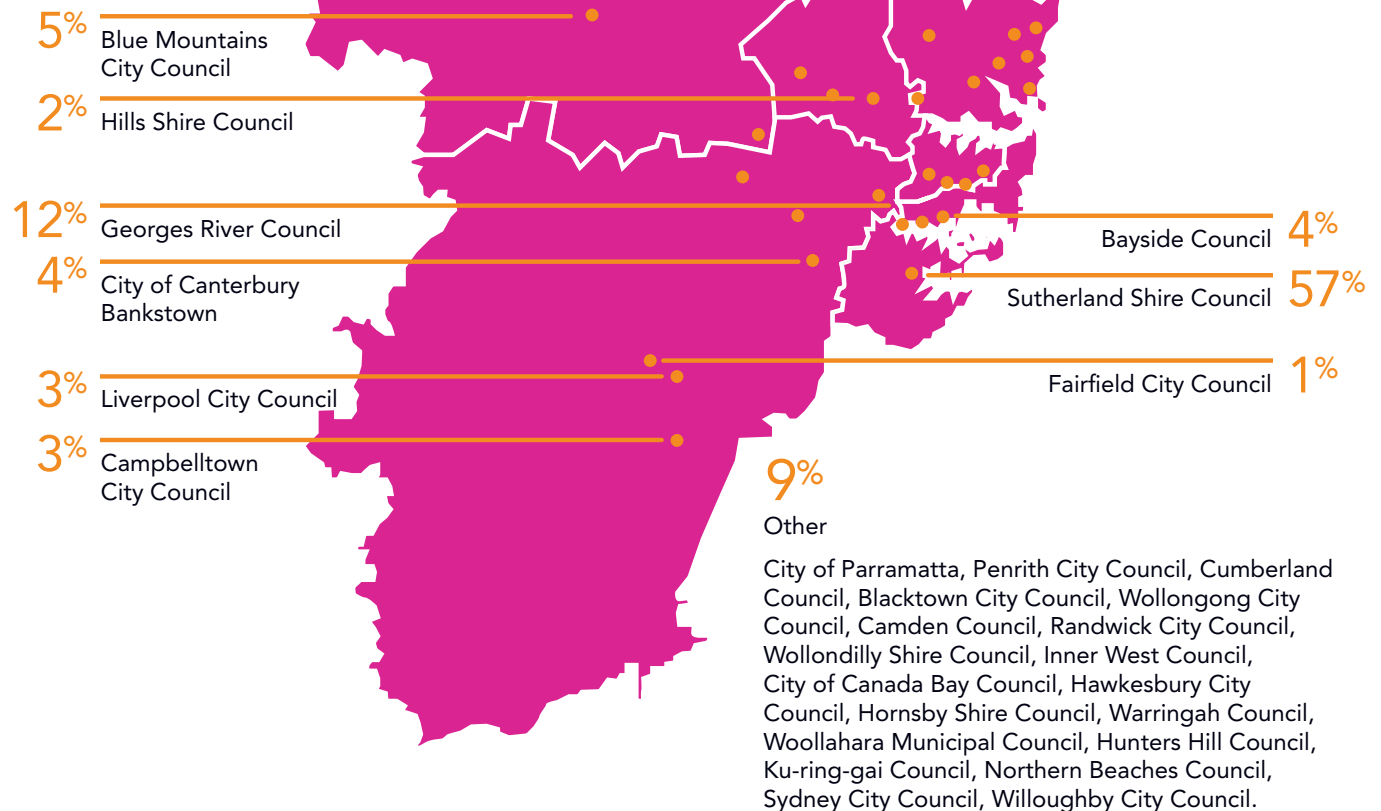
122 

Suburbs

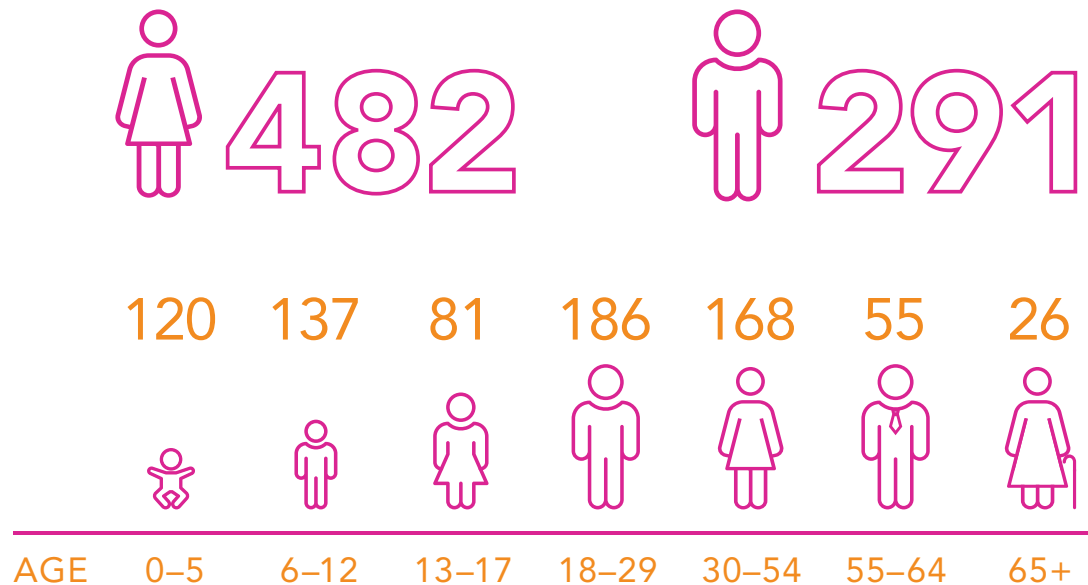
29 

LGAs of NSW

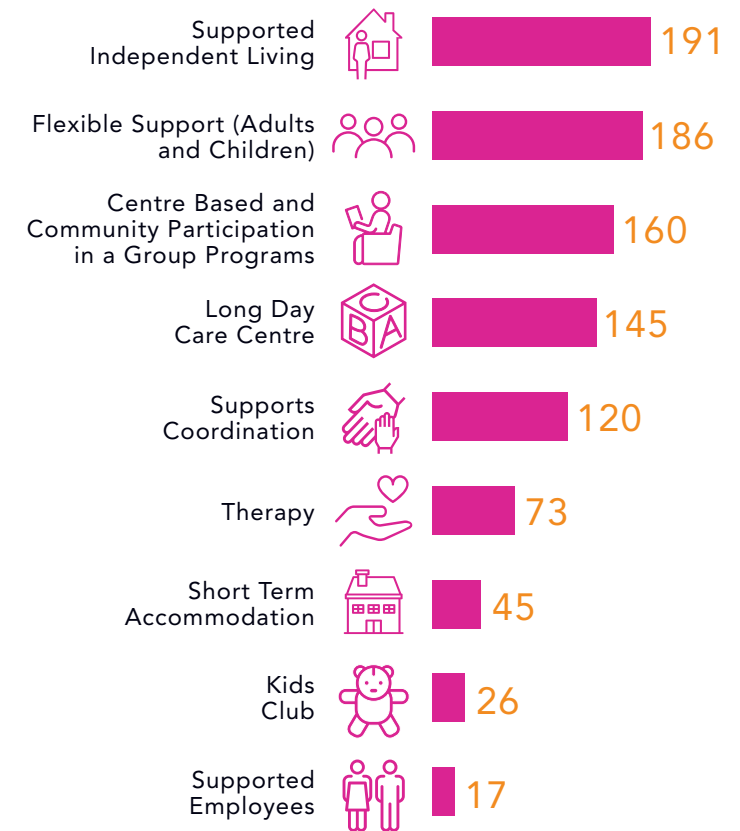
Where Our Customers Live



The People We Support By Age And Gender



The People We Support By Service*



*Some people access more than one service type

Our Supporters

Volunteers

236
Volunteers

Individual volunteers contributed to Sylvanvale as shop assistants at our Retail Therapy opportunity shop, woodworkers at Caringbah Craft Centre and event helpers at our many dynamic fundraising events.

Corporate volunteers from Commonwealth Bank Australia have helped us to paint Loftus Short Term Accommodation and build beautiful new gardens at our Supported Accommodation, while CCSG Legal partnered with Sylvanvale for their corporate volunteering day to carry out some much needed maintenance and gardening at one of our houses in the Sutherland Shire.

Mirvac did a wonderful job revitalising an entire garden and BBQ area for people who use Sylvanvale's Hydrotherapy pool. They even donated ramps to make the site fully accessible!

We are grateful for the amazing capabilities that our volunteers bring to our organisation.

Fundraising Events

360 attended
Over \$139K raised

This year we celebrated our 70th Anniversary with a star studded event at NSW Parliament House; we also held a successful Golf Charity Day and a fantastic Cocktail Party – all raising money for children with disability.

These results wouldn't have been possible without the support of our major event sponsors: AH Beard, Club Central Menai & Hurstville, Noble Toyota, Warren Saunders, IMB Bank, Unitech IT Solutions, Total Car Body Repairs, MySupply Store, Edmen Community Staffing Solutions, Gamney Group, Westfield Miranda, Singleton Moore Signs, InConnect, Guardian Funerals, Optimum Health Solutions, St George Food Services and Stewart Brown & Co.

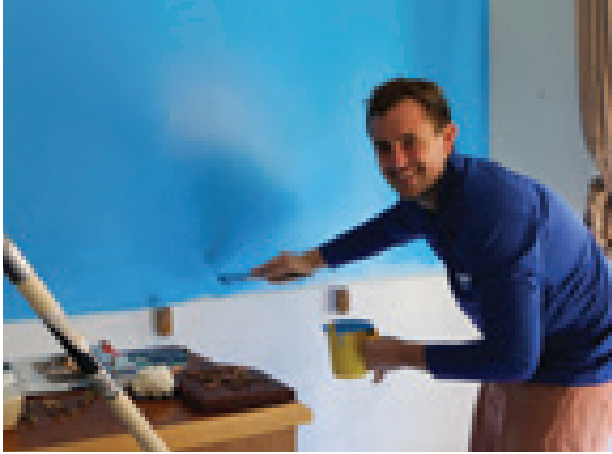
Donors

\$49,323

in donations from generous individuals and businesses

A special thank you to our 12 monthly donors who in 2017–18 gave more than \$5,000 to Sylvanvale and helped fund special projects for children with disability.





Project Funding/Grants

\$112,990

special project grants

Sylvanvale has been able to fund some fantastic initiatives and projects by being awarded the following grants:

NSW Club Grants (Club Engadine) – generously donated \$5,750 for Sylvanvale’s Kids Club. **IMB** have also contributed to Sylvanvale’s Kids Club by generously donating \$10,000 as part of their Shire Community Foundation.

nib Foundation – Generously donated \$40,000 to enable us to make The Inclusive Classroom project by Sylvanvale a reality.

Sylvanvale was successful in receiving \$15,000 in funding from **The Honda Foundation** for specialised equipment for children.

Stronger Communities Program donated \$11,000 for a Wet Room at our community hub Garden House and we were also successful in receiving \$30,990 from a Community Building Partnership grant for renovations to Mikarie Child Care Centre.

Bequests

\$405,699

from a generous individual

A very generous individual, who strongly believed in Sylvanvale’s vision, chose to leave a substantial gift in their will to Sylvanvale. Their substantial gift provided more than \$400,000 towards Sylvanvale’s projects.

Community Fundraising

\$26,745

was raised by community groups & fundraisers

Over \$26,000 was raised by community groups and fundraisers for Sylvanvale in 2017–18.

A special thank you to Ken Warburton and Cronulla Rotary who, with Sylvanvale, raised \$20,572 for children with disability at the Pre WWII Cronulla Vintage Car Show. Special mention also to Sylvania Rotary who kindly hosted a Melbourne Cup event for Sylvanvale, as well as Caringbah Rotary and Cook Community Classic for all their support.

Donors and Volunteers

Our enormous thanks to the many generous people and businesses who volunteered, attended events, gave gifts and supported Sylvanvale this past year. Thanks to your generosity, we received \$188,662 in fundraising income.

We are very grateful for the support of the following government agencies, trusts and foundations, and businesses and community groups who showed support to Sylvanvale during the 2017–2018 financial year.



Government

Australian Government Department of Health

Australian Government Department of Social Services

Bayside Council

Blue Mountains City Council

Community Relations Commission for a Multicultural NSW

Department of Education and Training

Departments of Premier and Cabinet – Community Building Partnership Program

Georges River Council

National Disability Insurance Agency (NDIA)

NSW Department of Education

NSW Department of Family and Community Services

St George Community Health

Sutherland Shire Council

Trusts and Foundations

Big Sister Foundation

IMB Shire Community Foundation

nib Foundation





Thanks to your generosity, we received \$188,662 in fundraising.

Business and Community

A.H. Beard Pty Ltd	Gamney Group	Peter Gow	Stewart Brown
Amps Technology	Guardian Funerals	Pontifex Jewellers	St George Food Services
Amtek	Hazelhurst Café	Qualitycare Nursing Agency	Sullivan Dewing Pty Ltd
Club Central	Hitting Targets	Quest Cronulla Beach	Sutherland Croquet Club
Colortile	IMB Bank	Rat Pack Social Club	Sutherland Shire Property Mgt
Combined Rheumatology Practice	InConnect	Ritchies Stores Pty Ltd	Sydney Theatre Co.
Commonwealth Bank	Lugarno Lions	Rotary Club of Caringbah	Taronga Zoo
COS	Mode Installations	Rotary Club of Cronulla	The Helping Hand Group
Cronulla Ferries	Mr Sold	Rotary Club of Sylvania	Total Car Body Repairs
Cronulla RSL Memorial Club	mySupply Store	Scentre Group	Tynan Motors
Cronulla Standup Paddle Board	Noble Toyota	Servcorp	Unbutton Handmade
Cronulla Sutherland Football Club (Sharks)	NSW Parliament House Sydney	SG Fleet Australia Pty Limited	Unitech IT Solutions
Cronulla Sutherland Kayak Club	O'Briens Auto Body Repair	Shannon's Insurance	Urban Rituelle
Design Moulding	Optimum Health Solutions	Shirewide Towing	Warren Saunders
Edmen Community Staffing Solutions	Oz Trail	Singleton Moore Signs	Westfield Miranda
	Payce Consolidated Ltd	Sourcecom	



**Thank you for
being a special
part of Sylvanvale's
journey over the
past 70 years.**





Financial Summary

The organisation's 2017–2018 financial position has been influenced by our transition into the National Disability Insurance Scheme (NDIS).

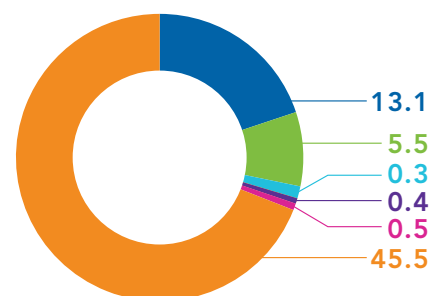
This financial year, revenue has grown to \$65.4 million.

It should be noted that \$4,731,036 in revenue has been recognised in the 2017–2018 accounts, which relates to services delivered in the 2016–2017 year. This timing difference has been due to delays in the receipt of confirmation and acceptance of the organisation's submitted quotations for Supported Independent Living (SIL) services from the NDIA.

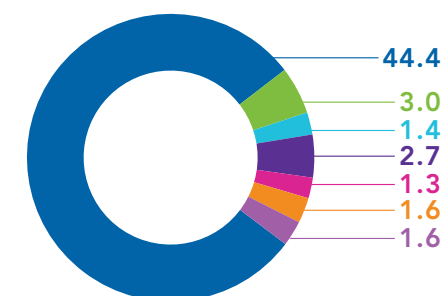
Key areas of investment included maintenance and upgrades to our properties and equipment to ensure we can continue to provide the highest level of support.

Our Board would like to thank all individuals, community groups and organisations for their continued support, which enables us to build strong foundations to support people with disability to live the life they choose.

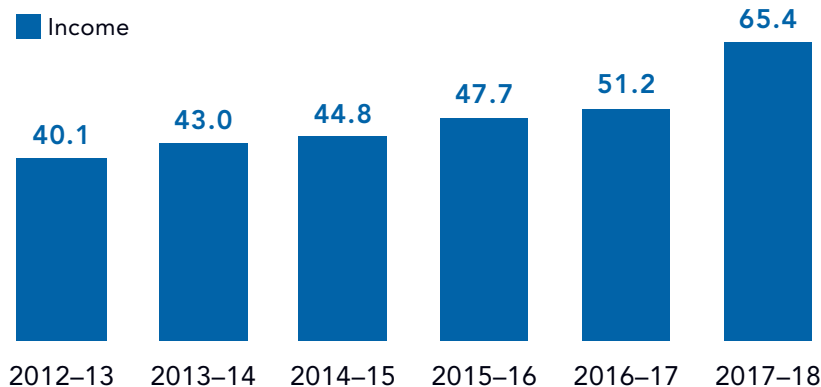
2017–18 Income
[\$ million]



2017–18 Expenses
[\$ million]



Revenue
[\$ million]



Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2018

	2018	2017
Revenue	\$65,385,214	\$50,789,815
Expenses	\$55,900,212	\$50,287,921
Surplus for the year	\$9,485,002	\$501,894
Other comprehensive income – Fair value gains/(losses) on available-for-sale financial assets	\$78,347	\$113,960
Total Comprehensive Income (loss) for the Year	\$9,563,349	\$615,854

Statement of Financial Position

As at 30 June 2018

	2018	2017
Total assets	\$36,091,436	\$28,303,675
Total liabilities	\$7,932,892	\$9,708,480
Net assets	\$28,158,544	\$18,595,195
Accumulated funds	\$27,919,386	\$18,434,384
Reserves	\$239,158	\$160,811
Total funds	\$28,158,544	\$18,595,195

CELEBRATING
70 YEARS



Thank you
from Sylvanvale

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