



THE LORNA HODGKINSON SUNSHINE HOME

ACN 000 147 482

(a company limited by guarantee)

2009 ANNUAL REPORT

to be presented at the
Annual General meeting
of the Company
to be held at the Home on
November 24, 2009

LORNA HODGKINSON SUNSHINE HOME
ACN 000 147 482
ABN 64 124 068 023

2009 ANNUAL REPORT

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Sunshine acknowledges the support of:
Department of Ageing, Disability and Home Care
Department of Employment and Workplace Relations
Department of Families, Community Services and Indigenous Affairs

**REPORT FROM THE CHAIRMAN OF THE BOARD
LORNA HODGKINSON SUNSHINE HOME
2008-2009**

Introduction

2008/09 has been another busy and successful year. Sunshine has once again performed beyond expectations in terms of the main measures of success, being to increase the number of clients supported and increased revenue.

Sunshine has a wonderful workforce, from the unsung heroes who support challenging and complex needs of our clients in accommodation, community access, employment or respite services, to our leadership team who have helped in developing the skills of all our employees. Excellent work by all staff has seen us achieve a 90% success rate in our tendering for new business.

I want to record the Board's warm appreciation of the work of our chief executive in her leadership, development and management of the work of Sunshine. We also extend this to the whole team providing high quality care outcomes for our clients, for ensuring service growth and development of staff and in the prudent management of resources within the financial constraints of the current environment and of course inherent to the disability sector.

The momentum of the previous years' achievements by Sunshine has continued throughout the 2008-2009 year and there is every reason to believe this will be the case into the future.

Clients

The much anticipated trip to LA had been planned for almost a year and was the culmination of many months of telephone calls, emails and visits to the travel agent, but it fulfilled the dreams of twelve of our clients at Sunshine. For a good period of time before the trip our twelve clients carefully set aside the funds they would need to fulfil their life long dream of visiting Disneyland, Universal Studios and Knott's Berry Farm amongst other wonderful sights within the state of California.

The first destination was Knott's Berry Farm, despite the jetlag. Just about everyone had a wonderful time going on the rides and the more adventurous ones even ended up on the park's roller coaster! This was followed by a trip to Universal Studios where Richard got the biggest thrill visiting the set of 'Terminator', a movie he'd always been a fan of. The others had a nice time visiting the set of 'Desperate Housewives' and watching the Blues Brothers show, then to Disneyland, the San Diego Zoo, SeaWorld, Huntington Beach, the HMS Midway, and even to Kansas City Barbecue (where the movie 'Top Gun' was shot). A city tour was booked to visit the Hollywood Bowl, the Walk of Fame, Rodeo Drive and the Kodak Theatre.

With all requisite souvenirs bought to remind them of the trip, they finally bade farewell to the land of beautiful people, movie stars and beautiful beaches. Each of the twelve clients had an amazing time and came home with wonderful memories that will most certainly prove to be the most lasting souvenirs from the trip.

This story and many more like it is what Sunshine is all about, facilitating outcomes, making dreams into reality.

Highlights of 2008-2009

- Sunshine conducted its first organisation wide client satisfaction survey. The results were humbling to say the least with 94% of our clients happy most of the time of the services they are receiving and this is a credit to a wonderful, committed workforce.
- An important development in 2008/09 was the roll out of competency based performance appraisal to all staff. Sunshine in consultation with staff, developed its core values and married these values with competencies based on the Front line Management Certificate 4. This tool is not only used to improve the engagement of staff with their managers but also as a source of valuable input into staff training to ensure continuous service improvement.
- Approval from DADHC to upgrade support workers' hourly rate based on Industry norm through a modest funding increase. This will allow Sunshine to be competitive in its recruitment and retention of staff.

Growth in Services

- **Accommodation Services:**
 - Acquisition of 2 group homes (8 clients with autism); Acquisition of 2 new clients for the Central Coast group home (Dooralong)
 - Acquisition of Drop in Independent Living Support (Central Coast)
 - Acquisition of DHASI–Disability, Housing and Support Initiative (Hornsby/Ryde)
- **Community Access:**
 - Acquisition of PQP for Day Services Program
 - North Sydney –Life Choices & Active Ageing
 - Central Coast – Life Choices & Active Ageing
 - Nepean –Life Choices & Active Ageing
 - Cumberland/Prospect –Life Choices & Active Ageing
 - Acquisition of Coach House Day Programs in December 2008 (11 clients)
 - Acquisition of St Ives Day Programs in May 2009 (17 clients)
 - Acquisition of Active Ageing and Lifestyle Choices (11 Clients)
 - Acquisition of Community participation in 4 local government areas being Manly, Warringah, Pittwater and Hawkesbury.
- **Respite Services:**
 - Acquisition of additional funding through the DAP funding
 - Acquisition of 22 respite places for block holidays or block weekend respite for carers of people with disabilities.
- **Administration:**
 - Successful outsourcing of Fringe Benefit component of our payroll processes to Access Pay. Staff packaging increased from 88 to 111.
 - Roll out of Sunshine's Intra-net to facilitate access to Policies and Procedures. This included the set up of computer, printer and internet access to most of our outlets.

- Purchase of a four bed room house at 261 Pacific Highway, Hornsby, a property adjoining the existing Respite House for older carers.
- Sunshine Dinner celebrating International day of people with disabilities on December 3, 2008 hosted by Sir James and Lady Joan Hardy.

Corporate Governance

I report with pleasure the appointment of Ms Anna Learmonth and Mr. David Ross to the Board. Both Anna and David offer a wealth of knowledge and skill in the areas of business management, human resources and fundraising. During the year, we bid farewell to Director Brian McRae, who returned to his country home, Armidale with his son Matthew. The Board notes Brian's six years contribution to the Board, chairing the Business Services Committee and a member of the Finance and Investment Committee.

The Board continues to have a balance of professional and commercial skills and experience as outlined in the profiles of all directors on pages 4, 5.

Financial

We ended the 2008/09 financial year in a stronger position than expected, which was particularly pleasing given the effect on the investment market of the global financial crisis. Certainly the new services contributed to the recovery of some fixed cost of our services.

Funding

We are most grateful to the continued significant financial support from our government funding bodies and in particular to DADHC (Department of Ageing and Disability and Home Care, FAHCSIA (Department of Families, Housing, Community Services and Indigenous Affairs and DEEWR (Department of Education, Employment and Workplace Relations). We value these partnerships and take very seriously the confidence in our Board and Management to deliver good quality innovative services to people with disabilities and their families.

Fundraising

As with the rest in the sector, generating donation has been challenging and this year has not been any different. We were able to generate a modest income; however, the most valuable benefit generated by this department is the continued Community reach through events such as Art Exhibition, Annual Dinner and the Raffle.

The future

To continue to ensure that all Sunshine services adheres to its mission of "Enhancing opportunities and relationships for people with disabilities, their families and the aged within their communities".



Martin Laverty
Chairman of Directors

THE LORNA HODGKINSON SUNSHINE HOME

**DIRECTORS' REPORT
FOR THE YEAR ENDED 30TH JUNE 2009**

The Directors of the Lorna Hodgkinson Sunshine Home present their report, together with the Financial Statements, for the year ended 30th June 2009 and the Auditors' Report thereon.

Board of Directors

The names of each person who has been a director at any time during the financial year or since the end of the financial year are:

Martin Laverty, LL.M

CHAIRMAN

Director since July 2007

Member Executive and Strategic Planning.

Peter Horton, B. Bus., A.C.A.

TREASURER, SECRETARY AND PUBLIC OFFICER

Director since 1999

Member Finance, Audit, Executive and Strategic Planning Sub Committees.

Clifford Marriott, F.A.I.V., F.S.L.E. OAM

Director since 1983

Member Strategic Planning and Business Sub Committees.

Geoffrey Tebbutt, B.Ec., F.C.A.

SECRETARY AND ASSISTANT TREASURER

Director since 1999

Member Executive, Strategic Planning, Finance, Audit and Fundraising Sub Committees.

Janet Kneeshaw, Grad Dip H.S. (Gerontology)

SECRETARY

Director since 1991

Member Executive, Client Services and Strategic Planning Sub Committees

Board Representative on Senior Executive Staff Team.

John Kerrigan, BA., LL.B

Director since 1996

Legal Advisor

Member Finance and Audit Sub Committees.

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DIRECTORS' REPORT (continued)

Brian McRae, B V Sc

Director since 2001

Member Finance, Audit, Client Services and Business Sub Committees.

Retired 24 March 2009

David Hardy, B.Com MBA

Director since 2003

Member Business Sub Committee.

Dr Bee Hong Lo, MBBS M.Paed, BA, MA (Appl.Ling.), PGCTESOL

Director since 2003

Board Representative on Senior Executive Staff Team and Member Client Services Sub Committee.

Anna Learmonth, B.Mus (Therapy), MBA

Director since 18th November 2008

David Ross, CSC, MBA

Director since 18th November 2008

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

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DIRECTORS' REPORT (continued)

DIRECTORS' MEETINGS

The number of Directors' meetings and meetings of Committees of the Board and the number of meetings attended by each of the directors in the 12 month period ended 30th June 2009 were:

	Directors Meetings		Sub Committee Meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
M Lavery	11	9		
P Horton	11	10	13	11
C Marriott	11	9		
G Tebbutt	11	8	13	11
J Kneeshaw	11	11		
J Kerrigan	11	8	13	9
B McRae *	8	8	9	9
B Lo	11	8		
D Hardy	11	10		
A Learmonth +	6	5		
D Ross +	6	4		

* Retired 24th March 2009.

+ Appointed 18th November 2008