

# annual report 2019



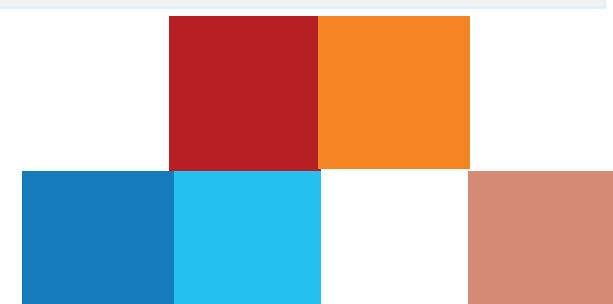
**60** celebrating  
years of  
support





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## Vision Statement

### Equality

“Our vision is to ensure that all people with disability live in a community where equality is a way of life”.



## Organisational Mission

To empower people with disability

“Our mission is to empower people by providing quality services that will meet individual goals and aspirations”.

## Thorndale Industries Mission

To improve lives of people with disability

“Our mission is to improve the lives of people with disability through employment while engaging in meaningful work and to maintain a commercially sustainable business”.







## Board of Directors

Meet the 2018-2019 Board of Directors of the Thorndale Foundation.



**Cathy Gault**  
Chair/Company Secretary

Cathy is employed as a Hospital Chaplain and has been involved with Thorndale for the past 15 years.



**Rob Wearn**  
Director

Rob is a community minded individual focusing his support to the greater Penrith area. Rob is the Managing Director of a local business.



**Peter Tracey**  
Director

Peter has an extensive career in accounting and is a Partner of KPMG. He was a founding director of the McGrath Foundation and a director of the Crouch Foundation.



**Mel Catania**  
Director

Melissa is Group Finance & Operations Manager of a local building company. She is community minded and looking forward to making a difference at Thorndale.



**Jan Caspers**  
Director

Jan brings many years of business and life experience to her role. She is an aunt to a resident in Thorndale's Residential Service and Thorndale Industries.



**Peter Smith**  
Director

Peter is a retired sales professional with extensive commercial and human resource experience.



**Mark Wilkes**  
Director

Mark has managed numerous changes in corporate ownership and strategic direction including the local acquisition and post merger integration of competing companies.



**James Kennedy**  
Director

James has over 25 years professional experience in the management of significant real estate portfolios supporting service delivery.



# Executives and Leadership Team

## Executive Team



**Jonathan Toussaint**  
CEO



**Anita Rolfo**  
Participant Services  
Manager



**Vanessa Rosser**  
Commercial Manager



**Susan Toole**  
People and  
Culture Manager



**Diane Keaton**  
Finance Manager



**Tricia Vella**  
Executive Assistant

## Leadership Team



**Lorry Cole**  
Support Coordinator



**Rebecca Ziolkowski**  
NDIS Services Support



**Gail Goddard**  
Leisure, Living  
and Life Skills  
Team Leader



**Moneka Richards**  
Residential  
Team Leader



**Kylie McMaster**  
Residential  
Team Leader



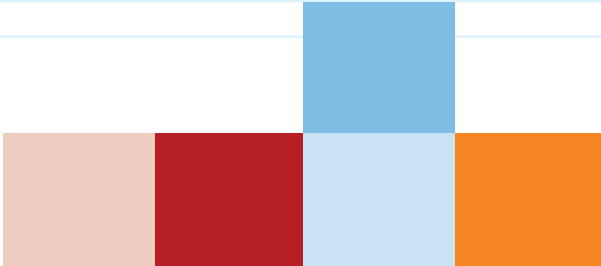
**Belinda Taylor**  
Residential  
Team Leader



**Fiona Henderson**  
Employment  
Consultant



**Julie Franklin**  
Accounts  
Administration



# Chair & Company Secretary Report

The acronym PRIDE is used to define the values of Thorndale Foundation as an organisation. Pride, Respect, Independence, Dignity and Enrichment are not just words on a poster on the wall but are part of all the interactions that happen every day and make us who we are at Thorndale Foundation.

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After the last few years of being very busy with the introduction of NDIS, this year has been one of consolidation. The Board has spent time making sure we know what kind of service we want to be in the new market of service providers.

As we enter our 60th year, we again reflect on our roots and the fact that we were built out of families being committed to providing the best care for their children with intellectual disabilities. Today we want to be a provider of choice to participants who are looking for a smaller and more personalised kind of service.

One of the strengths Thorndale Foundation has always had is the quality of the staff. Most of our staff come to work firstly because they love what they do and the people they do it for.

I was able to attend the Staff Development day in June and was again humbled by the commitment of our staff to find the best way for each of our participants to achieve their goals in life.

As part of that team we welcomed Jonathan Toussaint as our new CEO in January. Jonathan has over 25 years' experience in clinical leadership and executive management roles in the areas of disability, mental health and children's services.

Other changes in the executive team were saying goodbye to Angela Wilkinson and John Yealland. Anita Rolfo has joined Thorndale as Participant Services Manager and Sue Toole's position as Human Resource Manager is now part of the executive team.

ADE has been very busy with lots of new contracts that have provided meaningful employment to all of our production assistants. This has also achieved a very healthy result for the division.

One of the services we are most proud of this year is our School Leavers Employment Support program that has given participants a wide variety of training opportunities as they enter the workforce. Sadly the Lawn and Gardening division has taken a bit of a down turn and we are looking for new opportunities for the coming year.

Residential Services are looking forward to our new house opening at the end of the year. The residents of our existing five homes are all enjoying many and varied aspects of life. Sadly we had Billy Bence leave us this year to another service that can better meet his needs.

The team at Leisure, Living and Life Skills continues to grow and offer many opportunities for learning new life skills and enjoying a variety of interests and each other. Thorndale Social is a great opportunity for people to share experiences in the community safely with friends.

Sadly each year we acknowledge members of the Thorndale family that have passed away and this year we remember Robert Harvey, father of Michael Harvey.

Bob was one of the foundational families and I was lucky enough to serve on the Board of Directors with him for many years. He was a quiet and gentle man with a huge heart for people with disabilities.

Again I need to thank all the other Directors for their contributions to Thorndale over the past twelve months. As we all know life is getting busier and these men and women give their time and experience so generously. We are lucky to have a good balance and a great rapport amongst the Directors.

We have a clear agenda to make sure people in our care are part of a community that values and ensures that equality is a way of life.



**Cathy Gault**  
Chair/Company Secretary



# Chief Executive Officer Report

This year Thorndale Foundation celebrates its diamond jubilee, marking 60 years of service to the community. Since its inception from very humble beginnings, Thorndale has grown into an Organisation that boasts a state-of-the-art complex providing cutting-edge services within the disability sector. In reflecting on our history, I pay homage to the pioneers of their day who had the foresight to initiate a movement that would provide people with a disability the opportunity to be a valued part of the community.

It was a great honour to be appointed to lead Thorndale in January this year. Joining this dynamic organisation and seeing first-hand the people we support develop their independence, make a positive contribution to the community and meet their personal goals is inspiring and a reminder that the work we do really matters.

Our primary focus continues to be ensuring we are delivering what people with a disability and their families really want – both in terms of the services we offer, and the way in which we engage with them in the redesign of our service offerings.

New NDIS funding arrangements have made it increasingly possible for us to tailor support to the unique and specific preferences and needs of each person.

Thorndale now provides a broad range of programs including a values based social

enterprise, leisure, living and life skills day program, residential services, school leaver employment supports, and a social program.



Our purpose is to enhance the lives of people with a disability by enabling opportunities for choice, inclusion and achievement at home, in the community, through education and training, and in employment.

Our commitment to quality, continuous improvement and excellence is unwavering, and we are fully aligned to the NDIS Practice Standards and reflect best practice. The organisation is financially solid with the capacity and capability to work alongside people with disabilities to achieve their goals and aspirations.

Much of this capability and capacity comes from our staff who continue to demonstrate dedication, passion, innovation and professionalism in their endeavours. It has been pivotal to Thorndale's growth and development. It has also been my privilege to work with a committed and passionate Board and I thank them for their continued support and encouragement.

I look forward to a future where choice, control, inclusion and independence are an indelible part of the lives of the participants we are privileged to serve at Thorndale.

**Jonathan Toussaint**  
Chief Executive Officer



With Karen, Melissa, and Joshua



With Cameron and Hayden



With Monique and Michelle



# Thorndale. Celebrating 60 Years of Support.

Thorndale Foundation has a long and proud history in the local area.

Thorndale is celebrating 60 years of service to the community. It has been amazing to see how our Organisation has grown over the years to where it stands today with around 200 employees involved across our three departments – Residential, Leisure, Living and Life Skills, and Supported Employment.



Jean Thornley



Jack Daly



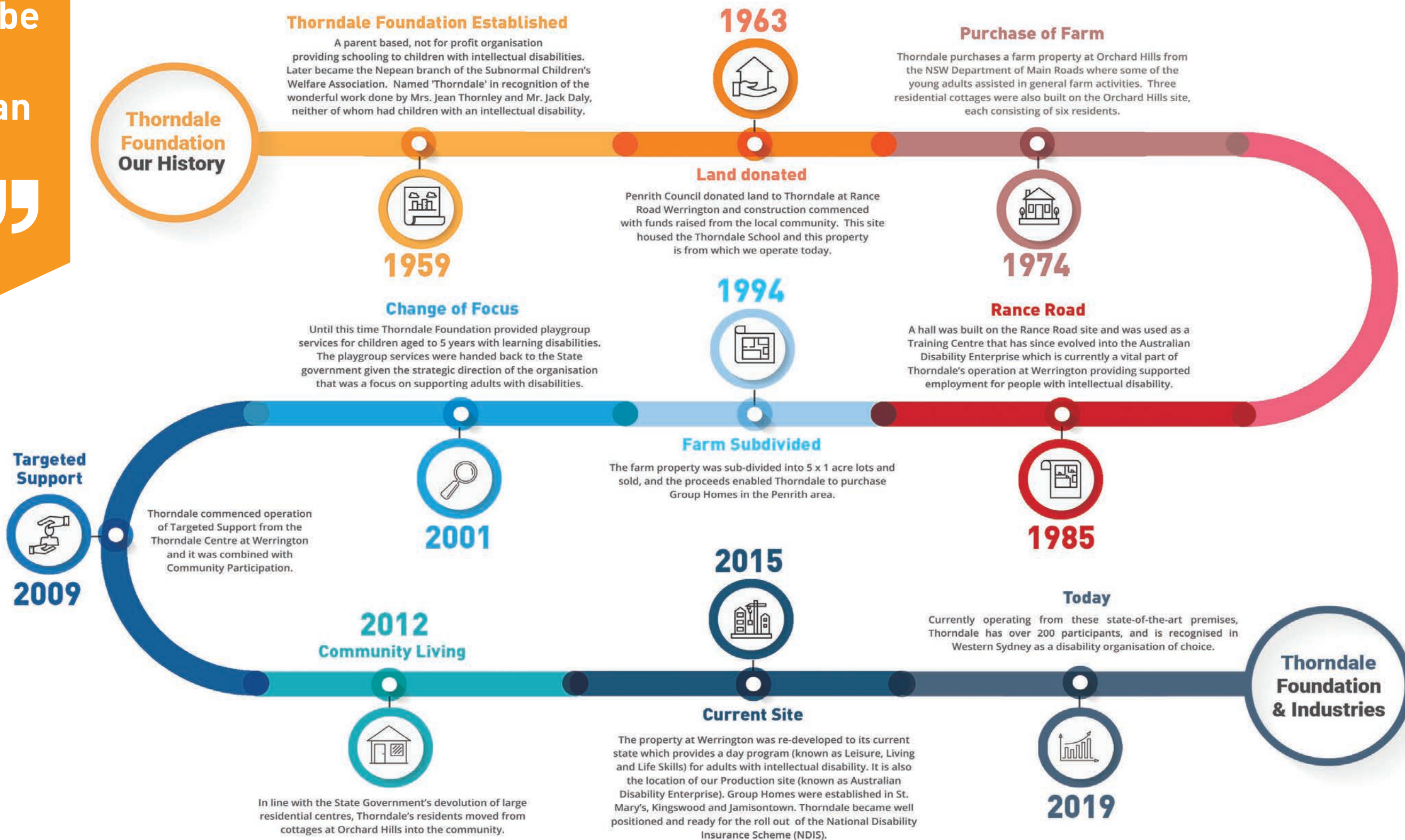




I think our future will be even more exciting than our past.



Jonathan Toussaint  
CEO







We value the people who attend our services and love nothing more than seeing goals being reached.



## Leisure, Living & Life Skills (LLL)

Thorndale provides a range of Leisure, Living and Life Skills program options for people with a disability. Participants enjoy community based activities suited to their individual needs and identified goals. Thorndale assists participants whose goals are to build skills around many areas including:

- Community Access
- Life Skills
- Social Skills
- Numeracy and Literacy
- Creative Expression
- And Much More!

Our dedicated team assist in the development of a plan that is tailored around reaching participant's individual goals while still being flexible and open to change along the way, which is why we offer centre-based, community and in-home supports.

Regular meetings are held to ensure goals are being worked towards and participants are happy with the service they are receiving. At Thorndale we highly value the people who attend our services and love nothing more than seeing goals being reached.

## Ben and Matthew's Stories



Ben

Ben attends the Thorndale Social Group. He has grown and developed more and more confidence – so much so that he requested some 1:1 services to assist with his confidence, domestic and social skills. Together with his staff member he has been doing practice tests to obtain his licence. With the assistance from staff, he is able to log on to the computer and is achieving almost 99% each time. Ben goes out to the Plaza and works on his money skills. Staff assist him with matching receipts with the correct change and counting his money to the cashier. This emphasizes the role support workers have in promoting community participation.

He is working towards his new goal – to no longer require a staff member to safely access the community. Ben said that he would like to access the community with his mates, instead.



Matthew

Matthew started at Thorndale over 2 years ago and has spent that time at the LLL program building and developing his skills and friendships. Matthew loves to participate in activities with his friends, such as circuit training at the gym, cooking program and outings to the park. He particularly likes to attend lunch outings, his favourite being – pub lunches.

During the past 2 years, Matthew has attended work experience at ADE once a week through the LLL program. During this time, Matthew has developed work related skills such as counting, packing, sorting, social interactions and other life skills. He was successful in being offered paid employment after completing his work experience and a work trial. He currently works 2 days and enjoys his leisure time at LLL on the other 3 days.



“

People with intellectual disability have the right to a standard of living reflective of the general community.

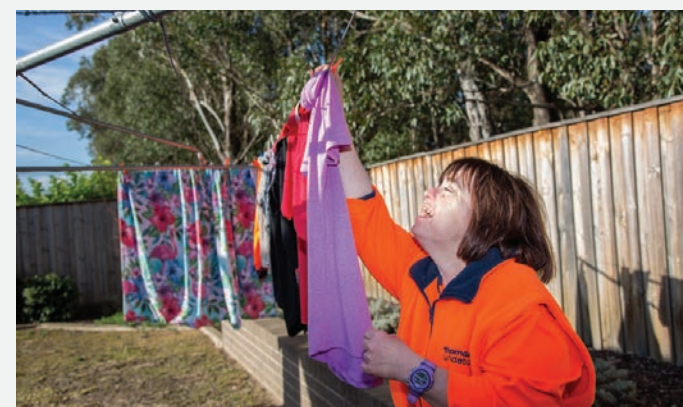
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## Our Homes

Our trained staff provide quality support and ensure that all residents live in a safe and happy home environment. Shared living arrangements offer a fantastic opportunity for residents to live with people they choose, meeting social needs and maximising their independence while getting the supports they need to realise their potential.

Residents are supported to access the community to engage in vocational, educational and recreational activities of their choice and to take an active role in the home including participating in meal preparation and choosing social activities with their housemates and friends in the community.



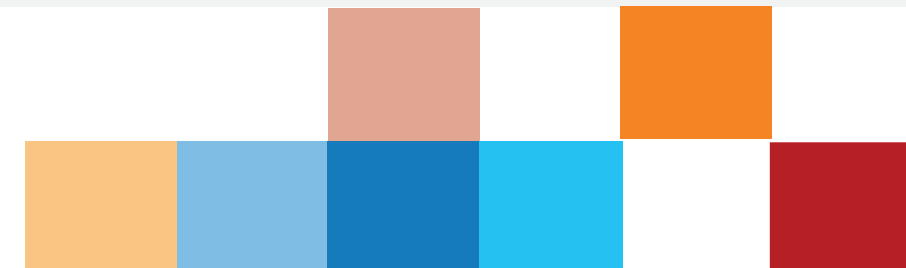
## Residential Services

**Thorndale's residential services enable people with disability to live in a positive environment with professional support in our safe and comfortable homes.**

We provide advocacy support to enable residents to realise their individual capacities and aspirations and be active participants in all aspects of life.

We believe that people with intellectual disability have the right to a standard of living which is reflective of the general community.

Thorndale currently offers a range of purpose built group homes in the community. Each home accommodates 3-5 residents offering 24 hour, 7 days a week support as required. Residents are supported to live in the community, work in the community, attend social and family outings, plan for holidays and ensure that their personal needs are met.





# School Leavers Employment Support (SLES)

**Thorndale Industries hosts students from more than 10 High Schools both locally and from as far as Parramatta. Erskine Park High is one of the school's that participate in our work experience program.**

Work experience assists develop a student's trade abilities and provides an insight to what goes on in a workplace. It also increases their WHS awareness and provides a better understanding of PPE and it's purpose. Teachers have provided feedback that they have noticed students' maturity and independent skills have increased since participating in work experience. Thorndale Industries is a unique workplace that

can accommodate a young person's individual needs and support requirements and help them realise that employment can be a pathway for them after finishing school.

Thorndale staff enjoy having students learn from them and they are proud to share their skills and knowledge.



"I love work experience."

## Liuanga's Story

In 2017 Liuanga Filimoehala was a student at Chiefly College Senior Campus and for 2 years was participating in Thorndale Industries School Work Experience Program. During this time Liu had the opportunity to learn valuable employment skills and expand his social circle building some potentially life long friendships.

In late 2018 his mother, Mrs Filimoehala, was concerned that Liu was about to leave school and was not under the NDIS and she was not sure what his future would look like. She approached Thorndale Industries and with the support from one of our staff, Laura Vickers, was provided with the NDIS booklet 1 and 2 "Understanding the NDIS" and "Planning". Thorndale recommended they go to the local NDIS office for additional information in their native language and link with a Local Area Coordinator (LAC).

In early 2019 Mrs Filimoehala contacted Thorndale and advised that Liu had been denied entry into the NDIS. She was unsure of what to do at this point. Thorndale assisted her to link with our NDIS Services Support staff who assisted her to seek additional evidence that can be beneficial in the review process and was supported to lodge a review.

Thorndale was notified in April 2019 that Liu was successful in his re-application into the NDIS and would be able to commence supported employment. Without the dedicated support of Laura Vickers, Liu could still be potentially sitting at home unsure of where his future was heading. Instead he is now contributing to his community both socially and financially as a valued member of our team. Welcome aboard Liu.

“

**He is now contributing to his community both socially and financially.**

”





## Employment – Thorndale Industries

We offer supported employment opportunities for people with an intellectual disability.

Thorndale's commercial arm of the Foundation currently operates from our Rance Road hub. This is a modern state-of-the-art production facility that can support up to 100 participants.



We believe everyone should have the opportunity to gain new skills, feel part of a team and earn an income.



Some of the services we provide include:

- Pick'n'Pack
- Contract Packaging
- Container De-Stuffing
- Pallet Storage
- Document Shredding
- Timber Products
- Property Maintenance Services

## Steven's Story



My name is Steven Graham and I work at Thorndale Industries. My role is a production assistant and I help with the packaging and assembly of products.

I started at Thorndale in 2003 when I was 20 years old. One of my favourite jobs at work is counting and making all different size boxes.

My friends are Jocelyn, David F, David G, Jean, Stephen C.

I travel independently by bus to my job everyday just like my brothers who go to their jobs.

The money I earn from work helps me to go on holidays with my friends.

“  
I travel  
independently  
by bus to my  
job everyday  
just like my  
brothers.”



“

We pride ourselves on delivering on time and on budget.

”



## Pick and Pack

Our Packaging and Assembly service provides clients with warehousing and order picking. This is perfect for the smaller business that needs to focus on the sales process to build the business.

Combined with our contract packaging services, Thorndale Industries can act as a complete order fulfilment service provider.



## Lawn and Garden

Our property maintenance team service a wide range of properties. We service residential homes, strata properties and commercial premises. We pride ourselves on being able to keep properties looking neat and tidy.

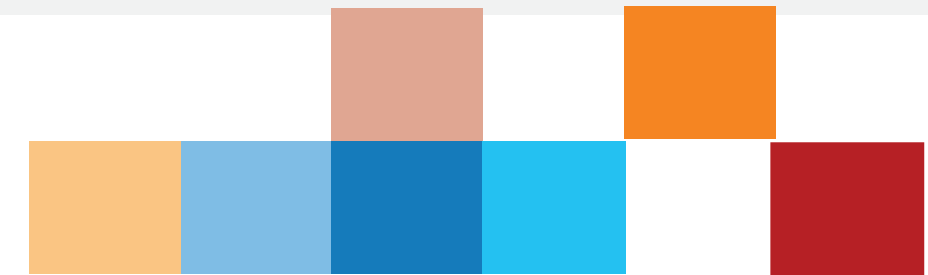
Our services include: Lawn mowing edging, pruning, garden rejuvenation, mulching, hedging, blower vac and more.



## Woodworking

Our talented workers can create a number of beautiful items made of solid wood – all lovingly done by hand.

This includes breadboards, grazing boards, trays and more.





# Financial Review

The below information and graphs have been prepared using the audited financial accounts. A full set of accounts is available upon request.

Financial Auditors: Berger Piepers Chartered Accountants.

## Financial Position as at 30 June 2019

Current Assets	2019	2018
Cash and Cash Equivalents	2,494,789	2,417,143
Trade Receivables	617,914	568,731
Other Current Assets	489,255	397,410
<b>Total Current Assets</b>	<b>3,597,467</b>	<b>3,383,284</b>
<b>Non Current Assets</b>		
Property, Plant and Equipment	7,556,588	7,301,593
Total Non Current Assets	7,556,588	7,301,593
<b>Total Assets</b>	<b>11,154,054</b>	<b>10,684,877</b>
<b>Current Liabilities</b>		
Trade and Other Payables	285,523	147,819
Provisions	463,533	484,217
Other Current Liabilities	489,255	474,055
<b>Total Current Liabilities</b>	<b>1,238,311</b>	<b>1,106,091</b>
<b>Non Current Liabilities</b>		
Provisions	28,393	40,700
Total Non Current Liabilities	28,393	40,700
Total Liabilities	1,266,704	1,146,791
<b>Net Assets</b>	<b>9,887,351</b>	<b>9,538,086</b>
<b>Equity</b>		
Reserves	3,722,447	3,722,447
Retained Earnings	6,164,903	5,815,639
<b>Total Equity</b>	<b>9,887,351</b>	<b>9,538,086</b>

## Consolidated Performance

Thorndale recorded a surplus of \$353,757 for the Financial Year 2019

## Profit/Loss

Income	
Commercial Sales	699,083
Rental Property Income	514,739
Fundraising	47,125
Fees	367,865
Other Income	104,545
Federal & State Funding	6,349,988
<b>Total Income</b>	<b>8,083,344</b>
<b>Cost of Sales</b>	
<b>Gross Profit</b>	<b>8,083,344</b>
<b>Expenses</b>	
Employment Costs	6,210,332
Property & Utility Costs	884,674
Travel & Motor Vehicle Costs	187,337
Operating Expenses	451,737
<b>Total Expenses</b>	<b>7,734,079</b>
<b>Operating Profit</b>	<b>349,265</b>
<b>Other Income</b>	
<b>Other Expense</b>	
<b>Surplus/(Loss)</b>	<b>349,265</b>





## Thank you to our Volunteers & Donors

It is with the valued support of loyal volunteers, organisations and members of the community that help Thorndale continue to provide services.

### Volunteers

- Kingswood High School
- Niland Public School
- Glenmore Park High School
- Chifley Senior College
- NADO
- Cecil Hills High School
- Roland Hassel High School
- Kurrambee School
- Erskine Park High School
- Penrith Valley School
- Halinda School
- Angela Sainz
- Helena Anderson

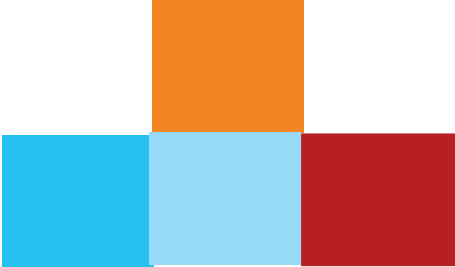
### Corporate Partners

- ASP Healthcare
- Jaybro
- Studor Plastiflex
- Faber-Castell
- Sue Ismail & Daughters
- Trademark Print

### Gold Donors

- Judy Ling
- Elaine C Bragg





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[www.thorndale.org.au](http://www.thorndale.org.au)

