



thorndale
foundation
supporting people with disability

ANNUAL REPORT 2018



02 9912 7800



WWW.THORNDALE.COM.AU



47-49 RANCE ROAD, WERRINGTON,
NSW, 2747



Organisational Statements & Values



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".



PRIDE

Doing your best everyday.



RESPECT

Treat everyone with respect.



INDEPENDENCE

Finding each person's ability to build on their independence.



DIGNITY

Treat everyone with dignity in everything you do.



ENRICHMENT

To add greater value or significance to individual's lives to make it more meaningful and enjoyable.



MAYORAL MESSAGE

I've been privileged, during my time as Mayor of Penrith to also be Patron of the Thorndale Foundation. As the father of a child with disability I'm a strong advocate for disability services and for making Penrith inclusive and accessible for people of all abilities. And, of course, Thorndale is well and truly on the same page.

The Foundation has provided employment and a wide range of valuable services for and in our community for 60 years – that's an extraordinary and valuable contribution to our City and region. It's also a vital contribution as employment opportunities for people with disability remain disappointingly low.

What I always tell people is that it's actually the employers who are missing out. They are effectively overlooking some of the most enthusiastic and innovative people in our community.

I'd like to commend and thank Thorndale for providing people with disability opportunities for employment and empowering them by recognising and validating their abilities.

Earlier this year Thorndale launched an extension to its facility. It's fantastic to know that with this extra space it can offer more people the opportunity to work close to home and gain valuable skills.

As Mayor and Patron of Thorndale, I'd like to wish the Foundation all the best in establishing its much hoped for high needs sensory facility and with all its programs in the coming year.

■ Councillor John Thain,
Mayor Penrith City Council



Board of Directors



CATHY GAULT
CHAIRPERSON/SECRETARY

Cathy is employed as a Hospital Chaplain. Previous to this Cathy managed a local plumbing business for 15 years.

Cathy is an advocate for two of Thorndale's residents and has been involved with Thorndale for the past 15 years.



PETER SMITH
DIRECTOR

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



JAN CASPERS
DIRECTOR

Jan is retired, with many years of business and life experience, and is an aunt to a resident in Thorndale's Residential Service and Thorndale Industries.



TIM MORRIS
DIRECTOR

Tim is a management professional with The NSW Trustee and Guardian with extensive experience in the public and private sector and at board level representation.



ROB WEARN
DIRECTOR

Rob is a community minded individual focussing his support to the greater Penrith area.

Rob is the Managing Director of a local earthmoving business, Director of a waste/recycling landfill business, a board member of Nepean Medical Research Foundation and a member of the Local Businessman Group.



JAMES KENNEDY
DIRECTOR

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

James has worked with Thorndale in the past to assist with submissions to government. James is the National Director, Strategic Consulting at Jones Lang LaSalle.



MARK WILKS
DIRECTOR

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

Mark worked with Thorndale in 2014 as a consultant in the Recycling business and formed a passion for the disability sector.



PETER TRACEY
DIRECTOR

Peter has an extensive career in accounting and is a Partner of KPMG. Peter was a founding director of the McGrath Foundation and sat on that board for 10 years. He is also a director of Adam Crouch Foundation.

Peter is very enthusiastic about being part of the Thorndale team and looks forward to contributing to the growth over the coming years.

Executive Team



JOHN YEALLAND
ACTING CEO



DIANE KEATON
FINANCE MANAGER



ANGELA WILKINSON
MARKETING, ENGAGEMENT
& DEVELOPMENT MANAGER

Corporate Team



SUSAN TOOLE
HUMAN RESOURCES
COORDINATOR



KRISTIE FINDLATER
CUSTOMER SERVICES
& SUPPORT COORDINATOR



REBECCA ZIOLKOWSKI
NDIS SERVICES
SUPPORT



LUKE JENNER
MARKETING, FUNDRAISING
& EVENTS COORDINATOR



TRICIA VELLA
ACCOUNTS ASSISTANT



JULIE FRANKLIN
PAYROLL & ACCOUNTS
ADMINISTRATION

Support Team



FIONA HENDERSON
EMPLOYMENT CONSULTANT



VANESSA ROSSER
SLES / PACKAGING &
ASSEMBLY TEAM LEADER



ARJINDER KAUR
RECYCLING TEAM
LEADER



DEBORAH CODYRE
LAWN & GARDEN
MAINTENANCE TEAM LEADER



GAYLE CODDARD
LEISURE, LIVING & LIFE
SKILLS TEAM LEADER



BELINDA TAYLOR
RESIDENTIAL TEAM
LEADER



MONEKA RICHARDS
RESIDENTIAL TEAM
LEADER



KYLIE MCMASTER
RESIDENTIAL TEAM
LEADER

Chair & Company Secretary Report

As we reflect on another year it is exciting to see how busy we are across each division of Thorndale. This year (2017-2018) has been as challenging as the past few years settling into the new world of the NDIS. We continue to consult with the NDIA to ensure we are working towards supporting people to live as independently as possible.

We have always known that we operate quality services focusing on the needs of our individual participants; however one of our goals for many years has been to increase our brand within the disability services sector and Nepean District with the aim of becoming provider of choice. We have achieved this with the great work of our marketing team, Angela and Luke. As a result we have experienced steady growth in all areas this year.

With growth in our Australian Disability Enterprise we embarked on an extension of our facility to accommodate more people each day. I would like to express our sincere thanks to the team at Paynter Dixon for again providing us with a wonderful work space.

In the past few months we have had a significant change in the leadership of the Thorndale with the resignation of our CEO Belinda Colombrita. We are thankful for the hard work Belinda put into Thorndale over many years and for the leadership she showed our team with her outstanding qualities of honesty, trustworthiness, respect and commitment which inspired others to follow her example. We wish Belinda all the best for her future endeavours and trust that our organisation is in a solid position for the future.

I would also like to thank the staff for having stepped up to help fill the void while we establish a new CEO, especially the executive team John Yealland (Acting CEO), Di Keaton and Angela Wilkinson. I, as always am humbled by the amazing staff we have at Thorndale. Each staff member contributes in a special way, many going far beyond what they are paid for to improve the lives of those we care for.

Sadly, two members of the Thorndale Family passed away this year. We said goodbye to Karen Ferrier and Rossi Simmons.

I would also like to thank my fellow Directors for sharing so generously their time and experience to ensure that we together can achieve great things.

As we enter our sixtieth year we will be looking back acknowledging the journey that brought us to this point and look forward to supporting more people with disability to make the dreams of a fulfilling and meaningful life come true.

■ Cathy Gault





Chief Executive Officer Report

I am delighted to be able to provide you with this report that outlines another wonderful year for Thorndale Foundation. As we have become more familiar with the operation of the NDIS and how it translates into outcomes for participants, we have been busily working hard at improving our systems and processes to meet the additional administrative burden this new environment has imposed upon all support providers. I am heartened to know that we are well placed to be able to continue to succeed in the delivery of supports to those in the community who most need our assistance.

Thorndale Foundation has continued to grow across all of our services. Our Leisure Living and Life Skills program has seen increases in both the number of people we support and the types of services that we are offering. In the past, we made the conscious decision to move away from the language of 'Day Program' to the more aptly named Leisure, Living and Life Skills which is a far more accurate description of the service we provide and also acknowledges that these services can be offered over a much wider spread of hours of operation.

Of particular note this year is the in-road we have made into a new program area known as School Leaver Employment Supports or SLES for short. This is an activity that, as the name suggests, assists school leavers requiring support with the more intensive skills development that are required to help them prepare for the workforce. This activity is vastly different to the schooling model that the young people have participated in previously. This activity focusses on the individual person, identifying aspirations and the personal skills and abilities to be developed to assist them to become valuable team members in suitable employment. This activity has been wonderfully successful over the course of this year and we are looking forward to assisting many more young adults prepare for the workforce. The warming personal stories of the participants in this program are very central to the philosophy of Thorndale in helping people grow and achieve.

Our Australian Disability Enterprise (ADE), Thorndale Industries, has continued to grow and that resulted in our need to extend our site facilities by building a new shed and expansion of staff amenities with the assistance of Paynter Dixon who have delivered a quality build. The expansion has assisted us to be able to provide more employment opportunities for people in our community. Since the roll-out of the NDIS in our region we have doubled the number of supported employees within Thorndale.

All of the great work that we do at Thorndale certainly wouldn't be possible without the combined efforts of so many people. We are blessed to have a very supportive board who have the vision to be able to see what our organisation can achieve for people with disability. We have a dedicated executive management, supervisory and administration team who provide the assistance and oversight of all areas of our business. Finally, and most importantly we have so many dedicated and skilled support staff who are the people involved in the direct hands-on care to our many clients. Thorndale strives to continue to be an employer of choice and we appreciate the diligence and dedication of our workforce in allowing to continue to serve our community as we have done for almost sixty years.

It is with great delight that I look to the future in delivering the quality of service we are known for and continuing to engage with the people in our community who need our support.



THORNDALE INDUSTRIES



Thorndale Industries is the commercial division of Thorndale Foundation that offers supported employment to people with disability to work to their capability in an understanding and supporting environment.

Having the opportunity to work is something that many of us take for granted, it is important that we have opportunities for people to contribute and experience all the many benefits associated with working. People work for a variety of reasons in addition to earning extra income, social interaction, skills development, participation and having a sense of self-worth are all benefits of being employed.

Over the course of the year we have been able to expand the number for people we support in employment. This increase resulted in us finding it necessary to extend the facility with more storage space and an expanded lunch area and the provision of additional toilets. It is hard to imagine that within a few short years of opening our Rance Road facility that it would be necessary to expand further. It is wonderful to be able to assist the additional people we now assist with meaningful employment.

Thorndale Industries currently spans the activities of contract packaging, lawn and garden services and a pick and pack operation. We have recently exited the recycling operation but have been able to redeploy the staff associated with that into some other ventures within our business.

We have been able to grow our business with additional customers and also increasing production volumes to some of our existing customers. Some of our customers have been part of Thorndale Industries for many years and we certainly value their support in providing a steady stream of work to the staff working in the various departments.

Our facility also hosts many local schools in the work experience programs that we offer. This is a very important part of our contribution to the pathway from school to employment for young people. One of the activities we are most proud of is in our ability to take young adults and successfully develop their skills to be able to engage in the workforce and earn a wage.

The staff in ADE do a fabulous job in supporting our Production Assistants while at the same time ensuring that we run a safe and efficient workplace that meets the needs of our valued customers.

We look forward to an equally as vibrant 2019.

■ John Yealland
Acting CEO



CHARLIE'S STORY

Thorndale Industries would like to highlight the achievements and dedication that Charlie Mumford has shown in making a variety of cutting jigs for a commercial customer that has recently changed the specification of their job.

Charlie has sourced a range of materials and has spent many valuable hours assembling the jigs.

The customer visited our workplace to review a sample before going into production and they were very impressed with Charlie's ingenuity and design abilities.

Congratulations Charlie, your dedication and effort has made the task now possible to work on for more people within our service. This has demonstrated to our commercial customers that we can achieve outcomes in line with the open employment sector. We are all very proud of you Charlie.





SCHOOL LEAVER EMPLOYMENT SUPPORTS (SLES)



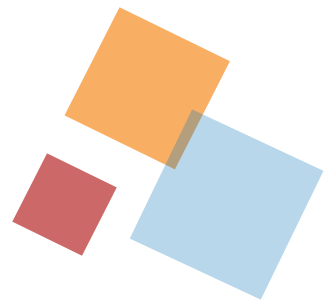
The end is fast approaching for our first year in the new era of School Leaver Employment Supports under the NDIS, how fast has it flown by!

All participants have now completed the Nepean Community College component of the program and we eagerly await the results.

We have been to a variety of open employment work sites to see a range of jobs available and the possibilities within our community for employment for young people with a disability, and it is very promising.

We have recently commenced our 2019 intake of new participants who are ready and excited to commence the program.

Noah's Story



Since Noah joined the team at Thorndale there have been huge advancements in both his confidence and willingness to participate. Noah has always been a confident and amazing person within the family and friends circle but has always found it difficult to find that confidence when away from the family and school was a work in progress over many many years. It took Noah 4 years of being in an amazing college to finally find his feet and feel like he belonged... hence my apprehension and fears over him leaving school and being placed in a completely different setting, being Thorndale.

School was amazing in working with Thorndale to have a transition to ADE and LLL for Noah and some of his friends from Xavier College over the course of a term. It was a little rocky to begin with but the amazing staff at Thorndale, obviously have been paramount in Noah making the final transition after he left school and with the help of SLES, this could not have been possible in the manner that it has now.

The funding from SLES, together with Thorndale is a dream come true to a person such as Noah who lacked confidence but was capable of feeling empowered, valued, contributing and feeling as though he is part of the adult community and having responsibility including having new choices available to him. We as a family would not be able to provide a similar type of environment for Noah, nor find the varied areas of potential employment for Noah without this help.

The change in Noah is immense. Noah is generally up, getting ready without any prompting from us, bag packed and eagerly awaiting his transport every morning. Noah has never been able to access travel independently from us, so this alone was a big step for him. In the past even school excursions were fraught with worry to the point he would be physically ill. Noah has put trust in others whereas generally it takes a long while for him to do so. Noahs language and conversation at home is incredible since being around other adults, and also staff who treat him as an adult.....the conversations are very appropriate and reflect new opportunities he has been given. He now is able to convey what has happened during his day at dinner table conversations.

Noah has always had his 'safety zone' friends around him however, even though now they may not always be around, he is coping well and talks often about other people he now classes as friends....another huge leap forward. I can't fault what Thorndale and SLES have provided and now our fears have been replaced with excitement of what the future holds for Noah and his ability to take things in his stride with a supportive workplace situation behind him to keep encouraging him that he can succeed.

I know for a fact that Noah is extremely proud of what he does throughout his work day at Thorndale. Attending Tuesdays and travelling by train to Penrith then onto Nepean Community College is a highlight for Noah. Also....I wrongly thought he would find this difficult to do and didn't personally think he would enjoy participating, so a very pleasant surprise for us. Noah really enjoys the whole process and understands the concept of his Opal card for train travel now, and enjoys lunch out afterwards and return travel to Thorndale.

I think all in all when you provide someone with opportunities, confidence, choices and solid support with knowledgeable and caring staff, you can only move forward.

■ Miriam O'Callaghan
Parent





LEISURE, LIVING & LIFE SKILLS (LLL)





This year has seen significant growth in our Leisure, Living and Life Skills hub with the introduction of new programs and activities for participants.

Over the past six months we've commenced a wood work program, developing skills such as sanding, painting and sawing.

This has expanded into producing items for gifts that can be taken home, such as key hooks and planter boxes. Cares bike riding and road safety is enjoyed by participants.

Participants are given an opportunity to take turns in bike riding while learning about road safety by a Police Officer.

Leisure, Living and Life Skills provides many opportunities for physical exercise through fun activities, such as the 'Dance Fit' program, Bootcamp, Yoga and gentle exercise.

Thorndale have also invested in innovative communication tools that have been created to assist with learning and/or maintaining various communication styles.



CHERIE'S STORY

We'd like you to meet Cherie. Cherie commenced with Thorndale 18 months ago.

At this time Cherie was very quiet, not wanting to interact with others around her. Cherie found it difficult to speak with other people.

As time passed and she became familiar with her environment and those around her she opted for 1 to 1 support. As a result Cherie's confidence has grown and she looks forward to participating in her community and making new friends.

Individualised support provides Cherie the opportunity to try a wide range of activities including bingo, bowling and going to the library developing new and maintaining existing skills such as using a self serve check out and handling money.

As Cherie's confidence continues to grow she is now able to express her thoughts and interact with others. Well done Cherie!





THORNDALE SOCIAL

Thorndale Social is offered Saturday's and evenings. It's all about recreation & leisure activities and exploring the possibilities, meeting new people, trying new activities and having fun, while maintaining and/or learning new skills.

Some of our popular outings have been Vivid Light Festival in Sydney and the Hawkesbury Show. By far, one of the most popular activities is cooking with ample food to take home and share with their family, friends or save for work lunches.

NRL State of Origin is also very popular with a divided room of those supporting NSW and Queensland which makes for a great night out!



SUPPORT COORDINATION

Thorndale Foundation is a registered Support Coordinator and provides support to individuals with complex needs across the Western Sydney region to assist them to access their NDIS plan. Our Customer Services & Support Coordinator, Kristie Findlater holds a wealth of knowledge, experience and is a devoted advocate, ensuring that individuals are offered the support and advice they deserve before entering into a service agreement with providers.

In 2017 Kristie was paramount in leading the way for the Western Sydney Support Coordinators Network with a growing membership base of 150 Support Coordinators from across Great Western Sydney. This network was created to assist Support Coordinators to share information and stay up to date with the constantly changing landscape that is the NDIS. New and regular guests are invited to attend and present at these bi-monthly meetings.



RESIDENTIAL SERVICES





Thorndale Residential provides safe and comfortable homes supporting our residents with disability to lead happy, healthy and fulfilling lives.

We strive to ensure all residents reach their potential and live the life they choose. This year we gained approval to build a new 5 bedroom house at Cambridge Park. This new development is well and truly underway with expected completion by October 2019.

Thorndale makes every effort for continuous improvement ensuring our living environments are safe, providing quality services through staff training and living our values – Pride, Respect, Independence, Dignity and Enrichment.



ILLOURA COTTAGE

We would like to share with you a wonderful story of three young ladies that have transitioned into Thorndale Residential - Illoura Cottage.

Their names are Melissa, Sara and Angy, they commenced their journey living with their family and had never been away from the comfort of their parents home. Melissa, Sara and Angy were about to embark on a journey to a new and independent life.

We soon realised we were about to take on a very important role in assisting all three young ladies transition from the family home to their own home with Thorndale. After initial visits, transition plans were discussed and put in place to assist all ladies to flourish, grow and settle in to a new environment with regular visits from family and friends.

All ladies have now formed a bond of true friendship and regularly invite friends and family over for afternoon tea and dinner. They also have a very active social life attending disco's, going to the movies and day trips around Sydney.

This has been a huge adjustment for Melissa, Sara and Angy over the past 12 months and they have continued to live a life they control and make choices that make them happy with the care and support of Thorndale staff, family and friends.





OUR PEOPLE OUR BRAND





EVENTS & ENGAGEMENT



thorndale industries



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 JUNE 30, 2018

	2018	2017
CURRENT ASSETS		
CASH AND CASH EQUIVALENTS	2,417,143	3,489,757
TRADE RECEIVABLES	568,731	438,582
OTHER CURRENT ASSETS	397,410	401,689
TOTAL CURRENT ASSETS	3,383,284	4,330,028
NON-CURRENT ASSETS		
PROPERTY, PLANT AND EQUIPMENT	7,301,593	5,853,035
TOTAL NON-CURRENT ASSETS	7,301,593	5,853,035
TOTAL ASSETS	10,684,877	10,183,063
CURRENT LIABILITIES		
TRADE AND OTHER PAYABLES	147,819	186,831
PROVISIONS	484,217	384,544
OTHER CURRENT LIABILITIES	474,055	1,221,390
TOTAL CURRENT LIABILITIES	1,106,091	1,792,765
NON-CURRENT LIABILITIES		
PROVISIONS	40,700	29,732
TOTAL NON-CURRENT LIABILITIES	40,700	29,732
TOTAL LIABILITIES	1,146,791	1,822,497
NET ASSETS	9,538,086	8,360,566
EQUITY		
RESERVES	3,722,447	3,722,447
RETAINED EARNINGS	5,815,639	4,638,119
TOTAL EQUITY	9,538,086	8,360,566

CONSOLIDATED PERFORMANCE

Thorndale recorded a surplus of \$1,177,520 for the financial year 2018.

Financial Review

THORNDALE FOUNDATION LIMITED

PO BOX 122, ST MARYS NSW 1790

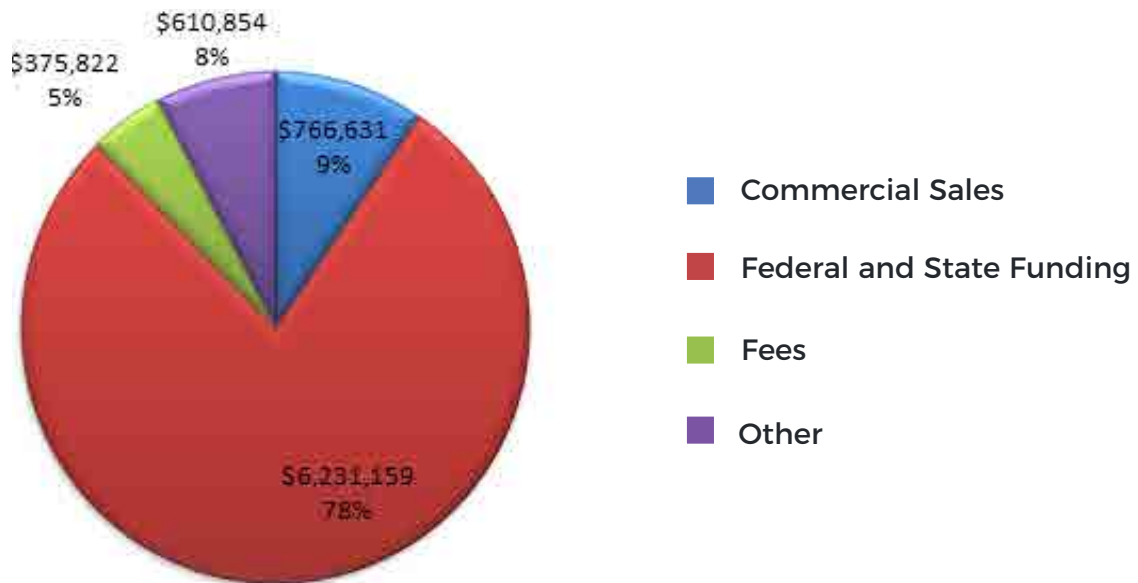
Profit/Loss	
INCOME	
COMMERCIAL SALES	766,631
RENTAL PROPERTY INCOME	502,167
FUNDRAISING	101,184
FEES	375,822
OTHER INCOME	7,503
FEDERAL & STATE FUNDING	6,231,159
TOTAL INCOME	7,984,466
COST OF SALES	
GROSS PROFIT	7,984,466
EXPENSES	
EMPLOYMENT COSTS	5,464,959
PROPERTY & UTILITY COSTS	710,073
TRAVEL AND MOTOR VEHICLE COSTS	205,551
OPERATING EXPENSES	426,363
TOTAL EXPENSES	6,806,946
OPERATING PROFIT	1,177,250
OTHER INCOME	0
OTHER EXPENSE	0
SURPLUS/LOSS	1,177,250

■ By Diane Keaton
Finance Manager

Financial Review

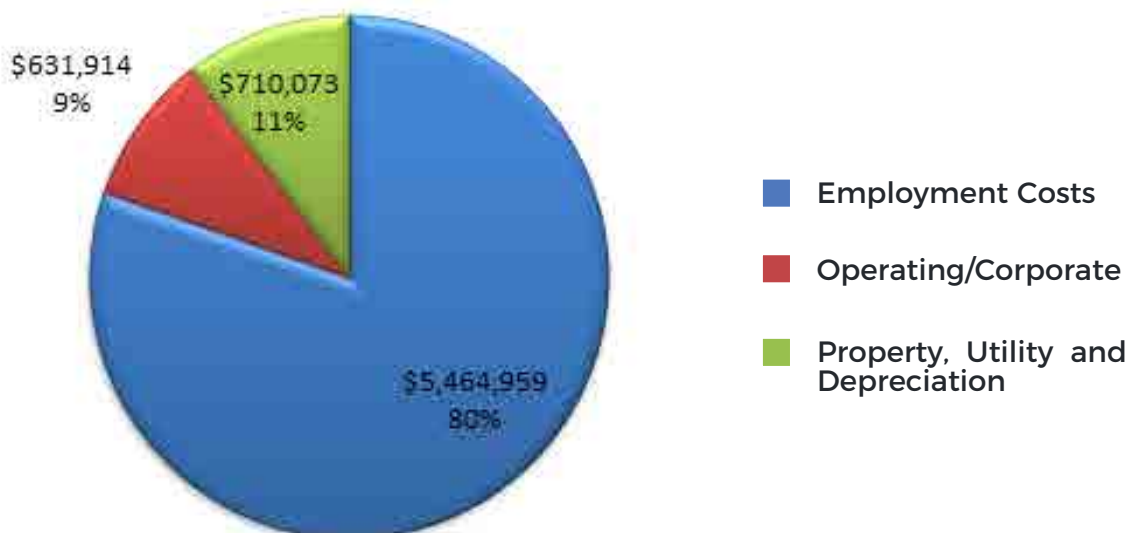
INCOME

Income is derived primarily from the National Disability Insurance Scheme and other government funding from State (FaCS & DoH)) for the Residential and Leisure, Living & Lifeskills Program and Federal (DSS) for the Supported Employment Enterprise. Other sources of income include fees paid by participants, sales from commercial activities, fundraising activities, rental property income and interest earned from cash deposits. All surplus funds are re invested to increase our supports and service offerings to benefit people with disability.



EXPENSES

Employment Costs represent the majority which is usual in a service organisation; Operating Costs include program activities, motor vehicle expenses, repairs & maintenance and administration costs. Property includes utilities and depreciation.

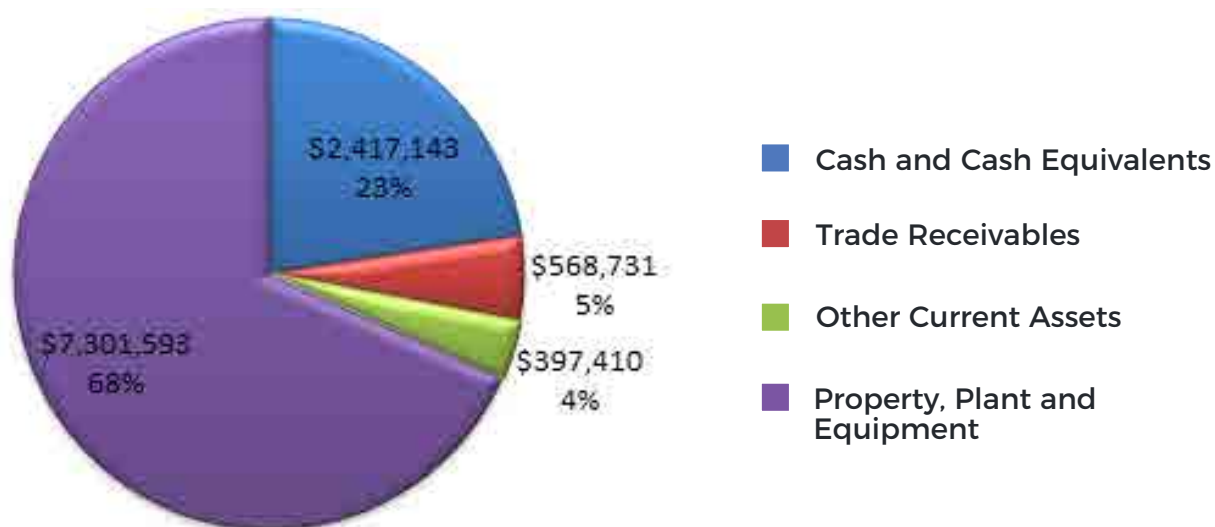


Financial Review

ASSETS

Thorndale's asset base is comprised primarily of Property Plant and Equipment and financial assets.

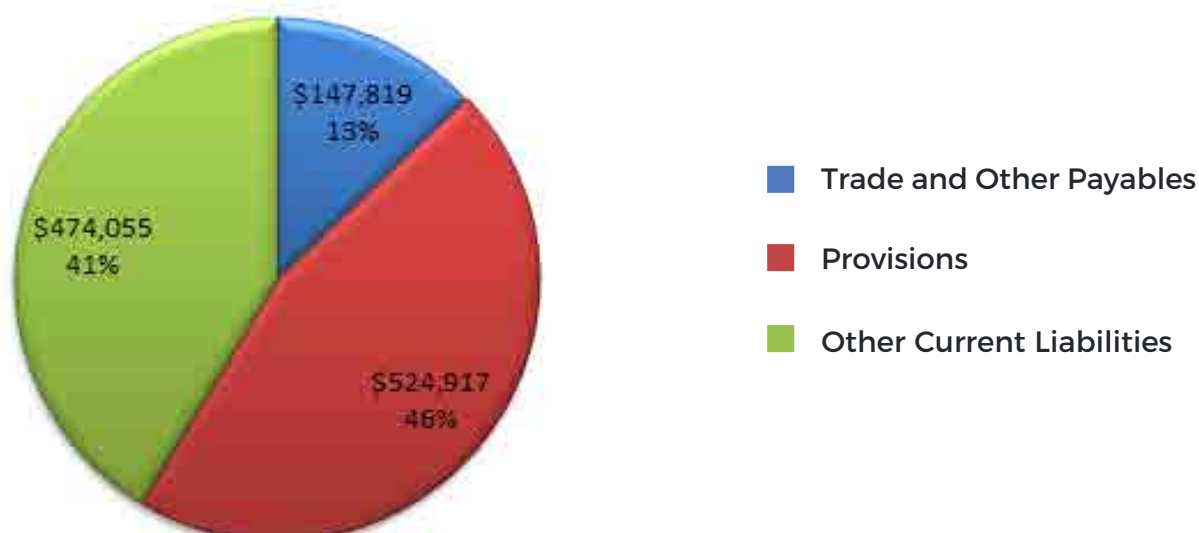
Total asset value as at 30 June 2018 was \$10,684,877



LIABILITIES

Thorndale's liabilities consist of trade payables, provisions and monies held in trust.

Total liabilities as at 30 June 2018 were \$1,146,791





OUR SUPPORTERS



Thank You To Our Volunteers and Donors

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

Supporters

St Marys Rugby League Club
Paynter Dixon
Oaks Hotels & Resorts
Lindt
Brokenwood
Oatlands Golf Club
Natrulus
Bunnings Warehouse
The Meat & Wine Co
Mitronics
Tulloch
Australian Turf Club
Australian Maritime Museum
Bondi Pizza
Magshop
Nepean Belle
Paddlewheeler
Evoque Collection
Workplace Training Centre
Jenolan Caves
Appealing Images
Minchinbury Fruit Market
Travel Counsellors
The Fiddler
Leppington Bowling Club
Rouse Hill Art
Lethbridge Park Community Centre
Vending for You
Etienne Lawyers

Supporters

Baker's Choice Rouse Hill
Easter Egg Warehouse
Nepean Community College
The Daily Grind
Penrith City Council
Mirvac
Penrith Valley Chamber of Commerce
Lion
Holiday Inn
Lakeside Restaurant
Berger Piepers
Chartered Accountants
Toms Butchery
Pure Fishing
Avli

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

Corporate Partners

ASP Healthcare
Faber-Castell
Jaybro
Sue Ismail and Daughters
Rhino Rack
Insulshop
Trademark Print
Campbell's Wholesales
SCR Group

Gold Donors

Judy Ling
Elaine C Bragg
Lakeside Restaurant,
International Regatta Centre



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