



annual report 2009

Child & Family Programs | 135 Years of Care, Education and Support

each child every opportunity



the infants' home
CHILD & FAMILY SERVICES

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vision, roles and values

Vision

A society in which each child is given the opportunity in early childhood to develop the abilities to meet life's challenges and opportunities.

Role

We provide early intervention and other services for children (before they go to school), particularly children and families experiencing vulnerabilities, in an environment in which the value and dignity of every child is recognised.

We promote the interests of children by providing advice to community organisations and government.

Values

Integrity

Behaving fairly and ethically and communicating in an open and honest manner.

Diversity

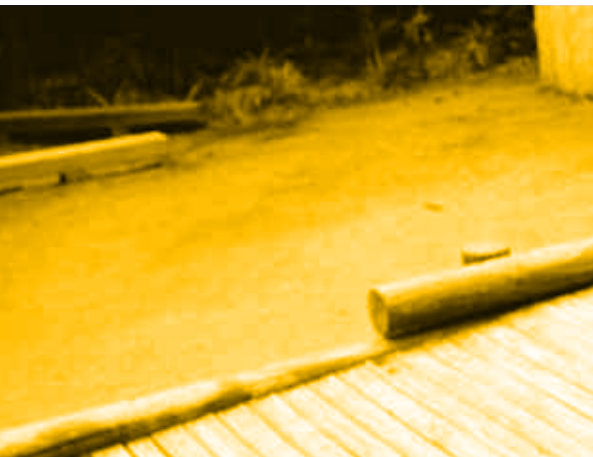
Respecting and building on the strengths of differences in their various forms.

Collaboration

Promoting partnerships with children, families, communities, staff and carers.

Innovation

Discovering ways of achieving improved outcomes for children.





about us

The Infants' Home provides vital assistance to families with young children, especially those in vulnerable circumstances.

We offer education, care and support for young children under school age, fostering their development across a range of spheres and nurturing their unique abilities.

With an emphasis on positive reinforcement, we support parents to develop their parenting skills, knowledge and confidence—thereby helping ensure children gain the very best start in life.

our story

For 135 years, The Infants' Home has provided a place of solace and support for children and their families. Since our inception, innovation and a deep concern for the welfare of children have guided everything we do.

The year was 1874, and the heartbreaking news of yet another infant abandoned to die on Sydney's streets made headlines almost daily. A group of influential women, all deeply concerned about this terrible state of affairs, formed a committee and campaigned to establish a safe place where deserted children could be safely cared for.

The need for the home was great; but the challenges to establish it were greater. The committee was met with tremendous opposition from the powers that be, whose conservative stance was that a home which cared for 'illegitimate' children would promote immorality. In the face of vehement protests, the women persevered—driven by an unwavering belief that all children deserve the chance to thrive.

Testament to their resolve, in the same year the Sydney Foundling Institute (later The Infants' Home) was formed.

Today, we maintain this very same level of conviction. Concern for the welfare of children and their primary carers is at the very centre of our focus, and inspires everything we do.

Whilst our services have evolved to meet the changing needs of the community, we continue to challenge outdated beliefs and implement evidence-based, innovative practices that keep us at the forefront, so that the children and families who rely on us now, and those who will need us tomorrow, have every opportunity to flourish.



our work

The Infants' Home abides by a philosophy of inclusion. Focusing on the individual's unique strengths, we empower children and families to interact meaningfully with the world, their community and with each other.

Childcare & education

The Infants' Home provides a safe and dynamic environment that supports children's learning, confidence and social skills development.

- Learning and Development Centres (Long Day Care) – Our beautiful grounds at Ashfield house five Learning and Development Centres incorporating preschool programs catering to different age groups. Every day, over 170 children attend the Long Day Care program.
- Family Day Care – is a home-based childcare service, providing quality care for approximately 256 children each day in the homes of 27 carers in Ashfield and surrounding suburbs.

Family support services

The Infants' Home provides a range of universal and targeted services aimed at promoting parents' confidence, enriching the parent/child relationship and helping parents address challenging issues.

- Fathers' Playgroup – Aimed at fathers and children
- The Red Bug Playgroup – A community playgroup
- Building Blocks Program – For children with autism and their families
- My Time Support Groups – For families with children who have a disability
- Parenting Program – Develops parents' confidence and skills
- Outreach services – We also work in partnership with a range of organisations to provide an array of family support services
- Financial assistance – Childcare scholarships, provision of children's clothes, play equipment and transport assistance

Early intervention

Children enrolled in our Learning and Development Centres Long Day Care and Family Day Care can access additional support services on site. These services seek to address developmental, physical and emotional issues early, helping children gain the best start in life.

- GoodStart – Intensive and sustained early intervention for children and their families who are experiencing disadvantaged circumstances or have additional needs
- Art & Play Therapy
- Counselling
- Health and Allied Health Services
- SpOT Children's Clinic – Speech Pathology and Occupational Therapy
- GP Clinic – Onsite, to address children's physical wellbeing

Sydney Hope Family Cottage

A secondary referral service located on the grounds, Sydney Hope Family Cottage is a day stay and home visiting service for families with children aged 0-18 months. The service supports families with babies by helping them to develop their parenting skills, and addressing their parenting needs.

words from the President & CEO

This last year, our 135th year in operation, has been a truly momentous one for The Infants' Home. Throughout the year, a number of successful events unfolded to mark this milestone anniversary.

An offshoot of our pioneering efforts and dedication to driving positive change throughout this past year, has been a strengthening of The Infants' Home's position as a leader in the field. While 2009 presented us with good cause to reflect on our achievements over the past 135 years, we did not pause in our efforts to continue to forge progress.

Throughout 2009, The Infants' Home has undertaken a range of new initiatives which take an innovative approach to engendering positive outcomes for children and families. These include: conducting a literature review of art therapy with children, undertaking research into the most effective intervention for new mothers from CALD backgrounds who are experiencing isolation, piloting The Early Years Learning Framework, and developing a socially sustainable business model for the Family Day Care Scheme.

By remaining keenly focused on new ways of improving circumstances for children and families experiencing vulnerabilities. The Infants' Home has paid the greatest possible tribute to its founders during this anniversary year. It would be remiss of us not to mention in the list of innovations the development of plans for the new centre, which we will work hard in 2010 to bring to fruition (more about this exciting project appears in the Our Environment section on the back page).

The Board would like to thank our honorary advisors and consultants who have so graciously guided us towards our vision.

Once again in 2009 The Infants' Home has been the recipient of tremendous generosity from new and loyal donors alike. This support has enabled us to expand the scope of our services and offer even greater care to families at risk. On behalf of the Board, we would like to take this opportunity to extend our deepest gratitude to all of our supporters.

Over the past year the Board farewelled Ms Ingrid Postema, Mr Ian Showman, Mr Graham Paterson, all of whom made a valuable contribution as board members. We also farewelled our CEO Ms Jennifer Evans, whose commitment and dedication will be sincerely remembered.

The Board also acknowledges the efforts of our dedicated staff over the year. The team at The Infants' Home has once again done a remarkable job; their positive spirit, determination and hard work have indeed laid the foundations for another successful 135 years.

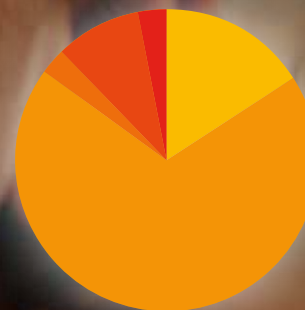
Gillian Hirstman
President

Anita Kumar
Acting CEO

finance report

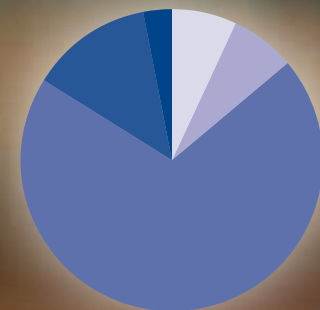
2009 has been an exciting year as we laid the foundations for a major redevelopment program. Over the next two years, the program will see us campaign for community support to establish a new integrated centre on The Infants' Home's grounds.

Source of Funds



Government grants	16%
Charges and fees	69%
Income from investment	3%
Fundraising, donations and bequests	9%
Other income	3%

Percentages of expenditure



Administration	7%
Family Day Care	7%
Learning and development centres	70%
Child and Family Support Services	13%
Sydney Hope Family Cottage	3%

Financial Results

Over the last year the operating position has continued to improve; our mainstream activities are self funding and our support for children in vulnerable circumstances has increased. In 2009 the final result was a surplus of \$404,722 after declaring a net change in fair value of assets of \$149,859 and a contribution of \$114,686 from government funded capital grants. Ignoring these one-offs and last year's impairment loss the operational result is a surplus of \$140,177 compared to last year's deficit of \$120,496—a significant improvement.

For 2010 a budget has been adopted which continues to rely on community and corporate financial support with the likelihood of a major capital raising program as our redevelopment project progresses.

Investments

The provision of services is also dependant on income from our investments. The continued impact of the Global Financial Crisis into the earlier part of this year reduced our investment income against last year. The revised investment policy was implemented early in 2009 and over the year we have moved to a portfolio which balances risk and return as well as capital preservation and growth.

Financial Future

The Infants' Home continues to build relationships with the community, corporate groups and Foundations. A project to build a new centre on the Ashfield site improving our service delivery and reducing our operational costs is in the final stages of a feasibility study. The realisation of this project will enable us to support more families in need and underpin the long-term sustainability of the organisation.

The Infants' Home Ashfield for the year ended 31 December 2009

Statement of Comprehensive Income	2009	2008
Revenues		
Charges & Fees	\$3,329,041	\$3,086,187
Investment Income	\$120,711	\$177,765
Government Grants	\$785,532	\$615,513
Bequests, Donations & Others	\$540,992	\$432,335
	\$4,776,276	\$4,311,800
Expenses		
Employee costs	\$3,717,453	\$3,684,303
Materials & Services	\$720,099	\$652,522
Depreciation & Impairment losses	\$83,861	\$248,702
	\$4,521,413	\$4,585,527
Net operating result	\$254,863	(\$273,727)
Other Comprehensive Income		
Net change in fair value of available-for-sale financial asset	\$149,859	—
Total Comprehensive Income for the period	\$404,722	(\$273,727)
Statement of Financial Position		
Assets		
Cash & Investments	\$2,971,533	\$2,530,132
Receivables & others	\$209,978	\$190,123
Property & Equipment	\$763,746	\$687,427
	\$3,953,359	\$3,407,682
Liabilities		
Payables	\$703,038	\$568,712
Provision for Employee Leave	\$323,030	\$316,401
	\$1,026,068	\$885,113
NET ASSETS	\$2,927,291	\$2,522,569

Audited copies of these accounts are available on request.



who we helped

In 2009, The Infants' Home extended its care to over 1,200 children and their families. Over a third of those we helped had additional needs due to family circumstances, health, disabilities or other concerns.

2009 has been a memorable year, with a strong focus on delivering innovative services and best practice education and care programs. There has been a significant increase in the number of children and families experiencing vulnerabilities who have accessed our Child & Family Support Services. There has also been a considerable improvement within the Long Day Care with a huge reduction (25.5%) in turn over.

A range of new initiatives were implemented bridging the gap in services, which included the introduction of SpOt Children's Clinic and an additional group in the Building Blocks program. The Infants' Home staff presented and organised a number of parenting and group programs for our families and the community in general. Some of our services have been recognised by private health funds, FaHCSIA and Medicare, which support families in accessing our services.



Service	Number of families/children
Long Day Care	368
Family Day Care	256
GoodStart and ChildcarePlus	114
Sydney Hope Family Cottage	125
Fathers' Playgroup	26 dads attended over the year
My Time	16 sessions
Building Blocks	2 groups of 6 children per week during school term
Parenting program	3 programs / 16 parents
Redbug playgroup	100 – 140 children and families each week during school terms

Julie's story

"Not in my wildest dreams did I know there was support like this out there... The Infants' Home literally helped me get my life back... They saved my life!"

When staff at The Infants' Home first met Julie, they immediately recognised that she was extremely rundown and fatigued. She'd been caring fulltime for her infant son, Harry, and her daughter, Lila, was exhibiting challenging behaviour—leaving Julie exasperated. With her husband out of work, she was also under immense financial strain.

"I didn't even realise I needed their help, until they helped me," Julie says.

The Infants' Home supported Julie and her family in a number of ways. With Lila enrolled in Long Day Care, The Infants' Home provided a child care scholarship for Harry, giving Julie a much needed break.

"With them in care, I had time to work on myself... I gradually started to think I could work again, and soon I had a job," Julie says.

The Infants' Home also provided free parenting training to Julie, to help her learn more effective ways of dealing with Lila, who was diagnosed with Oppositional Defiance Disorder.

"After doing the program, I started feeling so much better about myself... it helped me become a better mother. Even Lila said 'mummy, you're not angry anymore.'"

Julie beams when she speaks about her experience with The Infants' Home.

"It's just amazing the amount of support they give you, no matter what. They're such an important resource. Not in my wildest dreams did I know there was support like this out there... The Infants' Home literally helped me get my life back... They saved my life!"



highlights of 2009

Celebrating 135 Years

2009 was a landmark year, as we reached 135 years of caring for children and families. To commemorate the occasion a number of key activities were successfully rolled out, granting our community an opportunity to celebrate The Infants' Home's rich history.

Art Show

Once again, on May 2 the annual The Infants' Home's Art Show showcased our children's creativity. Parents relished viewing the colourful art displays, as well as socialising with other families and staff.

The Children's Charter

In 2009, The Infants' Home finalised the Children's Charter, which articulates and underpins our approach to working with children.

Children's Charter

As adults we believe: Children are not the people of tomorrow, but people today. Children have a right to be treated by adults with dignity and respect, as equals.

As children we have the right to: express our views, have our views listened to, have our views given due weight, have our views acted upon.

Exhibition

Throughout June, The Mitchell Library played host to an historical exhibition of photographs and memorabilia hailing from The Infants' Home's early days. The exhibition launch, which took place on Monday 1 June, was attended by The Hon. Linda Burney, MP, who formally opened the proceedings.

Reunion

Following on from the launch, on Monday 1 June a reunion gathering for former residents took place at the Mitchell Library's stunning Glasshouse. Among the honorary guests were twins Marion and Jean, who had left The Infants' Home's care exactly 82 years prior. The gathering abounded with reminiscences from the past, as more than 30 former residents shared their memories of growing up.

Luncheon

To mark The Infants' Home's milestone anniversary, a celebratory luncheon was held on Tuesday 9 June in the Strangers Dining Room, Parliament House Sydney. In her welcoming speech, guest speaker Geraldine Doogue spoke passionately about The history. Special guests included The Governor

General Her Excellency Ms Quentin Bryce AC and His Excellency Mr Michael Bryce AM AE and Hon Virginia Judge Minister for Fair Trading.

SpOT Children's Clinic

October 1 saw the official opening of the Speech Pathology and Occupational Therapy Clinic (SpOT), made possible thanks to a generous grant from United Way Sydney. Ashfield Mayor Ted Cassidy performed the ceremonial honours, helped by young Bevan O'Carroll before a gathering of staff and supporters.

The new clinic provides speech pathology and occupational therapy services for young children, encompassing individual therapy, developmental and play assessments, home programs as well as school and preschool visits. This is the sustainable social enterprise project to support the ongoing research of the Changing Life Trajectories program.

The Early Years Learning Framework

In 2009, The Infants' Home was selected as a trial site to pilot The Early Years Learning Framework. The Framework is a Federal Government initiative to provide a nationally consistent guide for early

childhood educators. The Framework aims to strengthen children's relationships with their families and community, while at the same time instilling in children a strong sense of their own identity, confidence in their learning and effective communication skills.

Having successfully completed the pilot in both Family Day Care and Long Day Care in accordance with the Early Years Learning Framework, the Infants' Home has provided feedback and suggestions to implement the framework nationally.

Occupational Therapy & Speech Pathology Groups

Introduced in 2009 was a new initiative to deliver combined speech pathology and occupational therapy in group settings. The groups of up to six children are open to children with an identified speech pathology or occupational therapy need. Group therapy has been shown to offer additional benefits to children, such as the development of social skills. Combining the delivery of the two therapies in a group context has enhanced The Infants' Home's ability to provide holistic care to children.



Far Left: Volunteers from Herbalife supporting the Art Show
Left: Ted Cassidy (Mayor of Ashfield) and Bevan at the SpOT Children's Clinic opening.

our board

With well in excess of 100 years' combined experience, our Board possesses vision, dedication and drive—underpinned by solid expertise encompassing many areas of commercial and not-for-profit management.

Gillian Hirstman

President

Gillian has extensive experience in community fundraising and was an active member of Wahroonga Auxiliary from 1997 until it closed in 2007. She is proficient in many areas of business management, having run a successful family business for many years. Member since 2000. President since 2005. Meetings attended: 12/12.

Anthea Jackson

Bsoc Stud, MSW

Vice President

A trained social worker with a Masters Degree and over 30 years' experience in early intervention and child protection services, Anthea is currently Operations Manager of UnitingCare Burnside's South region. Member since 2005. Meetings attended: 10/12.

Mary Verschuer

MBA, MScSoc, BAppSc

Mary has over 20 years' management experience, most recently leading operational businesses in Asia and Australia and previously leading sales and marketing teams. Mary currently directs her own company, Sustainable Business Strategy, working with organisations to embrace the principles of sustainable development and coaching their senior leaders. Member since 2008. Meetings attended: 10/12.

Debbie Niulala

CA, BBS (Accountancy), IIA member

Debbie is a qualified Chartered Accountant and Lead Senior Manager within the Risk Division of Lloyds International. She has over 10 years of consulting experience both here and abroad. Debbie's expertise also spans consultancy and strategic risk management for higher and further education institutions. Member since 2008. Meetings attended: 7/12.

Anthony Kutra

B.Ec (Hons), MBA

Anthony is Director Business Development at Norfolk Group Limited and has held various senior management and director positions within Australia and overseas entities. He has more than 20 years management experience covering the global mining services and oil and gas industries, with responsibilities including strategic planning, business planning, business development, project management and operations. Anthony is Chair of the Advisory Council for Centacare Broken Bay, and is a member of the Australian Institute of Company Directors. Member since 2008. Meetings attended: 8/12.

Chris Grundy

BCom, FCA, FCIS, GAICD

Chris has 25 years' experience in commerce, and has held leading roles in general management, finance, operations, sales and marketing and investor relations in Australia and abroad. His experience also encompasses working as CEO in private enterprise and CFO and Company Secretary for an ASX top 200 Company. Member since 2009. Meetings attended: 3/3.

Michael Stilp

B. Commerce

Michael is currently Chief Executive Officer of Equigroup, prior to which he spent 9 years at General Electric and 10 years at HSBC in roles ranging from Finance to Operations and leading a business unit. Member since 2009. Meetings attended: 6/7.

Karen Craigie

MComn, BMan

Drawing on a diverse background of experience in the entertainment, travel, marketing, PR, environment and community service industries, Karen's expertise lies in communications, public relations, and media management. Karen is currently the Communications & Development Manager for the Child Abuse Prevention Service. Member since 2009. Meetings attended: 2/3.

Julia Galletti

Dip Apl Science (Nursing), Dip Law (LPAB)

Julia Galletti is a fulltime foster mother and her son attends The Infants' Home. She is also a fulltime employed solicitor at Craddock Murray Neumann Lawyers specialising in medical negligence, other personal injury and general litigation. Julia has 8 years experience as a solicitor. Before her admission to the Supreme Court of New South Wales, Julia spent 16 years as an electoral assistant, a registered nurse in the NSW public health system, assistant to Kevin Connor of Counsel (as he then was), and as associate to His Honour Lance Wright, President of the NSW Industrial Relations Commission. Member since 2009. Meetings attended: 6/12.

Jacqueline Weiley

MBA (Mktg), BA Director

Jacqueline is a marketing consultant presently working with The Australian Charities Fund. Before moving into the not-for-profit sector in 2005, Jacqueline held a variety of senior marketing positions within the financial services industry across funds management, financial planning and banking. Member since 2006. Retired.

Ian Showman

Vice President

Ian has over 40 years' experience in the financial services industry both in Australia and abroad. In that time he has held several specialist roles including management positions in human resources. Currently Ian consults to the financial services industry. Member since 2005. Retired

Graham Paterson

Former head of Westpac for Tasmania and South Australia Country, Graham is currently Westpac's Head of Group Sustainability and Community. Graham has extensive experience working in the banking industry including support to indigenous communities. Member since 2007. Retired

Honorary advisors

Architects: Brewster Murray Pty Ltd

Auditors: BDO Accountants Group

Solicitor: Gray & Perkins Lawyers

Visiting Medical Officer: Dr Eleanor Brumby

Patron: Sir Nicholas Shehadie AC OBE

Advisory Panel Redevelopment: INRES

our management

Comprising highly skilled and experienced practitioners, our management team empowers staff to consistently meet targets in support of The Infants' Home's overarching goal: improved outcomes for children and families.

Anita Kumar

B. Eng (Elec. Com), MM.

Acting Chief Executive Officer / Resource and Development Manager

Hailing from a solid business background, Anita has been involved with The Infants' Home for over a decade, within several diverse roles. The driving force behind a range of initiatives, she is passionate about the growth of the organisation and the development of quality services that support the wellbeing of young children and their families.

Lynn Farrell

BEd (Early Childhood), Dip M/craft.

Cert IV Workplace Assessment & Training

Learning and Development Services Manager

Lynn is an early childhood teacher with a mothercraft background. She has been involved in Children's Services since 1986 as a teacher, director and in senior management roles and has produced and delivered training locally, nationally and internationally.

Nicole Bechard

BSW, M AD Ed, Cert 1V Workplace Assessment & Training,

Child and Family Support Services Manager

Nicole is a social worker with over 25 years' experience in the human services industry. Her experience spans running a private practice as a counsellor through to working in government, not-for-profit, commercial organisations and consulting agencies as caseworker, manager, consultant and clinical supervisor.

Catherine Hunter

Diploma of Children's Services

Family Day Care Manager

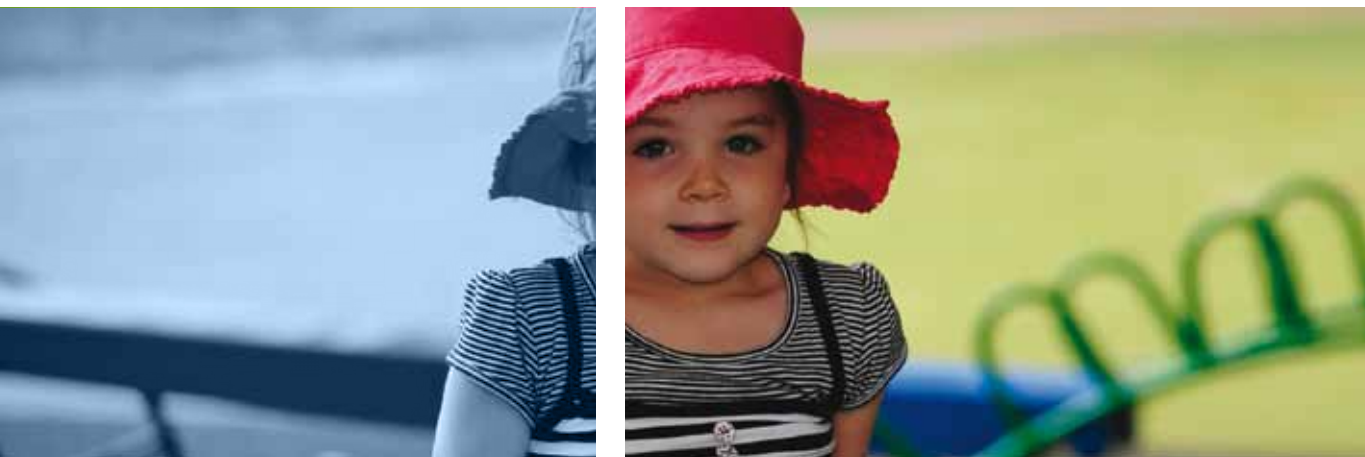
Catherine is an early childhood educator with a background in welfare. Catherine has been involved in Children's Services/Community Services since 1982 as a child care centre coordinator, refuge worker, senior manager in the disability sector and 21 years experience in Family Day Care.

John Shen

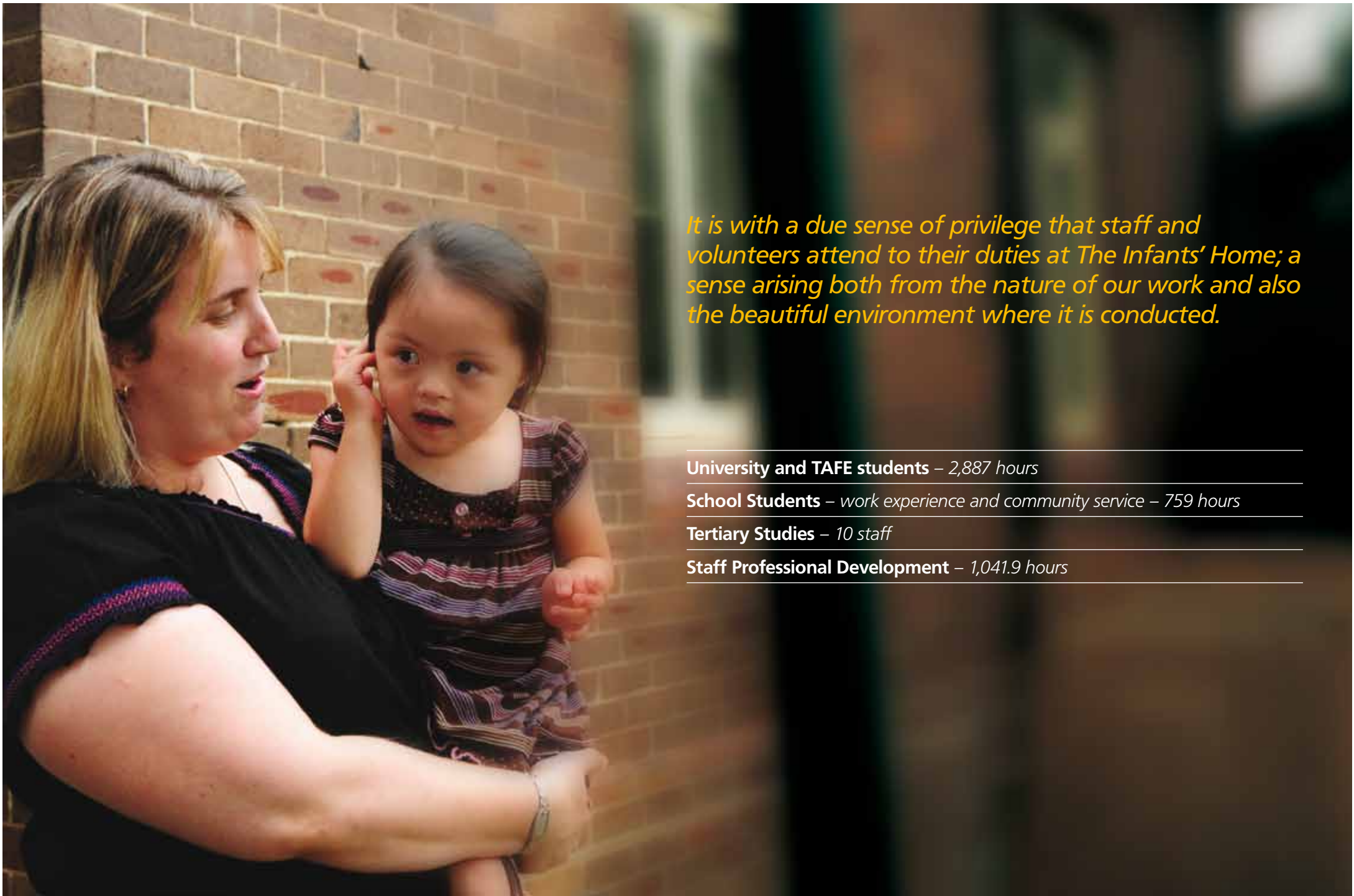
BEng, AdvDip(Acc), PGD(Acc), MAcc, MBA, CPA

Finance Manager

John has extensive accounting and financial experience both in the commercial and not-for-profit sectors. He has effectively implemented the principles, processes and practices that underpin the delivery of sound financial management in a complex accounting environment at The Infants' Home.



"A great place to bring kids and spend some time playing with them." – father



It is with a due sense of privilege that staff and volunteers attend to their duties at The Infants' Home; a sense arising both from the nature of our work and also the beautiful environment where it is conducted.

University and TAFE students – 2,887 hours

School Students – work experience and community service – 759 hours

Tertiary Studies – 10 staff

Staff Professional Development – 1,041.9 hours

our staff

Professional Team

Alice Berry	Fouzia Amer	Malliga Luther	Silvana Megna
Amy Jones	Frances Hanna	Mariam	Sonia Bustillo
Andi Salamon	Gillian Corkeron	Christodoulos	Sreedevi Koduri
Anita Kumar	Gladys Caceres	Marie Iris Olazo *	Stella Li
Ann Elliott *	Guo Fen Xu	Meryl Burn	Susan Munro
Antonella Petrone *	Helen Cormier	Nahida Ali	Thi My Truong
Aruna Ayyadurai	Helen Pitcher *	Nancy Ngeow	Thuzar Bo
Asima Khan	Janelle Bailey	Natasha Zaitsev *	Tristan Page
Bridget Mulligan *	Janis Watts *	Nicola Bewley	Vasuki
Bridget Olssen	Jennifer Evans *	Nicole Azzopardi	Manjunathan
Carlos Delmond	Jenny Piccin	Nicole Bechard	Viji Sriram *
Catherine Hunter	Jessica Donal	Nicole Edwards	Wendy Foote *
Catherine Mitchell	Jessica Lim	Paromita Sen	Xia Jin *
Christina Zuvela	John Shen	Patima Nakaraj	Alice Yu
Deepa Dasgupta	John Zammitt *	Penelope Savage *	Yu Mei Cai *
Denise Shaw	Karina Phillips	Priyanka Rana	Emily Cheng
Domenico	Katherine Helby	Robyn Huber	
Garzarella	Lata Chandra	Sabita Koneru *	
Elaine Smith	Lesley McCarthy	Sabrina Dai	
Emily Cheng	Lesley Shanley	Sally Brown	
Emily Guterres	Lina Marrone	Sally McLoughlin	
Enza McNaught	Louise Fahy *	Shameem Begaum	
Fatima Vasconcelos	Lynn Farrell	Sharon Donaldson	

* resigned

Errol Talliard
(19/04/1957 – 12/11/2009)
Rest in peace

Awards

LDC

5 years	Amy Jones
	Deepa Dasgupta
	Jessica Lim
	Tristan Page
10 years	ThuZar Bo

FDC

5 years	Catherine Hunter
	Karina Phillips
10 years	Nurjahan Hoque
	Rokeya Chowdhury
25 years	Rose Kalache

"I have found that staff are all wonderful, cheerful, enthusiastic, involved and caring people..." – mother

Staff Excellence Awards

Leadership

Amy Jones

Meritorious Service

Karina Phillips

Quality

Alice Berry

Team

Family Day Care

our supporters

Our ability to make a difference to the lives of children and families experiencing vulnerabilities rests heavily on community support. In 2009, The Infants' Home was the grateful recipient of numerous generous contributions, each one taking us closer to our vision.

Westpac

Westpac have once again demonstrated their commitment to caring for families at risk through a range of support initiatives. A generous grant from the Westpac Foundation enabled us to undertake research and develop a socially sustainable business model for the Family Day Care Scheme. This new model has positive implications for the child care sector at large. Through their Employee Matching Gifts Program, Volunteering Program and City2Surf fundraising team, Westpac have also contributed significant resources and galvanized staff in support of our work.

Wests Leagues Ashfield

Wests Leagues Ashfield, through the CDSE scheme, granted \$20,000 in 2009. This significant gift has been directed towards three key programs: Family Day Care, Speech Pathology and Child and Family Support Services. The cheque presentation took place at The Infants' Home's grounds on August 15. In gratitude, the children of Robinson House prepared a special 'thank you' gift which they presented to Mr Peter Hardgrove, the President of Wests Leagues Ashfield.

UnitedWay Sydney

Generous funding from UnitedWay Sydney enabled us to open the SpOT Children's Clinic, which provides speech and occupational therapy for children with additional needs from within the wider community. UnitedWay Sydney has also provided vital funding for the Changing Life Trajectories research program.

Herbalife Family Foundation

The Herbalife Family Foundation, which is focused on improving nutrition for children at risk, kindly provided a grant towards our Anaphylaxis Program. Herbalife have also contributed by way of staff volunteering. It was a pleasure to welcome Herbalife staff to our Art Show and Carols by Twilight.

James N Kirby Foundation

In 2009, the James N Kirby Foundation once again generously supported the Sydney Hope Family Cottage. This support has gone a long way to assisting families gain vital parenting skills and assistance.

Trust Company Limited

In 2009, Trust Company Limited made a significant grant towards the Speech Pathology program. The charitable trust's generosity will support the continuation of this vital program, which helps children overcome debilitating speech problems and fosters their communication skills.

Burwood RSL Club – CDSE

As part of the CDSE scheme, Burwood RSL made a grant towards the Goodstart Program, which supports children in the Early Intervention program.

Club Penguin

In 2009 Club Penguin provided a significant grant in support of our Play and Learn Program, which works with children with disabilities and developmental delays and their families to increase children's social competence, communication, and play skills.

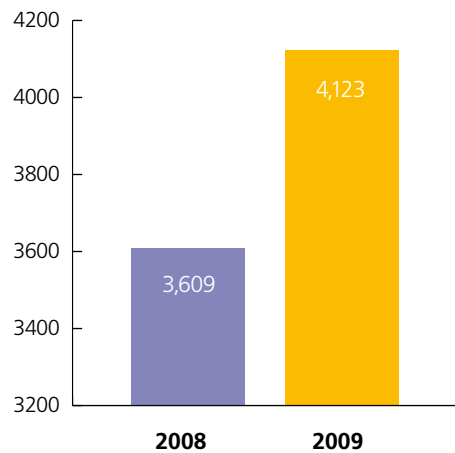
Corporate Volunteers

The many individuals who dedicated their time and energy through our corporate volunteering program in 2009 have provided an invaluable service to The Infants' Home. Volunteer jobs included maintenance and repairs to our beautiful historic grounds, creating resources for children and contributing to a clean, tidy and pleasant environment for staff, children and families to enjoy.

- Westpac Banking Corporation
- Price Waterhouse Coopers
- Deutsche Bank
- HMAS Sydney
- Goldman Sachs JB Were
- GE Finance
- Herbalife Foundation
- St Vincents' Ashfield
- Strathfield Rotary

Right – The Children of Robinson House presenting a special 'thank you' gift to Mr Peter Hardgrove, The President of Wests Leagues Ashfield.

Volunteer Hours for 2008/2009



Special Donors, Friends & Foundations

- Ann E Crowley
- Ashfield Benevolent Society
- Barbara Osborne
- Catherine Le Meur
- Christian Brothers College
- Dion Forstner
- Doug and Valda Rigg
- Flora MacDonald
- Inner Wheel Club of Balmain
- Jacqueline Weiley
- Jim Turnbull, AON Services Pty Ltd
- Kambala Old Girls Union
- Kathleen Pigram
- Lucy Regan
- Michael Wight
- Meriden School
- Millie Haw
- Peter Wlodarczyk
- Rae Boyd
- Robert J White
- Rotary Club of Drummoyne
- State Trustees
- Sydney Community Foundation
- Val Appleroth
- Womens Australian Travel League
- Zadro Constructions Pty Ltd
- Many anonymous donors
- Many donations made in kind

Funding from Government Departments:

- Ashfield Council
- Burwood Council
- Community Services (NSW)
- Department of Education and Training (NSW)
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Education, Employment and Workplace Relations

Donations

In September 2009 a staff giving program was launched which was well received.





In 2009, The Infants' Home made significant progress towards our vision, as outlined in our strategic plan.

our strategy

KRA 1:

Programs are contemporary and influential

The Infants' Home demonstrates a strong commitment to delivering quality services and taking a leadership role within the sector. In 2009 The Infants' Home took considerable strides forwards to develop contemporary services that will not only benefit young children and families in our care, but will also make a positive contribution to the child and family services sector at large.

Central to our ability to positively impact the lives of children and families is quality staff. Throughout the operations the staff to child ratios has been above regulatory requirements, and ninety per cent of staff hold relevant qualifications.

Children's Charter

In 2009 considerable work was undertaken to develop the Children's Charter, which articulates and crystallises our approach to working with children. The charter is underpinned by The Infants' Home's belief that our interactions with children are informed by our values, and therefore defining a clear set of values consistent with children's rights and inherent dignity naturally leads to improved interactions and outcomes for children. The development of the charter evolved from an examination into the rights of the child in conjunction with extensive consultation with families and staff.

In the process of developing the Charter, The Infants' Home agreed to pilot the Early Years Learning Framework. A Federal Government initiative to provide a nationally consistent guide for early childhood educators, the Framework is founded on the concept that children's lives are characterised by belonging, being and becoming.

Faarooq's story

"Faarooq loves going to the centre, he enjoys the environment and the company ... he misses it when he doesn't go"

Three year old Faarooq has been coming to The Infants' Home for nearly two years, and currently attends Johnson House. Faarooq's mum, Badra, who is raising Faarooq and his older brother alone, is grateful to The Infants' Home for providing them with financial support, and for showing such good care towards her son.

"The staff are really helpful," Badra says.

Badra also attributes the development of Faarooq's confidence to his experience attending The Infants' Home, and believes that the social skills he's gained here have helped put a stop to his fights with his older brother.

"Faarooq loves going, he enjoys the environment and the company and he has lots of friends... he misses it when he doesn't go".

"I love that Mario comes home with grubby feet or covered in paint. Why? Because I know that he has been given the opportunity to freely explore every activity available." – mother

KRA 2:

Services are expanded for children and families experiencing vulnerable circumstances

Through the provision of a generous grant from United Way Sydney, The Infants' Home have embarked on a research project in partnership with Sydney Hope Cottage, the University of NSW as well as a number of early childhood clinics. This research is aimed at culturally and linguistically diverse mothers of newborns who are experiencing isolation, specifically those hailing from India, Pakistan, Bangladesh, Nepal and Sri Lanka. The aim of the research is to identify the best intervention for this target group, with the purpose of improving their parental efficacy and community connectedness.

The Infants' Home has also strengthened its commitment to ensuring that vulnerable families receive the best level of support possible through adopting a range of evaluation tools that enable staff to measure inclusion and work towards higher inclusion quality.

SpOT Children's Clinic

In 2009, The Infants' Home opened the SpOT Children's Clinic, providing occupational therapy and speech pathology to children under school age from the wider community. This new clinic comes at a crucial time, and responds to an imperative community need. With local services stretched to their limit, the waiting list for speech pathology and occupational therapy has been a major concern for many families. The establishment of the SpOT Children's Clinic ensures that an optimal number of children are able to access these important services.

Speech pathology and occupational therapy play a significant role in preparing children for school. Experienced and qualified staff work closely with children to identify problem areas and develop and roll out personalised programs that assist the child to gain competence and confidence. This work is an essential platform for children experiencing speech and developmental problems to succeed in a school environment.

In 2009, The Infants' Home also introduced Occupational Therapy and Speech Pathology group work. In addition to addressing children's occupational therapy and speech pathology needs, participation in group work also assists children's social development.

Terry's story

"Terry definitely gained confidence, language and social skills from the help he received."

Terry was seven months old when he began attending Long Day Care at The Infants' Home. Upon noticing that Terry was having trouble hearing and

that this was affecting his social development, staff promptly alerted Terry's parents to the issue. Staff recommended that Terry enroll into speech and occupational therapy, a suggestion which was quickly followed up. Soon, with the support of the Occupational Therapist and Speech Pathologist, Terry was developing key skills to enable him to learn, play with, and interact with his peers.

Terry's hearing problem and his difficulty communicating had led him to develop behavioural issues, which were manifesting at home. To help Terry's parents address these issues and more effectively engage with Terry, The Infants' Home offered them participation in a special program which taught parenting skills related to children with difficult behavioural patterns.

"Terry definitely gained confidence, language and social skills from the help he received. He became better able to make friends and formed close relationships with some of his peers in The Infants' Home" – Gail, Terry's mother





"The staff provide a great community service for fathers who often are overlooked in the provision of family services. The group provides a supportive environment for both fathers and children to develop relationships. In addition the staff are always supportive and helpful. Thank you for providing this much needed community service." – father

KRA 3:

Facilities support quality and efficient, evidence based service provision

The environment at The Infants' Home supports and reflects our commitment to quality. Under strong and capable leadership, staff utilise to the best and fullest extent The Infants' Home's facilities to provide a safe, stimulating and caring environment for children and families.

Central to The Infants' Home's philosophy is the provision of integrated services. Evidence based research points to the many benefits of an integrated rather than disparate model of service. In particular, access to integrated services has been shown to assist children's social development and learning outcomes, and provide better support to children and families experiencing vulnerabilities.

In 2009, The Infants' Home made significant headway in developing a plan that will further enhance our capacity to deliver integrated services to the community.

Josie's story

"Since she started she's really excelled... from being shy and reserved to outgoing, confident and enthusiastic."

Claire brought her daughter Josie (then aged three) to The Infants' Home so that she could socialise with other kids and most importantly, have a stable place to come to. A single mother, Claire was having difficulty finding accommodation for herself and Josie, and the two of them were living between a women's refuge, Claire's mother's house and a friend's place. What Josie needed more than anything was stability, and the stimulation of a learning environment.

Due to Claire's financial difficulties, The Infants' Home provided a scholarship so that Josie could attend Long Day Care at The Infants' Home. Staff also identified that Josie was demonstrating speech and fine motor skills problems, and placed her in a therapy group.

"She loves the groups," says Claire, "since she started she's really excelled... from being shy and reserved to outgoing, confident and enthusiastic."

Claire speaks very positively of the care and attention she and her daughter have received at The Infants' Home.

"If ever there's a problem I can always feel comfortable to bring this up with the staff... the problem is addressed quickly, and they go out of their way to help."



KRA 4:

Organisation is sustainable and progressive

The Infants' Home takes a multi-pronged approach to organisational sustainability. Through continual improvement to ensure that all of our services are delivered to the highest standard, we guarantee ongoing income through our fee-based services. Through successfully delivering programs and demonstrating accountability and transparency in reporting, The Infants' Home seeks to maintain the supports of its loyal funders and donors.

In 2009, The Infants' Home undertook a project which will not only contribute to the ongoing viability of the organisation, but that of all Family Day Care providers throughout Greater Sydney. Thanks to generous funding from the Westpac Foundation, The Infants' Home undertook research and subsequently developed a model for the sustainable delivery of the Family Day Care scheme. This exciting project has not only provided The Infants' Home with a blueprint to ensure it can deliver this vital service well into the future, it has also helped reinstate The Infants' Home's position at the forefront of progress within the sector.

Another significant development in 2009 which supports our goal of sustainability is The Infants' Home's merger with Randwick Family Day Care in September of 2009; The Infants' Home took over management of Randwick Family Day Care in preparation for the official merger, which is set to take place in 2010.



our environment

Set on four and a half acres of landscaped gardens, The Infants' Home has long enjoyed a superb environment in which to nurture the unique strengths of every child and family in our care. But to meet the changing needs of our community, plans have been made for new development...

Lined with towering Japanese Maple, Camphor Laurel and Chinese Elm trees, the grounds of The Infants' Home greet all who come here with a serene and welcoming ambience, which sets new families' minds at ease and provides a familiar reassurance to those who are an established part of our community.

The many wonderful attributes of this unique setting also extend to the historic buildings.

The grounds entrusted to us by the pioneering women who established The Infants' Home has over the years been modified and put to the very best use.

The Infants' Home has also proudly inherited the aspirations of its founders, which compel us to always strive towards improvement in every sphere. An even better place for our children and families is what we have envisaged, and resolutely intend realising.

The Infants' Home has developed the blueprint for an integrated centre which will be situated on the grounds. This purpose-built, state-of-the-art centre will house all of our centres under the one roof, allowing us to more cohesively deliver our services and affording families seamless access to our care. The existing buildings will remain on site as offices, ensuring that the historic and serene atmosphere is preserved.

The visionary new centre will be designed in anticipation of The Infants' Home's future needs and will accommodate our services as they continue to evolve. It will therefore ensure that children and families truly have the very best level of care possible for many years ahead.

"I have recommended The Infants' Home for various reasons – parents with special needs children or allergy issues or just the desire for the child to be cared for in such a beautiful green environment." – Parent





the infants' home
CHILD & FAMILY SERVICES

17 Henry Street, Ashfield NSW 2131

Phone: 9799 4844

Fax: 9799 4122

Email: mail@theinfantshome.org.au

ABN: 71 174 918 661

www.theinfantshome.org.au