

2021-22

Annual Report

holdsworth 



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Acknowledgement of Country

Holdsworth Community acknowledges the Traditional Owners of Country throughout Australia and recognises continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

Our Purpose

Holdsworth exists to uphold people's right to live and participate fully in their community and to be valued for the unique contribution they make.

Our Community

We provide support across our community throughout Sydney, in particular its Eastern Suburbs:

- Older people who need support to stay living at home or build connections in their community
- Children and adults living with disabilities
- Families with young children
- Carers
- People looking for meaningful volunteering opportunities

Our Values



Independence

We promote informed choice, resilience, and individual preference.



Trust

We are committed to being a trusted provider by operating with integrity and offering services that are safe, reliable, and high quality.



Kindness

Our staff and volunteers are warm, caring, and generous.



Openness

We're here to listen and learn from the communities we serve.

Holdsworth Bub Hub is a supportive playgroup for newborns and non-walkers where young families can connect with others, their child and receive one on one parenting support.



"It's worth remembering that it is often the small steps, not the giant leaps, that bring about the most lasting change."

Queen Elizabeth II

Chairman's Message

Through the 2021-22 year we have seen our communities emerging from and learning to live with the long tail of the COVID-19 pandemic. 2021-22 continued to present major operational challenges for Holdsworth, our clients and their families, communities and government.

Like so many organisations, Holdsworth was significantly affected financially by the impacts of the pandemic. We acknowledge and appreciate the various forms of government assistance we were able to access which enabled us to retain and support our staff and continue providing services safely wherever possible.

I would like to pay tribute to the resilience and capability of the staff and volunteers of Holdsworth who, in the face of the extreme challenges posed by COVID-19, achieved outstanding outcomes for our clients and our communities. In fact, for many clients, particularly the elderly and isolated, the Holdsworth team was a lifeline, a practical support and a friendly face during a difficult period.

We are proud of the contribution we were able to continue to make:

- We kept in touch with our clients and provided them as much information as we could about how to manage through the pandemic
- We ensured that essential services were maintained, even where this presented a risk to our staff
- We experimented and learned different ways of doing things
- We were agile, creative and strong.

Those attributes and our learning from this difficult period will serve us well as we move ahead.

Apart from the pandemic, 2021-22 has been a period of internal and external change. We welcomed a new CEO. Jason Malone commenced in early October 2021, bringing substantial experience and a new lens to the role. The Federal election resulted in a change of representation at local level. We take this opportunity to thank Dave Sharma for his long-term support of Holdsworth, and to welcome Allegra Spender to her new role. We look forward to continuing our strong history of engagement and advocacy at a Federal Government level.

During the year, we also negotiated a new funding arrangement with Woollahra Municipal Council which will facilitate the provision of new programs for the Woollahra LGA. We also strengthened our relationships with Local Government across the other LGAs in which we serve. We recognise that Local Government also experiences challenges of resourcing and accountability to residents and we welcome the opportunity to work constructively to ensure we can achieve the best outcomes with the available resources.

Overall though, the numbers speak for themselves. You will see from our Annual Report that Holdsworth continues to grow. Our focus continues to be on quality, person-centred services and continuous improvement. Through the year we strengthened the role of our Registered Nurse and embedded our Clinical Governance as well as providing comprehensive training for staff which included how to deliver services effectively through the pandemic. We successfully maintained our accreditations and we actively sought feedback from our clients and families to understand how we can do things better.

As we move into 2022-23, we recognise how much we have achieved and how much we have learned through this difficult time, and how much we have to look forward to in enhancing our support for our communities. We are grateful for our many supporters and look forward to a year that inevitably will bring new and different challenges. We have every reason to be optimistic that we have the capacity to meet those challenges and continue our services to the people of our communities.

Finally, I thank my fellow Directors who give so generously of their time, and who demonstrate such passion and commitment to our values in addition to providing their professional expertise. As Chair, I have benefitted greatly from the shared wisdom, advice and support through this challenging year.

We look forward to continuing to serve you well.



Lyn Ainsworth
CHAIRPERSON

CEO's Message

It was another challenging year with life impacted by the pandemic. Our dedicated staff and volunteers worked tirelessly to ensure we delivered services in challenging and uncertain conditions and I thank them for their dedication, flexibility and passion.

As a community owned not-for-profit we are committed to making a positive and valuable impact on people's lives every day. At Holdsworth, we empower people to thrive and grow, and find a sense of belonging. Through improving access, tailoring support and connecting people, we work with individuals and their families and help them to achieve their unique goals. We work alongside older people, people living with a disability, carers, and families and young children and support them to feel unstoppable.

Over this financial year, we established a new leadership team with Brooke Norrie, Head of Community Care and Rob Lancuba, CFO joining us during the year. JouJou Faulkner stepped up as Head of Operations which includes delivery of grant programs, projects and HomeShare. Kim Tipoki continues to lead Disability and Family Services. Simon Wise, People and Culture Manager and Rohan Newcomb, Manager for Community Transport and Meals were also welcomed to the leadership team.

We are committed to increasing our impact and have a goal to double this impact over the next couple of years. We have seen significant growth in Home Care Packages over the past year growing by 50% to 151 packages, this includes the delivery of direct services like personal care and nursing. We continue to provide services under the Commonwealth Home Support Program (CHSP) including individual and group support, meals, transport, wellbeing groups and Sector Support Development. Disability services has grown with groups returning and we have continued to grow our support coordination services. Family services also welcomed the return of face-to-face playgroups and Bub Hub at Holdsworth Street. We are also working with Woollahra Council to offer playgroup at another location in Woollahra LGA. Watch this space!

To deliver our growing range of services we have invested in frontline support workers, with a comprehensive onboarding and training programme for all new employees. We have had a renewed focus on quality and compliance and have robust continuous improvement plans across the organisation.

I'd like to thank Woollahra Municipal Council (WMC) for their ongoing support and partnership in delivering valuable community services in Woollahra LGA. We have some exciting and innovative new programs on the agenda for 2022/23 that WMC are supporting us to deliver.

I would also like to recognise the Department of Communities and Justice for their support of our HomeShare program, early intervention program and more recently the outreach program. The outreach program is aimed at working with social housing residents in Randwick LGA to ensure they are receiving the right aged care and disability services.

It was a tough year financially and it was challenging to match our workforce to service demands with the economy opening and closing. This had a significant financial impact on operating costs however with our investment in our people, systems and brand, Holdsworth is well placed to continue to expand our impact and continue to deliver high-quality person centered services.

I feel very privileged to work in my local area for a values-driven organisation and lead an amazing group of staff and volunteers at Holdsworth. I would like to thank our Board of Directors who are extremely generous with their time, wisdom and governance. Holdsworth has a rich tradition of over 75 years and I look forward to continuing this tradition and expanding our impact in the community.



Jason Malone
CEO

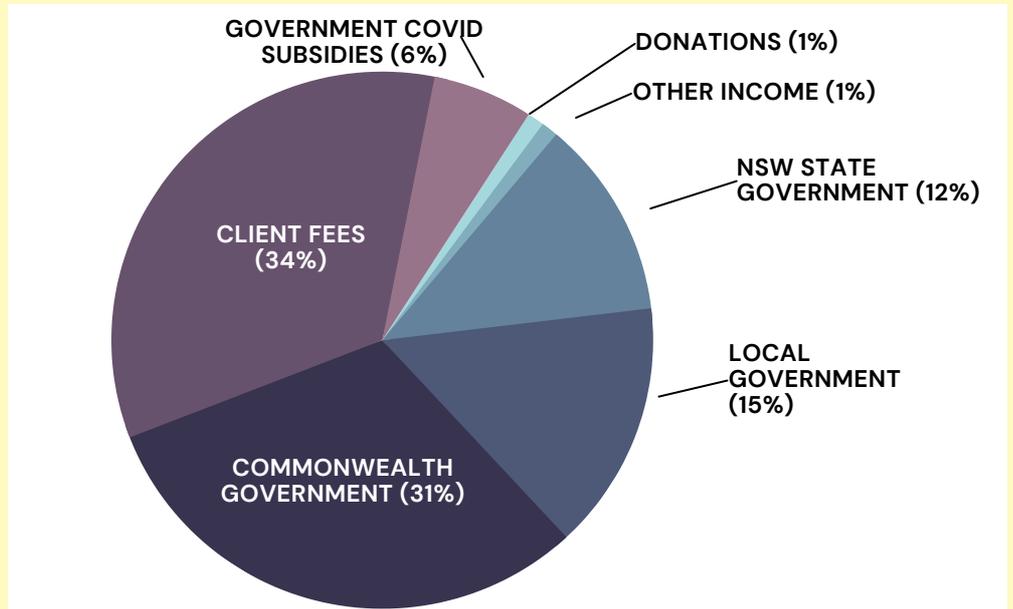
A Year in Review

2021-2022 Financial Year Income Breakdown

Key Highlights

Holdsworth's revenue for FY2021/2022 decreased from \$7.3 to \$7.0 million.

Government COVID-19 subsidies reduced by \$1.3 million, Grant revenue increased by \$0.5 million (13%), and operating income also increased by \$0.5 million (26%).





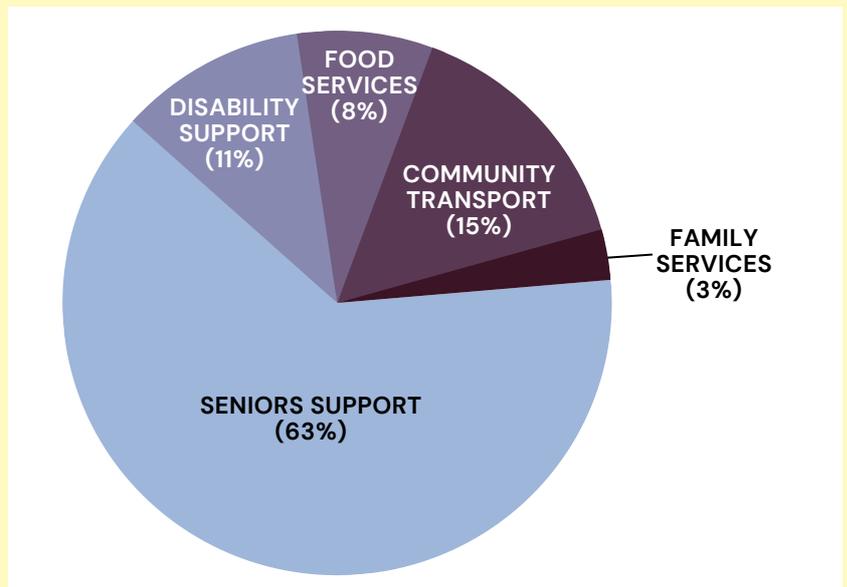
2021-2022 Financial Year Services Breakdown

Key Highlights

Holdsworth's expenditure increased from \$6.5 million to \$7.4 million this year due to higher costs to provide our services amidst COVID-19 pandemic disruptions.

Seniors Support services accounted for 69% of total expenditure as a result of increased demand for essential services. Disability Support, Food and Community Transport services decreased as Covid-19 directly affected Holdsworth's ability to deliver our services.

This financial year, Holdsworth broke even following transfers from the special contingency reserve.



This Annual Report and the Financial Statements have been produced as two separate documents which should be read together to give a full picture of Holdsworth Community achievements and performance throughout the 2021/2022 financial year.

Holdsworth Community Ltd has been endorsed by the Australian Taxation Office as a tax-deductible gift recipient for charity tax concessions.
 ABN: 50 949 197 281 CFN: 20428

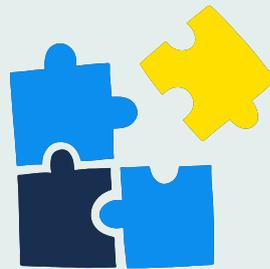
Our Impact

Our purpose has never been more relevant than over the past year as we continued to provide critical, essential services to our Community in response to COVID-19.

151 HOME CARE PACKAGE SUPPORT

Home Care Packages enable older people to remain living in their own homes, maintain their independence and remain connected to the community.

This year, Holdsworth increased its Home Care Package support by 50%, with a focus on higher level, more complex care, including respite and personal care.



939

FAMILIES SUPPORTED BY FAMILY SERVICES

We saw a 14% increase in the number of families partaking in our activities over the past year.

We have continued to support families to stay connected through small groups or online, in line with COVID-19 restrictions.

950

HOMESHARE ENQUIRIES

Since our launch in 2018, Holdsworth HomeShare has attracted over 950 enquiries from Owners and Sharers across Sydney.

We have had 21 people in matches in the past year. The longest-running pair were living together for 33 months.

Thank you to the Department of Communities & Justice, and Waverley Council for their support during this year.

1,741



HOURS OF WELLBEING EXERCISE CLASSES

Our Wellbeing Classes support older people to stay active with gentle exercises, cognitive activities, lunch and social interaction.

In October 2021, we began a dedicated wellbeing class for people living with dementia. This demonstrates our commitment to meet the unique needs of those in our community.

12,661

COMMUNITY TRANSPORT TRIPS DELIVERED

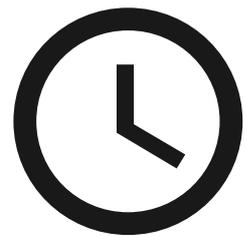
Our Community Transport continued to grow over the year with our drivers supporting people across South East and Central Sydney taking them to medical appointments, vaccination appointments, shopping and outings with their friends.



16,728

MEALS DELIVERED

Our Home Cuisine team deliver nutritious food and check in with older people across the Eastern Suburbs. The team also provide an individual shopping service to those that were unable to get to the supermarket.



19,520

HOURS OF SOCIAL SUPPORT

Our individual social support, through the CHSP program, connects older people to a range of services and activities in the community. During the year, we continued to support those most vulnerable in the community particularly those isolated due to the impact of COVID-19.

3,583

HOUR OF NDIS SUPPORT

While our NDIS programs were impacted in the first quarter due to COVID-19, we slowly reintroduced our group programs as well as continuing our individual support.

Group programs included drama, Friday social nights and monthly Saturday outings across Sydney.



25

SUPPORT COORDINATION PARTICIPANTS

Our Support Coordination team continued to work closely with our participants and their families and carers throughout the year to help them make the most of their NDIS funding.

Holdsworth continued to grow our Support Coordination service to actively manage NDIS plans and ensure the supports and funding they receive remained tailored to their needs and goals.

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Our disability support services are tailored to your needs and goals. Carmel and Aharon go shopping, have a coffee and attend our social group each Friday afternoon.

Our Team

We couldn't do what we do without our workforce. It is our biggest asset and their level of care is what makes us unique.

Our dedicated and hard-working team includes 120 staff members and over 50 volunteers.

120 STAFF MEMBERS

- 39 new employees joined us this year.
- High level of internal promotions with 62.5% of our job vacancies filled by existing employees.

26 OUR LONGEST SERVING STAFF MEMBER HAS BEEN WITH HOLDSWORTH FOR 26 YEARS

- More than a quarter of employees have been a part of our team for over 5 years!
- 3 people have worked with us for over 25 years.
- The average length of tenure is 4 years.



68% ARE FEMALE



32% ARE MALE





Our staff and volunteers represent 38 countries across 6 continents.

**51% OF OUR TEAM
ARE BILINGUAL
WITH 29 DIFFERENT
LAUNGAGES
SPOKEN.**

**17% OF OUR STAFF CAN
SPEAK 3 LANGUAGES
OR MORE**

**OUR VOLUNTEERS ARE THE BACKBONE OF
HOLDSWORTH HOME CUISINE, DELIVERING TO
ISOLATED MEMBERS OF OUR COMMUNITY DAILY.**

**64
VOLUNTEERS**

Volunteer numbers were significantly impacted during the year due to COVID-19, however we continued to have significant support from our volunteers in any way they could.

In the second half of the year, we had 10 student placements from TAFE and Torren's University. 5 of these students are now employed at Holdsworth.



Home Care Package Participant Shirley and her support worker Anna visit Shirley's local cafe everyday for chocolate milkshakes.



Connecting people with possibility for over 75 years

At Holdsworth, what we do is all about you. That's why everything we do, we do it together. We believe in partnering with communities to inspire human connection, and we believe in new possibilities.

The following stories provide a glimpse into our community, including our staff and participants. Supporting people to maintain their independence and enhance their quality of life is at the heart of what we do. Through these stories you will see how Holdsworth's services improve access, tailor support and create connections.

Here for the young at heart

Joan and her Support Worker Peter share why Holdsworth's services, including transport and other services under the Commonwealth Home Support Program, play such a vital role in people's lives. Joan accesses transport services through Holdsworth, and Peter helps her regularly with shopping, appointments and whatever meticulous list of tasks Joan has created that week!

Octogenarian Joan is planning to take a trip to Antarctica for her 90th birthday because it's the only continent she's never visited. Clearly, Joan is a well-travelled woman. A teacher turned script writer turned travel agent, there's not much Joan hasn't done – or written about. These days, Joan uses a walker to get around, but her adventurous spirit is very much alive and well, with Holdsworth by her side. In fact, some of the outings she laughs about with Holdsworth Support Worker Peter sound like some of the best adventures she's been on.

Joan is vivacious and brightens any room she's in, so it's no surprise that Peter is quite fond of her. In fact, the pair are a well oiled machine – singing one another's praises and reminding each other of funny stories. Like one time Peter picked up Joan from her massage appointment, but of course, the car didn't start. The two of them were wondering how in the world they'd get home... especially because Joan was in her dressing gown! Of course, Holdsworth came to the rescue.

While Joan says she's no good with technology, Peter disagrees, and points out she's got an iPad, a mobile phone and a laptop which she uses proficiently. In fact, during the lockdowns Joan's family encouraged her to write her memoirs about all her incredible travel, which kept her busy while she was home alone and saved her from "climbing the walls", she says.

She's an avid diary keeper to this day, and is now working on more stories for her grandchildren about what life was like when she grew up.

A few years ago Joan got sick and needed help. She called Holdsworth to find out if they could support her. You see, when her now 59-year-old son was a small child, she used to visit Holdsworth Community Centre with him to borrow library books. Then years later she was part of a choir run by the parents of children receiving disability services at Holdsworth. So when she had to reach out for support, Holdsworth was the first place she thought of. And it turned out to be the right one. Joan has now recommended Holdsworth to neighbours and family members when she thinks they might need some help. "I'm always happy to talk about Holdsworth," she says. "I think they're marvellous."

Although Joan lost her husband 28 years ago, when she reflects on her life and what she has today, she counts herself as one of the lucky ones. "But you make your own luck, Joan," Peter reminds her.



Peter visits Joan once a week helping her around the house, with her groceries or going to appointments. Joan wrote a memoir about her travels and shared this with Peter recently.



Here for your family

It takes a village to raise a child. For parents Jana and Pavel, whose family live overseas, Bub Hub provides a sense of community, parenting support and care as they navigate the world with their young son, Oliver.

Like many curious toddlers, eleven-month-old Oliver crawls fast and gets into everything. Parents Jana and Pavel have made their small apartment as safe as possible, but it's still vital they're nearby as little Oliver explores and learns. Sometimes that means following Oliver around from room to room like a wicket keeper always primed to catch, and sometimes it means explaining to well-meaning friends how impossibly un-baby-proof their homes are! Each week at Bub Hub, though, they get to relax.

A few months ago, Pavel noticed Oliver trying to communicate with another little baby. What Oliver didn't realise, though, was the other baby gesturing excitedly back at him... was his own reflection! After COVID lockdowns and normal apartment living, Oliver's parents realised it was time to get Oliver to socialise - with more than just his smiling double in the mirror.

Holdsworth's Bub Hub is a play-based learning session for newborns to walkers run by a qualified support worker at Holdsworth in Woollahra three times a week. Lucky Oliver often gets to go two times a week - once with each parent. Dad Pavel likes that the children are grouped according to basic developmental milestones, so unlike a play centre or playground, a much more advanced child won't bowl over little Oliver while he's mastering the art of sitting up by himself. Mum Jana likes the flexibility of being able to drop in during sessions rather than arrive at a particular time, because, as many parents out there know, some days just don't go to plan.

For new parents like Jana and Pavel whose families are based mostly on the other side of the world, Bub Hub, and the Bub Hub midwife's expertise, provides peace of mind.

"Bub Hub is important for people who don't have family here," says Pavel. "When we have a question, we can of course call Mum overseas, but having someone in real life to talk to is really nice."

Jana shares how far Oliver has come since they started at Bub Hub:

"He didn't sit on his own and could see him trying, but I wondered 'should I try helping?' but it's hard to know what to do. Then Annie at Bub Hub encouraged me and showed me how, and he got it quickly. He also crawled a funny way on his tummy. It was Annie who showed me how to tuck his knees up to make it easy, and now he's crawling so well."

One of the other benefits Jana has noticed about Bub Hub is the social connection. It's only been a few months of attending, but she's already fallen into familiar conversations with other parents who she's glad to see each time she arrives, and she can catch up while Oliver explores happily in a safe environment. In fact, she's recently recommended Bub Hub to other friends of hers with children Oliver's age.

"For us, it's about setting him up for the future," Pavel says about Oliver's time at Bub Hub. "Helping him learn that people are generally nice."



Pavel and son, Oliver, are regulars at Holdsworth Bub Hub, connecting with other young families and receiving parenting support and advice from the dedicated Family Services team.

Here for your goals

Barrie is a 69 year old Sydney resident who has connected with Holdsworth's services through his Support Coordinator. Barrie is proud to share his story, and Holdsworth is proud to be part of it.

There are not many people who genuinely contribute to the social fabric of an entire city. But Barrie does. Barrie's lived all over. There were some bad times, welfare issues and medication side effects and the like, but he's pretty quick at remembering the good. He's nearly 70 now. That's a good innings. He's surprised he has made it to this age, but he still feels like a young man.

The first thing most people notice about him is that he's a Rabbitohs fan. Barrie's often wearing his Rabbitohs zip-up jacket. But actually, until the 1999 grand final where a controversial penalty try secured Melbourne Storm's victory over the Dragons, Barrie was a St George man. It's less about the team, really. It's more about treasured memories of Rugby League games with his parents, about great conversations. After all, Barrie's the social type.

Aaron and Barrie hit it off the first time they went out. It wouldn't work if they didn't. Aaron collects Barrie and they always get to their location early – a good restaurant, a sports club – and grab coffee before the others in the group arrive. Then Barrie gets home without a worry – aside from bumper-to-bumper traffic on the nights, the big games are on at the SCG. But Aaron's the driver, and Barrie knows he can handle it.

Next year, when it's time to reassess his NDIS goals, Barrie will look at what's next. What he might want and the support to get him there. And he knows he's got his Support Coordinator to help him navigate it all. And he's got Aaron on his side, too. Just like Barrie is there for so many other people in the community, they'll go to bat for him. And that's a good thing for Barrie to know.

Barrie's got a heart of gold. You can just about see it glistening through his chest when he helps out with the older folk on their Tuesday bus outings. He's as healthy as a horse, so why wouldn't he help? That's what Barrie thinks, anyway. And he talks about his friends with such warmth and gratitude. What they think of him in return is no secret, either. A jam-packed social calendar; a thoughtful birthday gift; enthusiasm to try a restaurant Barrie's chosen. You can just tell how much he means to them.

Barrie's not a guy you expect needs to lean on someone. After all, he gives so much of himself to others and seems so full of personality that he might burst at the seams. But evenings are dark in Redfern where he lives, and public transport can feel dangerous and unpredictable. Without Aaron, Barrie's Support Worker, Barrie would stay home on a Friday night. He says it himself. But with Aaron, Barrie's adventures take him far and wide with his Friday Night Social Group.





Holdsworth holds weekly drama workshops for people living with disability, in partnership with Milk Crate Theatre. These workshops improve performance skills, confidence, characterisation and creativity.

The Year Ahead

A new look for Holdsworth!

Our look may have changed, but our mission remains the same.

With COVID-19 and the changes to aged care re-shaping the environment we operate in, we believe it is now more important than ever to ensure our branding is relevant, clear and sustainable.

We are grateful for the love that our community has for our current brand. Our community has come to strongly associate the current look and feel with warm memories and feelings. It was time, however, to move into a more professional and effective space to better communicate the full extent of our impact without losing our essence.

To ensure we did this well, we engaged an external creative agency to help us clearly articulate our story and strengthen our market and competitive positioning. The agency supported us embark on a process of discovery that included community consultation to define our unique story and bring the brand to life through design concepts.

Meet the new Holdsworth! We hope you love it as much as we do.





Our Manifesto

Some people see the world as it is.

We see it as it could be: a place where the community comes together to make things better for everyone.

But we're not just dreamers –we're doers. For more than 50 years, we've been finding new ways to support. And if a solution doesn't exist, we create it. Because we're small enough to do things better, but big enough to make a real impact.

That's what we do –make a meaningful difference for families, older people and people living with disabilities.

We spend our days making sure they can get the most out of theirs.

Our manifesto sums up the purpose behind our new look. Here we describe why we exist and our mission moving forward – reaching more of our community now and beyond!

People & Culture

Just as our strategy sets our direction, our culture shapes the way we get there. In addition to our ongoing determination to support our community, we believe the same effort is crucial for our staff and volunteers who are at the heart of what we do – we couldn't do what we do without our dedicated staff and volunteers.

Our re-brand journey is an opportunity to define in practical ways what we mean by 'The Holdsworth Way'. Our people & culture strategy includes articulating our Employee Value Proposition (EVP).

Over 50% of our current workforce have joined in the last two years. This is due to a significant increase in demand for one-on-one support services in response to the impact of COVID-19.

Over the past few months, in addition to developing our EVP, we have been working on our People & Culture strategic Plan 2022-2024 that focuses on five priorities:



RESOURCING & RECRUITMENT

Objective: Build awareness and understanding of the benefits of a diverse workforce and implement initiatives which create a diverse and inclusive environment, enabling enhanced performance.



SUPPORT & DEVELOPMENT

Objective: Develop a strong leadership and talent base by FY2024 through structured succession planning and focused talent development programs.



RECOGNITION

Objective: Design and launch of an employee recognition program that promotes and encourages Holdsworth values. Invest in initiatives to build engagement that align and motivate our employees to act in the 'Holdsworth Way'.



WELLBEING

Objective: Foster a work environment conducive to employee safety, growth, work life balance and development. Provide valuable opportunities for Holdsworth staff to access wellbeing initiatives to enhance work-life balance and overall happiness.



Business Transformation

We have grown significantly since we were founded and our current Customer Relationship Management (CRM) system, can no longer deliver to meet current and evolving requirements. As a result, we are required to make fundamental changes to upgrade our Core Aged Care & Disability system in response to environmental changes such as the pandemic, changes in government support funding and the resultant complexity in administration and additional compliance requirements.

The COVID-19 pandemic and the Royal Commission into Aged Care Quality and Safety recommendations have also accelerated the need for a new system. The Royal Commission report cites that just one in three aged care providers use holistic client records and therefore calls for providers to adopt secure digital care management systems.

In July 2022, we commenced our business transformation project which will see us deliver a new CRM system to support sustainability and growth. The new system will allow us to cost-effectively manage our clients' care journey from beginning to end with fully integrated intake, scheduling, billing, payroll, clinical management and reporting in a single, configurable solution. This will allow us to streamline operations, meet compliance and legislative requirements, create transparency and in-built communication tools that ensure a continuum of care for our clients and transparency with families. Most importantly it will allow us to evaluate our social impact in the community.

Partnering for local impact



Woollahra
Municipal
Council

We enjoy a strong partnership with Woollahra Municipal Council who are proud supporters of what we do. Our partnership enables us to ensure essential services continue to reach the community specifically vulnerable members who face barriers accessing the support they need to remain living independently at home and in their community.

The history of the relationship between Woollahra Municipal Council and Holdsworth is documented here to demonstrate how the evolution has enabled us to better respond to the needs and priorities of our shared community. The work of Holdsworth, with the support of Woollahra Municipal Council (WMC), has resulted in significant social impact.

1939



A children's playground and associated buildings are established on Holdsworth Street.

1985



The playground on Holdsworth St is dedicated to the "Health and Happiness of Future Citizens of Woollahra" by the NSW Premier.

1960s



An 'Out of School Hours' program is set up by local parents to engage children of working parents who have nowhere else to go.

1970s



The Woollahra Children's and Community Association is formed (1974) with the financial support of WMC. The aim is to provide "crafts, recreation, social and educational facilities for all residents of the area, not only children."

1980s



Holdsworth Street Community Centre and Services (HSCCS) is incorporated (1987). Services are extended to include programs to support people living with intellectual disability and community transport. Paid staff are engaged including a Centre Coordinator. Wages are paid directly by WMC.

1990s



HSCC is now the only generalist community service agency in Woollahra LGA, providing most of the direct services. "Holdsworth is now a multi-service centre for aged care, transport, disability...Woollahra Council's funding allowed for growth and the opportunity to attract funding from alternative sources"

2005

A new Funding and Management Agreement between HSCCS and WMC is signed. This includes:

- Leasing of the premises
- Employment of staff
- Strategic plans aligned with WMC's plans
- WMC allocates funds on annual basis

2012



HSCCS takes on WMC Meals on Wheels service and accompanying ADHC funding.

Plans for joint (WMC and HSCSS) renovation of Gaden premises commence.

2014



HSCCS takes on lease of Gaden, opening it as a community centre and social enterprise cafe.

2019



New Funding Agreement is signed by WMC & Holdsworth including more specific reference to essential service delivery.

2021

Holdsworth has grown to a multi-service provider of services with a budget of approximately \$7million. WMC continues to allocate funds on annual basis. Holdsworth is a registered and accredited NDIS and Home Care Package provider.

2022

Essential Services:

Services in response to COVID restrictions like individual social support, online activities and wellbeing phone call checks continued, to ensure the local community were safely supported either in small groups or from the comfort of their homes.

Dementia friendly event:

Collaboration with the Woollahra Dementia Alliance continued despite COVID-19. A morning tea of activities, including massage, Tai Chi and music designed for members of the community living with dementia, their carers and families was held in December with over 30 people attending to enjoy Devonshire tea and the opportunity to learn about becoming a dementia-friend.

NDIS skills building program for people living with a disability:

Gaden premise was used to offer OzHarvest's NEST program to Holdsworth NDIS participants. Holdsworth, Woollahra Council and OzHarvest worked together over a six-week period offering eight people living with a disability an essential healthy eating and easy cooking life skills program.

Family Services:

COVID-19 restrictions from July – Oct 2021 meant we connected with the community through our 'Playgroup Coffee Connections' via Zoom. Sessions provided an avenue for the most isolated, generally single mothers to connect with each other and with our skilled support staff. Face-to-face service delivery re-commenced in early 2022 with the return of Playgroup for toddlers and Bub Hub for newborns.



What's ahead?

A new financial year sometimes means new beginnings, and for Holdsworth and Woollahra Municipal Council this includes new and exciting community programs.

To ensure we continue to deliver major positive outcomes for our shared community, the partnership has evolved further to align with Woollahra Municipal Council's priorities for the community and draw on Holdsworth's strengths and community connections.

2023

Navigating My Aged Care

Community need: Older people, particularly those without networks, living alone or with dementia struggle to access and navigate the Commonwealth Government-funded Aged Care System – called 'My Aged Care' (MAC). Without information about the funding, many older people either rely on informal supports of carers, pay for services privately, often at great expense, or prematurely enter hospital or residential aged care facilities.

Our response: In partnership with Woollahra Municipal Council, Holdsworth will continue to assist Woollahra residents to 'navigate the MAC system' and access the right level of Aged Care funding for them, depending on their circumstances.

Our goal: Support 300 Woollahra LGA residents to navigate My Aged Care.

Woollahra Dementia Alliance

Community need: Woollahra has a high and growing percentage of residents aged 65 and over. Dementia Australia estimate that three in 10 people over the age of 85 and almost one in 10 people over 65 have dementia. There are more than 1000 Woollahra residents living with dementia and this number is rising. The Woollahra Dementia Alliance was established to create a dementia friendly community in Woollahra.

Our response: Holdsworth will continue to assist the alliance to build capacity, understanding and awareness of dementia in the community. We need to ensure that people living with dementia are included in the aims and activities of the Alliance.

Our goal: Enhance opportunities for people with dementia, and their carers, to participate in community life. Educate local business on becoming dementia friendly.

Wellness Hub – Allied Health Program

Community need: The Royal Commission into Aged Care highlighted the challenges older people face in gaining access to the government-funded supports they need in a timely manner to stay living at home. There are currently more than 1,706 people in South-East Sydney, who have been approved for a Home Care Package but have not yet been offered the appropriate level of care.

Our response: Holdsworth will offer a free, holistic clinical and allied health support service for Woollahra residents who are waiting for a Home Care Package. This program includes transport to and from the clients home, assessments and support to access clinical and allied health services while they are waiting for more formal supports. This might include physio, nutrition, an exercise program, massage treatments, wound assessments plus much more.

Our goal: Support 156 Woollahra LGA residents

Social Connect Program

Community need: According to the Census in 2016, Woollahra is home to more than 2,500 older people who live alone, who often have no local family or have outlived their friends and networks. Social isolation is a key issue for these older residents who want to remain living independently.

Our response: Holdsworth will amalgamate the Woollahra Connect Program, Holdsworth Home Connect program, Men's Chat Group and Council's Friendship Program established during COVID-19 lockdown, which have similar aims, to reduce social isolation.

Our goal: Support 100 Woollahra LGA residents to connect with other community members and like-minded volunteers.

Family Services

Community need: Woollahra residents with young children are a growing cohort, with a large percentage new to the area. Many do not have support networks, in particular with grandparents. There are limited opportunities and safe places in the wider community where they can engage and connect.

Our response: Provide a safe place for families of young children to connect to others and to receive information to support a positive parenting experience. Qualified staff provide structured play as well as soft entry for at-risk families to access more targeted support

Our goal: Support up to 40 families per day. Establish another location for Playgroup in Woollahra LGA.



With the support from Woollahra Council, Holdsworth launched a Wellness Hub, supporting those waiting for a Home Care Package with clinical and allied health services.

Thank you to our supporters

We are always grateful for the support of our community donors, volunteers and partners. We couldn't do what we do without them, in particular during this challenging year of lockdowns and uncertainty.

Thank you to our individual donors for their kind donations.



\$18,000 raised

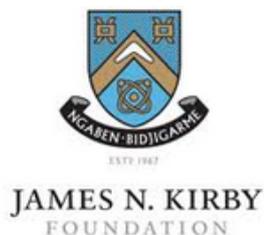


75 individual donors



Holdsworth's Friday night disability group visit the latest attractions and restaurants in Sydney.

Thank you to our community of supporters, fundraisers and partners for their continued support.



Help us reach our goal

Together, we can make our community strong and with your generous support, we can impact even more people in our community!



Want to make a donation?

We are able to continue our impactful work in the community through the support of our donors. Any donation amount is much appreciated and will be put forward to providing support to people who need it. You can donate online through [here](#).



Do you have skills and time you want to contribute to the community?

Volunteering has many benefits. It is an ideal way of getting to know your community, helping others, using existing skills or learning new ones. Our volunteers work in all our programs in varied roles and capacities.



Do you have a cause you are really passionate about?

Whether you are an individual or a company, please get in touch with us to see how you can support a program close to your heart.



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Our services



Playgroup & parenting support

10am – 12pm during school term

Bub Hub (Monday, Thursday, Friday)

- Dedicated playgroup for non-walkers and newborns

Toddlers (Monday – Friday)

- Play-based learning in our safe playground
- For walkers to 5 year olds



Support for older people

Commonwealth Home Support Program

- Community transport & meals
- Social activities
- Wellbeing & exercise classes

Home Care Packages

- Nursing & personal care
- Home modifications
- In-home care



Disability support

- 1-on-1 social support and group social outings
- Recreational activities and connection to other organisations
- In-home supports
- Life skills
- Nursing & personal care
- Support Coordination

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