

holdsworth 



Annual Report

2022-2023

Staff and participants at one of our Sydney Slickers outings, a bi-monthly Saturday activity exploring Sydney and surrounds. This was a bus outing to the Winter Medieval Fair!



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Acknowledgement of Country

Holdsworth acknowledges the Traditional Custodians of the lands on which we live and work. We pay our respects to their 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 contributions they make.

Our Community

We provide support across our community throughout Sydney, in particular it's 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.



“Dementia is close to my heart and because of that, we jumped at the opportunity to be involved in this great event. At Summers Floral, we’re welcoming to everyone in our community regardless of their background or experiences, including people living with dementia. We’re thrilled to open up our space for people living with dementia not just during this week, but every day.”

Fleur Vander Straaten, Summers Floral Woollahra

Message from the Chair

It is so pleasing to report that, on every level, 2022/2023 has been a successful year for Holdsworth.

The hallmarks of our success reflect our maturity and diversity as an organisation, and in particular, our capacity to bounce back from the challenges of the COVID-19 pandemic. Our success and achievements are detailed in this report. In summary they reflect:

- Unwavering commitment to quality services
- Growth of our services, responding to increased demand, gaps in services and demonstrating the trust and confidence of the community in Holdsworth
- Our fantastic team who are capable, flexible and friendly
- Investment for the future in our people, systems and partnerships
- Rigorous financial management

As a result, across the year we have been able to deliver more quality services that enable us to achieve our purpose of empowering older people, people living with a disability, children and families to experience a sense of connection and belonging to their community and to live life to the fullest.

Under the strong leadership of our new CEO and his senior leadership team, we have achieved so much. Here is a taste of what you will read about in the report:

- We served over 50% more seniors across our communities through our Home Care packages, CHSP and other programs.
- We strengthened our partnership with Woollahra Municipal Council, enabling us to implement new programs that are otherwise unfunded. These programs focus strongly on “wellness”, recognising that both physical health and social connection are vital for wellbeing.
- We focused on enhancing the quality of our services, resulting in an outstanding result in the audit by the Aged Care Quality and Safety Commission.
- We rebuilt and enhanced our programs for people with a disability and achieved reaccreditation under the NDIS Quality Standards.
- We implemented the AlayaCare system to support our focus on service and opportunities for growth, while reducing the administrative burden on our staff.

- Our organisation was recognised by the VOICE Project as a “Best Workplace” and we were nominated, in partnership with Woollahra Municipal Council, for NSW Local Government Awards.
- We established and evolved our approach to Clinical Governance as a cornerstone of our service quality.
- We delivered on a very tight budget without compromising service quality.
- We launched a new look and feel for Holdsworth with our new brand and website to make it easier to engage with our community.
- We provided significant professional development opportunities to our team members, including volunteers, supporting a number of them to obtain nationally recognised qualifications.

The Board acknowledges that this would not have been possible without the resilience, commitment and enthusiasm of our staff, volunteers and leadership teams.

Of course, there is more to do, and 2023–24 will present us with further challenges and opportunities as we explore the impact the NDIS Review and Aged Care reforms, a new State Government and an economic environment which continues to create tough times for many in our communities. We have recognised that we can’t do “everything” and you will have an opportunity to have input into our major strategic review, through a survey to be launched in October 2023. We have good reason to be optimistic that with the help of our community and supporters we will continue to thrive.

I am indebted to my fellow Directors who give generously of their time. This year we welcomed some new Directors who bring additional skills to enhance the “bench strength” of our Board. Our Directors continue to provide direction, wisdom and guidance that is underpinned by Holdsworth’s values and driven by passion for serving the people of our communities.

We look forward to another exciting year!



Lyn Ainsworth
Chairperson

Message from the CEO

We welcomed the 2022/2023 financial year with open arms after the disruption and impacts of the COVID-19 pandemic. It was a year of significant progress across the organisation, and I am proud to report on our achievements.

Holdsworth was founded over 75 years ago, and our commitment to our purpose and mission has gone unchanged. We believe in the power of human connection. We are committed to upholding people's right to live and participate fully in their community, and to be valued for the unique contribution they make. We are dedicated to care and innovation, and the enthusiasm and commitment of our incredible staff and volunteers continues to allow us to drive great outcomes and uncover new possibilities for our community.

My focus has been on ensuring our financial sustainability, strengthening our compliance framework and building an engaged culture aligned to our values.

This financial year we implemented a new People & Culture strategy, focusing on onboarding, training, development and culture. We launched the Voice Project Survey, which understands employee engagement and satisfaction. I am thrilled to share we received the prestigious, Best Workplace Award for 2023. Read more about the award later in this report.

In September 2022, we streamlined our look to reflect everything we do in the community and launched our new brand. We found an innovative solution that makes it easier for our community to connect with us, for exposure, awareness and at our core, connect people with possibility. Every time I see our new brand, I feel proud of the organisation I lead!

Last year, we reported our commitment to business transformation and innovation, and commenced a project for a new Customer Relationship Management (CRM) system. AlayaCare was launched in June 2023, enabling us to cost-effectively manage our clients' care journey, up-hold compliance and securely manage client information.

There are many case studies throughout this report that outline the incredible success of these projects. I encourage you to read these and hear from all our staff and volunteers that were involved.

With these exciting projects and the dedication of our staff and volunteers, our core service offering continued to grow. We grew our overall revenue by 30% year on year.

Our Home Care Packages grew by over 50% with 219 packages and our Home Care Package service hours grew 117% bringing quality support workers in house. We continued to provide services under the Commonwealth Home Support Program including wellbeing groups, individual and group support, meals and transport.

Our disability services grew, with an increased number of groups, and more coming this year – watch this space! Our Support Coordination program grew to 29 clients.

We saw an average of 33 families a day at Playgroup and launched our brand-new location at Rose Bay Cottage on Wednesday's.

To continue to deliver these quality services and see significant progress across the year is a testament to our incredible workforce, including staff and volunteers. You can read many examples of this work throughout this report.

To top this off, we launched our new entry level programs with the generous support of Woollahra Municipal Council (WMC). These programs support older people and young families in our community, including navigating My Aged Care, interim clinical and allied health advice, dementia support, volunteer social support and playgroup and Bub Hub. I want to personally thank WMC for their ongoing support and partnership. I look forward to continuing to make considerable impact in our local community this year.

I would like to thank our volunteer Board of Directors who continue to provide generous support, guidance, and governance. I would also like to thank our generous donors and supporters, without their help we wouldn't be where we are today.

I look forward to continuing to grow this incredible organisation, working with our staff, volunteers and local community, and building on our rich 75-year history.



Jason Malone
CEO

A Year in Review

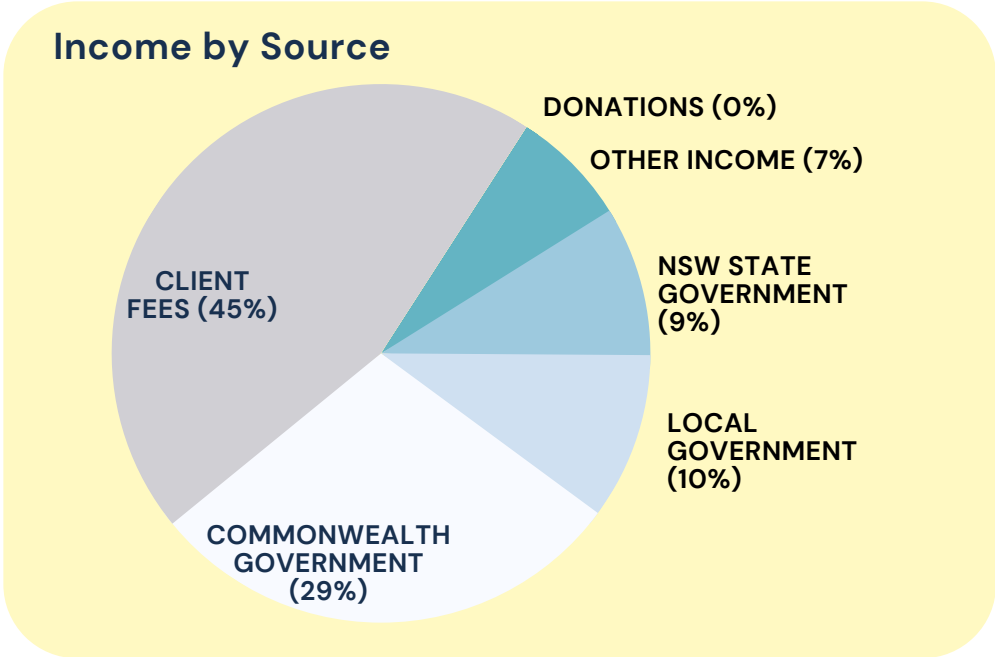
2022–2023 Financial Year Income Breakdown

Key Highlights

Holdsworth's revenue for FY2022/2023 grew by 30% from \$7.0 to \$9.1 million.

Operating income grew by \$2.1 million (77%), driven by the Home Care business, which grew by 93%.

Government Grant revenue increased by \$0.5 million (12%).



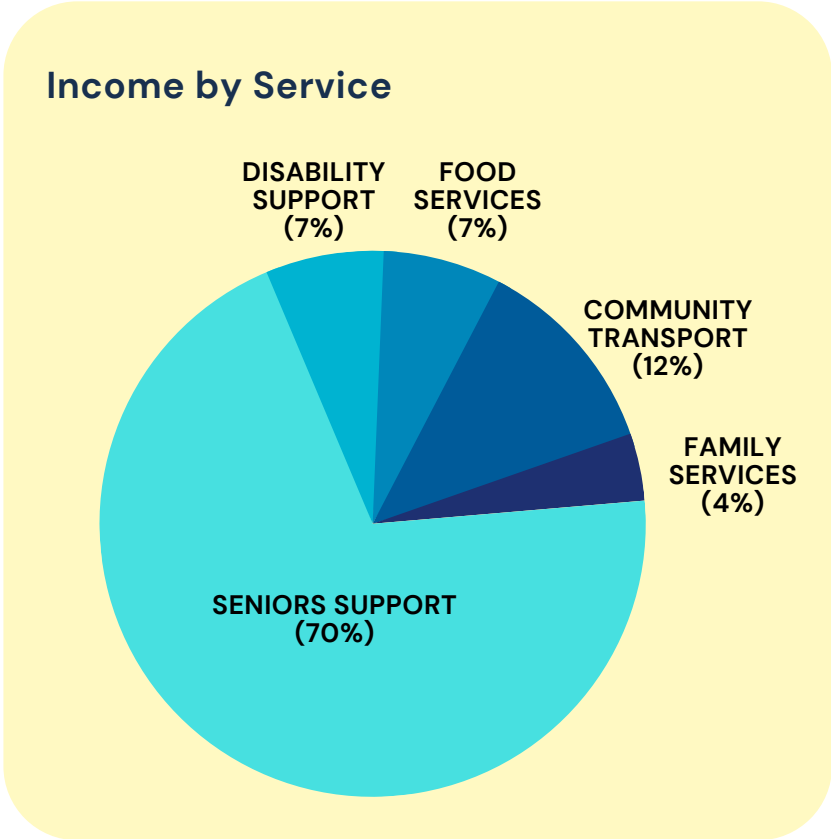
2022–2023 Financial Year Services Breakdown

Key Highlights

Seniors support services accounted for 70% of total income and expenditure (up from 63% last year), as a result of increased demand for our Home Care services. Demand for Holdsworth's Family Services, Disability Support, Food and Community Transport services remained at similar levels to last year.

Holdsworth's expenditure increased from \$7.4 million to \$9.1 million this year due to the growth in the Home Care business and higher people costs to provide 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 2022/2023 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

Rhyme time at Holdsworth Playgroup with Alice, Support Worker, and Ellis, one of Holdsworth's much-loved older participants



Our Impact

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 and this year we were committed to creating these new possibilities.

Healthy Ageing at Holdsworth

This year, we have seen considerable growth in our Home Care Package services, and hours of direct individual support. Our ageing program at Holdsworth supports people to live independently and safely in their own home, whether that's direct in-home support, community transport, meal delivery, social outings, personal care or nursing.

50% increase in Home Care Packages on previous year (2021/2022)

280

People supported through a Home Care Package throughout the year

219

Active Home Care Packages at 30 June 2023

110% increase in hours of direct individual support

22,563

Hours of direct individual support



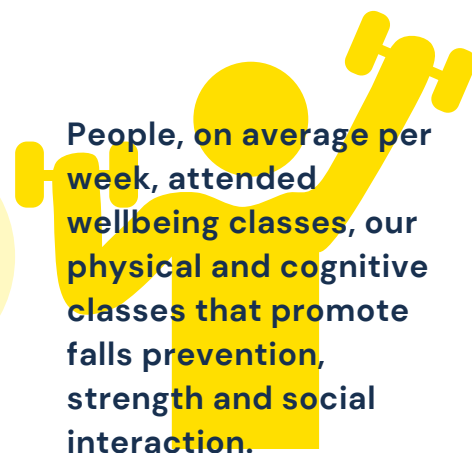
including

727

Hours of registered nurse support

78

People, on average per week, attended wellbeing classes, our physical and cognitive classes that promote falls prevention, strength and social interaction.



253

People attended group activities, including bus outings, discussion group, music and movies, and wellbeing



17,410

Community transport trips provided to individuals going to medical appointments, allied health appointments, shopping and outings with friends





Katherine, and her Connect Volunteer, Sam (also a Holdsworth employee!) meet up on a weekly basis to play the piano, go for a walk or some tech support.

Meet Katherine...long time Holdsworth client, and a new Wellness Hub participant

Katherine attended her first Wellness Hub with trepidation. While Katherine had gone to medical appointments, and her young neighbour and music student Sam checked in on her regularly through lockdown (he's now volunteering and working with Holdsworth), the Wellness Hub was her first outing to a new environment since her accident.

"The biggest impact of Wellness Hub was definitely psychological. I was feeling unsteady and insecure, and starting to worry about living independently," she says. "That single morning had a huge effect on my mental health."

The Katherine before Wellness Hub, and the Katherine now: "They're chalk and cheese," she says.

[Read more about Katherine's experience at the Wellness Hub here.](#)

Our Impact

Disability Support at Holdsworth

Our disability support continued to grow, and off the back of the impacts of COVID-19, we welcomed more groups during the week and continued to build our Saturday program. We saw the return of some participants, and a continued growth in our Support Coordination clients.



29

**Support
Coordination
clients**

Support Coordination provides advocacy, funding explanation and support to navigate services via the National Disability Insurance Scheme.

**45 group
participants**

These participants joined Friday and Saturday groups, visiting attractions, restaurants and activities around Sydney and surrounds.

Family Services at Holdsworth

Playgroup and Bub Hub were buzzing with action this year. We saw a considerable increase in attendance of our families in the second half of the year. We launched a brand new location at Rose Bay Cottage to reach more families. We had our first year back of our Annual Fun Day, with over 100 families attending.



3,127 families

We saw a 233% increase in families joining us this year, following COVID-19. Families joined us at our Family Services programs, including Playgroup (for walkers to five years) and Bub Hub (0 to non-walkers).

The Day Dreamers: A short film by Holdsworth's Drama Program

Through Drama at Holdsworth participants build their confidence, creativity, performance and characterisation with new and old friends. And, this year, our drama program was extra special!

Introducing, The Day Dreamers, a short film by Holdsworth and Milk Crate Theatre.

Ahead of International Day of People with Disability on Saturday, 3rd December 2022, our drama program was busy!

This year, we partnered with Milk Crate Theatre, and with the generous support of James N Kirby Foundation, developed our drama program and theatre workshops.

Working with experienced artists from Milk Crate Theatre, our drama group met weekly focusing on theatre making, storytelling, and improvisation.

Each week brought something new, with character and story development that led to their final production piece which premiered at Holdsworth on Thursday, 1 December 2022.

[Watch the Day Dreamers here!](#)



The Day Dreamers cast and crew preparing for filming

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.

A snapshot of Holdsworth

Our People

With over 120 employees and 80 volunteers, everything we do at Holdsworth is powered by the diversity, passion and energy of our people.

Employees

121 Total number of employees at Holdsworth

Volunteers

86 Total number of volunteers at Holdsworth

Gender

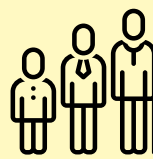


Average age = 46.2 Average age = 50.5



For outstanding performance in work practices and employee engagement.

Age range



45% are over the age of 50

The average age is 47.5 years old

98% would recommend our services

96% are proud to tell others they work for Holdsworth

Employee Engagement

Retention

84% Retention rate, with 16% turnover

Length of service



53% of our workforce have joined in the last two years

68%

vacancies filled internally



4 years

Holdsworth's average length of service

28

Our longest serving employee has been with Holdsworth for 28 years

Our Diversity

Our staff and volunteers represent 38 countries across 6 continents.



38 different languages spoken

18% of our staff can speak 3 languages or more

Top languages other than English

1. Portuguese
2. Spanish
3. Italian
4. Mandarin
5. French

99% believe Holdsworth is ethical

97% believe in Holdsworth's values

"Holdsworth has given me the opportunity to meet wonderful people and for that I am grateful and proud to be part of the company."

-Liv, Holdsworth team member

Qualifications

Top qualifications

1. Individual Support (#31)
2. Community Services (#25)
3. Business (#13)
4. Leadership & Management (#13)
5. Arts (#8)
6. Social Work (#6)
7. Childcare (#5)
8. Marketing & Communications (#5)
9. Accounting (#4)
10. Economics (#4)

Yoga Instructor, Tango & Sheng Zhen meditation teacher, Commercial Cookery, Arts, Diversional Therapy, Youth Work, Counselling, Leisure & Health, Master of Art Therapy, Allied Health Assistance, Training & Assessment, Health Science, Rehab Counselling, Education, Creative Visual Arts, Early Childhood Education & more!

2 registered nurses

#2 completed a Diploma of Nursing





Volunteer Board of Directors

Lyn Ainsworth (Chairman)
Karn Nelson (Deputy Chair)
Anna Ashenden
Andy Hobbs
Dr. Alan Shell
Emma Hunt
Jennifer Herrera
Lucinda Regan (resigned November 2022)
Sarah Swan (appointed February 2023)

Leadership Team

Jason Malone, CEO
Rob Lancuba, CFO
JouJou Faulkner, Head of Operations
Brooke Norrie, Head of Community Care
Kim Tipoki, Community Care Manager (Family Services & NDIS)
Rohan Newcomb, Community Care Manager (Transport & Meals)
Simon Wise, People & Culture Manager

Here for...





...today and tomorrow

We believe in the power of human connection. Through care, innovation and enthusiasm we are committed to achieving great outcomes and creating new possibilities.

Here are just some of our achievements over the past financial year that have set us up to better support our community.

Here for community – then, now and beyond

On a quiet street in the leafy, Eastern Sydney suburb of Woollahra, is an unassuming building nestled between old oak trees and a colourful children's playground. It's from within the walls of this modest place that people have been changing lives for over 75 years.

With a brand new website making it easier to connect with us, a streamlined new look to reflect everything we do in the community, and a whole lot of behind-the-scenes work to update our systems and processes, Holdsworth is set up to support more of the community now and in the future.

Holdsworth CEO Jason Malone believes everyone in the community deserves to feel valued. "What we do every day is about changing lives. And that's a critical role to play, so we hold ourselves accountable and are always looking for innovative ways to create meaningful change.

"I'm so proud to be part of Holdsworth because we genuinely care. Our team cares about the impact we make on local lives, and meeting their needs as they evolve over time. Whether that's refining our look, updating our systems and process to make it easier to connect with us, or expanding our support for people and their carers, we're here for community. Always."

Holdsworth has been part of the community fabric of the Eastern suburbs since the 1940s as a playground, then a not-for-profit starting with after-school care, then evolving in the '70s to provide support for housebound seniors. Since then, we've expanded to provide a broad range of services for people living with disability, older people, and families; but our values have always remained true.

*Holdsworth
CEO, Jason
Malone and
Mayor of
Woollahra, Cr
Susan Wynne
during our
Rebrand
Roadshow*



At our core, Holdsworth connects people with possibility. Our strategy underpins an unyielding commitment to the community, and we are proud of all we've achieved since our playground opened in 1940. Today, more than ever, we see the world as it could be – a place where the community comes together to make things better for everyone. We hold ourselves accountable for creating a positive impact, improving access, tailoring support and creating connections so everyone in the community can thrive.

So much has changed in 75 years. Our community has transformed through generations of locals and an intricate patchwork of stories, with the emergence of technology, changes in transport and the gentrification of a once industrial area. In fact, some of the people we support have seen more changes in their lifetime than any generation before. One thing that's remained constant over the years, though, is the passion of our Holdsworth people, who see their work as rewarding and meaningful.

In everything we do at Holdsworth, we strive to connect people with possibility. The serendipitous outcome of this aspiration is that every interaction goes both ways. What our people gain from their work is just as valuable and appreciated as what our participants get out of it.

From a simple playground built on Holdsworth Street in 1939, to the impactful organisation it is today, Holdsworth has contributed so much to the community. One of the first places to offer care for children of working parents, Holdsworth went on to work closely with Woollahra Council (the traditional lands of the Gadigal and Birrabirragal people) to establish networks and support people with disability and older Australians. From creating a way for community members to connect meaningfully with others, supporting people to navigate government funding to alternative housing options through our HomeShare program, we strive to make people feel unstoppable. And that includes our own people.

So what's next for Holdsworth? In keeping with the times, we launched a new look to align with our customer-focused approach, and we updated our website to make it easier for people to connect with us. We are on a mission to continue our community impact, casting our net farther to connect with and provide services to more community groups so that everyone can live independently and feel like a valued member of the community. Because we believe everyone deserves that.



On the road showcasing our new brand to staff, Randwick Council Mayor, Dylan Parker and across all our programs and services.

Community heroes are happy at Holdsworth

The Voice Project has announced one of their Best Workplace Awards for 2023, and you might initially picture a funky tech firm with a ping pong table and all-you-can-drink prune juice. But in fact gracing the leader board is a local organisation doing big things for the community and its own people. One of the 2023 Best Workplace Awards goes to: Holdsworth.

The prestigious award is presented by The Voice Project, who are a leading provider of employee engagement and research-based surveys. Evolved from a Macquarie University research program, The Voice Project Awards recognise organisations who are improving workplaces by giving their people a voice and creating impactful change.

Holdsworth's Best Workplace Award is in recognition of exceptional levels of employee engagement and satisfaction, and with 90% of our employees based in the field providing support services, it highlights the incredible strength of Holdsworth's culture of putting its people first.

"Holdsworth does great things for the community, but as this award confirms, we're also a great place to work," says Holdsworth CEO Jason Malone. "Despite the nation-wide staffing shortages in aged care and disability services, at Holdsworth we've actually got a waiting list of skilled people wanting to work with us. I think that speaks volumes."



"The Best Workplace Award doesn't change what we do, but it reminds us why it's so important to continue supporting our team of quiet community heroes."

-Jason Malone, Holdsworth CEO

The Voice Project survey unearthed a plethora of positive feedback, demonstrating a welcoming work environment, as well as the dedication of our team members.

“Holdsworth cares about the welfare and quality of life for its employees just as it does for the community members we support,” says Holdsworth Support Worker Tim.

Community Care Team Leader Thais says Holdsworth is the most rewarding job she has ever had, because “we are focusing on the community, the individuals and their families.”

In the survey, employees pinpointed Holdsworth’s meaningful vision and commitment to the community as core elements of pride.

Flexibility, a sense of safety, support and training opportunities were also flagged as important, particularly to Holdsworth’s support workers who spend their days helping others in the community.

“We connect people with possibility,” says Malone. “It’s our incredible team who are out in the community every day who make this happen. What they do might not be obvious – it’s not heart surgery or blasting water at dramatic infernos – but what they do is life changing. They’re the quiet heroes, and we’re so proud of them.

“The Best Workplace Award doesn’t change what we do, but it reminds us why it’s so important to continue supporting our team of quiet community heroes.”



Transforming our business systems

We are committed to meeting the unique needs of our community. For Holdsworth no task is too small...or too big. And the same goes for our processes and procedures.

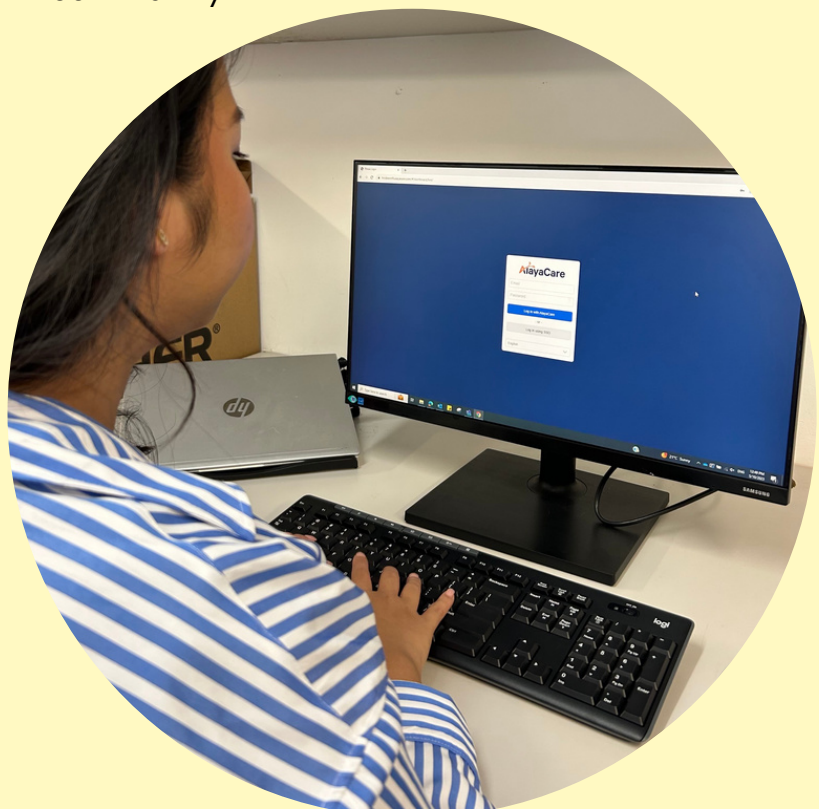
In June 2022, we embarked on a project to make fundamental changes to upgrade our Customer Relationship Management (CRM) system. In response to changes as result of the COVID-19 pandemic and the Royal Commission into Aged Care Quality and Safety recommendations, our goal was to implement a CRM system that met administration and compliance requirements for our aged care and disability services, was a secure digital care management system and provided efficiency and productivity for our staff and volunteers.

Alayacare, our new CRM system does all of the above, and more! Supporting our sustainability and growth, while cost effectively managing our clients' care journey from beginning to end with fully integrated intake, scheduling, billing, payroll, clinical management and reporting in a single, configurable solution.

Alayacare has streamlined our operations, ensures we are meeting compliance and legislative requirements, creates transparency and in-built communication tools that ensure a continuum of care for our clients and families.

"Our Alayacare project team has worked tirelessly over the past 12 months to develop, test, retest and launch our brand new CRM. I am so excited to have a tool that enables us to monitor and evaluate our service delivery, while ensuring quality care is delivered to our clients," CEO, Jason Malone said.

"It hasn't been an easy journey, but we are finally there. We look forward to continuing to meet the unique needs of our clients, with improved systems that allow us to truly see the social impact on our community."



The year ahead

For Holdsworth, we have seen considerable improvements and noteworthy achievements that have contributed to our ongoing service delivery and innovation towards quality care for our clients.

As we embark on a new financial year, we're looking forward to cementing some exciting changes, continuing to improve on existing processes and procedures and exceeding the needs of our incredible community.

Streamlining our team and our services

Our purpose remains the same, and to continue to deliver on this, grow our core service offering and leverage the skills and experience of our staff and volunteers we have commenced a streamlining of our service offering, with a focus on Home Care Packages and Commonwealth Home Support Programs, including transport, meals, group social support and nursing, NDIS group programs and Support Coordination, as well as our projects including Family Services.

We're thrilled to introduce a new team leadership, beginning July 2023 and an updated organisational structure that will better enhance our opportunities to connect with, grow and support the individual needs of our community.

New leadership team for 2023/2024



Jason Malone
CEO



Rob Lancuba
CFO



Brooke Norrie
Head of Operations



Ethan Bidner
Head of Community
Care



Kim Tipoki
Manager - Family
Services & NDIS



Simon Wise
People & Culture
Manager

The year ahead

Special projects with Woollahra Council

With such a successful first year of special projects in partnership with Woollahra Council, we're thrilled to be offering these for a second year, and hopefully expanding them to further areas. Watch this space!

Throughout 2022/2023 we identified the genuine need for support to navigate My Aged Care, access to services while older people are waiting for formal funding and the importance of connection through playgroup. Off the back of COVID-19, we saw considerable growth in these areas.



As we embark on the second year of these projects, we are exploring ways to improve our delivery and support for those in the local area including discharge from hospital, working with social housing and growing our family services offering to ensure our families are happy and engaged.

Community Satisfaction Survey

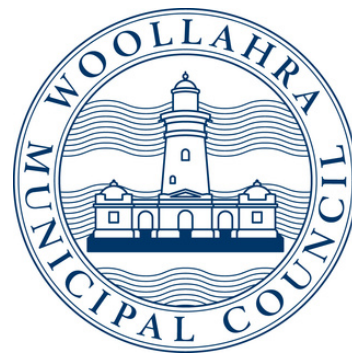
Holdsworth is here for the community and 2023/2024 is an opportunity for us to leverage our purpose and ensure we are meeting the needs of our community. Measuring our social impact, and understand where improvements need to be made is vital to not only our continued success, but to understand the needs of our local community and the services required to meet these needs.

In October 2023, we launch our Community Satisfaction Survey, designed to understand how we are doing and where improvements can be made. It will draw on questions around service quality, customer happiness, recommendation to others and communication.

This survey will inform our new strategic direction, commencing in 2024 and will help to build our plan for our Strategy Day in March 2024.

We look forward to bringing you these results later this year.

Partnering for local impact



With care and joy, we connect people and possibility. At Holdsworth, we focus on warmth and innovation to mobilise communities as they work towards their goals.

Our ongoing partnership with Woollahra Municipal Council (WMC) continues to support key projects across our organisation that continue to drive positive outcomes for our local community.

This year, our partnership grew to respond directly to the aims and objectives at WMC, and align with the purpose and goals of Holdsworth.

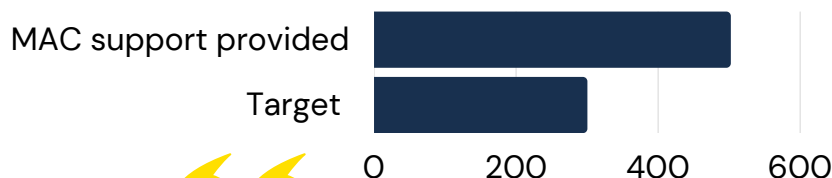
Navigating My Aged Care

The vision for this project was to keep Woollahra residents informed about Federal Aged Care funds available to them or their family members, through My Aged Care (MAC) and support them to access services through this system that best suit their independent living needs.

Over the year, we exceeded our goals and found a genuine need for this service not just in Woollahra LGA, but further afield too.



Our goal was to support 300 older people navigate My Aged Care in Woollahra LGA



"I'm also extremely appreciative of your tips about registering with My Aged Care. I will definitely ask for referrals for transport and social support individual. I would not have known to do this without your advice. I will also ask about shopping. I was very heartened by the discussion group flyer as it's especially hard to deal with loneliness when you're in unremitting physical pain, as I have been for the last 3 weeks. The group's existence gives me hope, as do the activities/services advertised in the other flyers. Without your input I have in effect felt totally alone."

-Navigating My Aged Care client

Wellness Hub

The Wellness Hub enables older residents of Woollahra to remain living at home while they wait to access Aged Care services to avoid premature entry into residential aged care or hospital.

The program includes:

- An initial consultation with Holdsworth's Registered Nurse to assess their current health needs and future ageing goals.
- An introduction to physiotherapists, dieticians and the My Aged Care system.
- A comprehensive and tailored plan developed to meet their needs and goals.
- Free services put in place for approximately 12 weeks. This might include transport, meal delivery, physiotherapy appointments, dietician, or others depending on their needs.
- Support to navigate My Aged Care and access formal funding throughout the 12 weeks to ensure services continue post-program.
- Referral to volunteer run services if required, as well as vouchers to try out Holdsworth's other programs.
- Follow up consultation with Holdsworth's Registered Nurse after the 12 weeks to ensure goals are met, and support required continues.

160

clients
supported

95%

very satisfied or
satisfied

47%

support to navigate My
Aged Care post
program



Holdsworth Connect

Holdsworth Connect is a free program designed to support elderly to stay healthy and connected with like-minded people in their local area, supported by our dedicated volunteers.

As a volunteer run program, there are many ways local residents can Connect with others:

- 1:1 connection with a like-minded volunteer, in the clients home or out in the community
- Men's Chat Group: a forum developed to help males socially connect, including guest speakers and afternoon tea
- Coming soon: Group connect, like-minded individuals come together through shared interests like Tai Chi, knitting, craft, writing, walking or IT support.

60

Men's Chat Group
participants
across 12
sessions

38

Connect 1:1
participants

10

IT support
participants
and growing!



Meet Anna...a dedicated volunteer at Holdsworth for over 15 years

Becoming a volunteer 15 years ago has been one of the best decisions I've ever made. I started off as a Meals on Wheels volunteer with Woollahra Council in 2007 and continued on when Holdsworth Community Centre took over the services in 2013 and rebranded us Home Cuisine!

When I think Holdsworth, I think community and connection – and an admiration of the many essential services they provide to our most vulnerable in the community – services like Home Cuisine, Home Connect, Home Share, Home Shopping, Community Transport, Bus Trips for the elderly – to name but a few.

For me personally, the benefits of volunteering are enormous. Not only do I feel a sense of purpose in turning up with a basket of food to an isolated person and having a little chat, it's also a privilege to be part of their world. For many, Holdsworth may be the only contact with the outside world in their day. I also feel privileged to be part of Holdsworth Home Connect program that I've been part of since 2018. Again, a real privilege to be involved in this amazing and worthwhile program.

From that first day on duty in October 2007, to the present day, the friendships I've made along the way with my drivers and other volunteers and retired staff, are nurturing and rewarding, and none more so than with Usha whom I was paired with as my driver from my 2nd day on duty until recently. Today, we're best friends.

I wish Holdsworth continued success in their very worthwhile work and I hope to continue as a Home Cuisine 'runner' and a Home Connect 'visitor' for as long as possible.

Woollahra Dementia Alliance

The Vision

The Woollahra Dementia Alliance (WDA) was established in 2019 to help build a dementia friendly community in Woollahra. Championed by Holdsworth and Woollahra Council, the WDA is made up of local service providers, carers and people living with dementia who work to raise awareness about dementia among the local community.

“Our business (Reads) is situated in the heart of the village and knows what a community looks like in all its diversity. Meeting the needs of every customer, Reads has over 45 years’ experience as an accessible, community-friendly store. We look forward to supporting the Woollahra Dementia Alliance.”

-Mary Read, Reads of Woollahra.

1

Raise awareness about dementia in the local community

We held four Dementia Awareness Information Sessions led by Dr Allan Shell, Chairman of WDA, GP, Dementia Educator. This year included a session with our local police team exploring differing behaviours, signs and awareness.

2

Enable residents of Woollahra living with dementia and their families to build informal support networks

Dedicated programs for people living with dementia including exercise classes and bus outings.

3

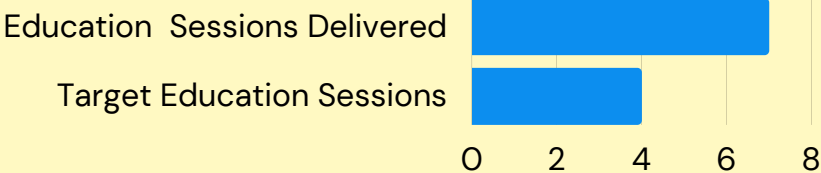
Work with local businesses and the community to improve accessibility, support and spaces

Launch of Dementia Friendly Queen Street, bringing businesses and locals together to raise awareness about dementia, support dementia-friendly practices and share information.

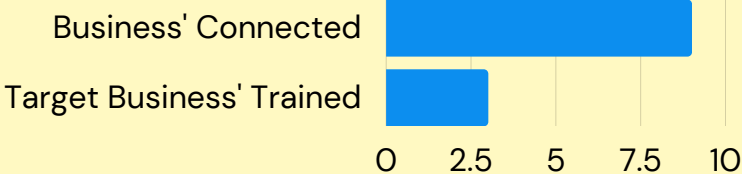
[Read more about our event here.](#)



Dementia Friends Awareness Information Sessions



Our goal to train 3 business



Family Services

The Vision

To 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 an entry point for at-risk families to access more targeted support and services

The Outcome

This year, we saw numbers grow each day, returning to what we knew prior to COVID-19. Often, this would be around 40 families per day, including mums and dads, nannies and grandparents running around with their little ones.

We launched a brand new program, Growing Great Kids, which saw guest speakers, including the team from Little Steps, WayAhead mental health organisation, joining us each quarter.

We welcomed regular visits from Woollahra Library at Double Bay for rhyme time, as well as special guests like Holdsworth participant, Ellis for storytelling.

Playgroup at Rose Bay Cottage also launched, with the continued support of Woollahra Council. We have seen a steady growth in families attending at our brand new location on Wednesdays.

Our Annual Fun Day returned with a bang, post COVID-19 with over 100 families attending, including a special surprise visit from Santa, animal farm and coffee cart.

764

families
supported
throughout the
year

80%

of families
reside in
Woollahra LGA



“Woollahra Council is proud to support the opening of the new location for Holdsworth Playgroup at Rose Bay Cottage. Holdsworth Playgroup has been around for many years, in fact I even attended with my girls. The addition of this playgroup will be a valuable resource for families in the community, providing safe and engaging learning opportunities for children as well as support for parents. The experienced and qualified staff at Holdsworth will make this playgroup a success and we look forward to seeing the positive impact it will have on the community.”

Susan Wynne, former Mayor of Woollahra





Meet Lisa & Ethan, a local family with a love of Holdsworth Playgroup!

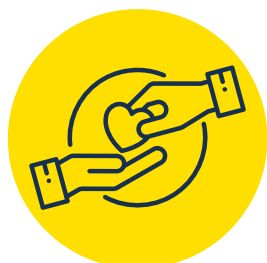
Like many parents whose children were born in the middle of the pandemic, Lisa places great value on social connection. For her and her two-year-old Ethan, Holdsworth has been a consistent and integral part of their lives since Ethan was just a few weeks old.

"So many of us were going through the same things at the same time," she says. "It was great to have a safe space where you could talk about it, but also have someone who's qualified to help."

[Click here to read more of Lisa's story and her experience at Holdsworth.](#)

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.



**\$29,525
raised**



**individual
donors**



**business
supporters**



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.

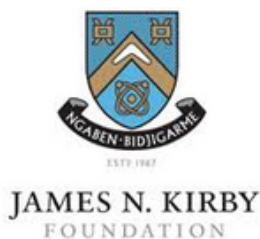


Do you have a cause you are really passionate about?

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 or partner with us to deliver great outcomes together!

Our Supporters

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



Interested in becoming a Business Supporter?
Get in touch with Holdsworth today
02 9302 3600 | info@holdsworth.org.au

Our services



Playgroup & parenting support

Bub Hub (Monday, Tuesday, Thursday)

- 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

- Group social outings
- Recreational activities and connection to other organisations
- Life skills
- Nursing & personal care
- Support Coordination

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