



2023-2024

**ANNUAL  
REPORT**

**holdsworth** 

## 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.



# About Holdsworth

Holdsworth has been part of the Eastern Suburbs community since the 1940s. In our 80 years of service to the community we have evolved to become a valued provider of a broad range of services for people living with disability, older people and families. Working across the traditional lands of the Gadigal and Birrabirraga people, Holdsworth was one the first organisations to offer care for children of working parents, growing our impact through strong community partnerships, especially with Woollahra Municipal Council.

We are known for the quality of our services, underpinned by our values and an enduring commitment to the local community. We are justly proud of all we've achieved and contributed since our playground opened in 1940, in partnership with community stakeholders and supporters.

The core principle of Holdsworth's approach to service is that we connect people with possibility. Today, more than ever, we aim to 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 in all it forms, tailoring support a to individual needs and goals and creating connections to empower everyone in the community to thrive.

The past 80 years has been a period of extraordinary social change, which has changed the face of the communities we serve, a reminder that we are a small part of a much bigger world. Many of our older clients have experienced all of these change in their lifetime – technology and communication, transport, immigration, gentrification and of course Covid-19. Our younger families are grappling with the next wave of change – from working families, to Artificial Intelligence, "devices" and scientific developments in all spheres as well as a political world in turmoil.

One thing that's remained constant over the years, is the passion of our Holdsworth people, who see their work as rewarding and meaningful supported by Holdsworth's mission to contributing to communities in which people are connected, have a sense of belonging, and access the supports they need at different life stages.

Over time, Holdsworth has expanded its geographical footprint to provide support in the Local Government Areas of Woollahra, Waverly, Randwick and Bayside.



**Holdsworth is here for community.**

**We have been connecting people with possibility for over 80 years.**



Our mission is to support people in our community and encourage social connection to create independent and fulfilling lives.

# 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.



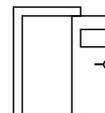
### Trust

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.

# Message from the Chair

Having taken over as co-chairs of the Holdsworth Board in December 2023, we are proud and pleased to report that 2023/2024 has been a year of connection, growth, and resilience for Holdsworth, with the needs of our community remaining at the heart of everything we do. Our achievements this year, as highlighted in this Annual Report, reflect the strength and diversity of our organisation, and especially, our ability to adapt to the changing needs of our community, consistently deliver exceptional service, and meet our extensive regulatory obligations.

Over the past year, Holdsworth's presence in the community has been more vibrant than ever. Our wide range of programs and events from family fun days to carer support activities, seniors' outings, and disability group programs have promoted connection, engagement, and a sense of belonging. These programs and activities bring people together to share experiences, build relationships, and strengthen community bonds, in line with Holdsworth's mission.

Our frontline team members, support workers across seniors' services, disability and family services, and our Community Transport drivers, continue to be central to our success, and we have received overwhelmingly positive feedback from our clients about the exceptional care they provide. From their kindness and professionalism to their ability to tailor support to individual needs, our team members are widely appreciated for making a meaningful difference in the lives of those we serve. We are incredibly proud of their impact and the ways in which they help empower our clients to lead fulfilling lives.

The many events we host or co-facilitate with our partners also play a crucial role in building engagement, from intergenerational activities to collaborations with local schools and organisations. We are proud of the partnerships we have cultivated with local organisations. With their collaboration and support we have strengthened our ability to deliver holistic, person-centred care, ensuring that everyone in our community has access to the support and opportunities they need to thrive. In particular, we acknowledge the partnership with Woollahra Municipal Council whose funding enables Holdsworth to address gaps in community need that are not supported by other levels of Government.

Looking ahead, we know that new challenges and opportunities await, with changes under the Aged Care and Disability reforms and an unpredictable economic landscape. We are confident that Holdsworth has the capability to adapt and thrive. We will continue to look for opportunities for our communities to have a voice in our future direction to enable us to focus on what matters most to our community and clients.

We are grateful to our fellow Directors, who bring wisdom, experience, and passion to Holdsworth. This year, we welcomed new Directors who add depth and expertise to our Board, further strengthening our commitment to service excellence and community impact.

We recognise the dedication of our leaders, staff and volunteers as fundamental to our success. We extend our thanks to all our clients, families, supporters and partners. We believe that through working in partnership across our communities, Holdsworth is well positioned for another impactful year, creating a community where everyone has the opportunity to live life to the fullest.



**Andy Hobbs**  
CO-CHAIR



**Karn Nelson**  
CO-CHAIR



# Message from the CEO

It has been an unexpected pleasure and a privilege to take on the role of CEO at Holdsworth in December 2023. Having been a member of Holdsworth's Board for some years I was already familiar with the contribution that Holdsworth makes to the local communities it serves, and the outstanding reputation it has established as a result of the kindness and excellent care provided to clients, carers and families. However, coming into this leadership role has enabled me to experience first-hand the capability and dedication of our team, particularly our frontline staff – support workers in aged care and disability, volunteers and our Community Transport drivers. Across the board, I see evidence of our staff living the values of Holdsworth, every day.

I am indebted to the Holdsworth team who welcomed me warmly and, with their support, I was able to quickly get on with the job. I am consistently impressed by their focus on client needs and their willingness to collaborate, both with colleagues internally, and with partners across the community. A significant cohort of staff undertook formal studies to achieve nationally accredited qualifications during the year, reflecting their commitment to their work and enhancing Holdsworth's capability.

This year has not been an easy one with changes in leadership coupled with the need to tighten our belt considerably – an experience common to many not-for-profit organisations. Through some restructuring of our organisation and rigorous management of expenses we have achieved a break-even financial outcome for the year, and the outlook for the forthcoming year looks more positive.

After two years of considerable growth, this past year provided an opportunity for consolidation and review, in line with our strategic plan, with a focus on ensuring quality service provision. Notwithstanding that, our team delivered a year that was full of innovative ideas and vibrant activities across all of our programs, as you will see documented in this report. We also strengthened our systems and clinical governance.

Our long-established partnership with Woollahra Municipal Council enables us to provide a range of unique and targeted programs that fill gaps in community need, enriching the lives of local residents and setting Holdsworth apart from many providers. We are grateful for the funding provided by Woollahra Council but also for the practical support and assistance provided by a number of officers of Council, and others such as the staff of the Library and Redleaf Gallery.

We were overwhelmed by the support of the community for our tax appeal which raised more than \$30,000 towards the costs of a new accessible vehicle for our Community Transport fleet. As one client recently noted, "Transport is the jewel in the crown of Holdsworth's services, because it enables us to access and engage with our community. Without transport our lives could be very lonely." The community supports us in so many ways from volunteers, in-kind support and fundraising. We are grateful to be recognised as a valuable contributor to the community.

As we move into the next year there are major reforms to our industry on the horizon. While there is still some ambiguity about the impact of the reforms, we know they will present some challenges. We also recognise that there will be great opportunities, and we are confident that we can support our team and our clients to embrace and make the most of the changes ahead. We are fortunate to have a strong Board of Directors to help us navigate and grow together.



Lyn Ainsworth  
INTERIM CEO



# A year in review



Expand community programs in collaboration with Woollahra Municipal Council including dementia awareness information sessions



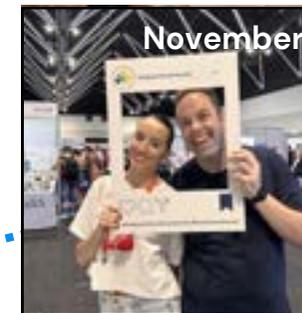
Supporting people to navigate My Aged Care, including partnership with Randwick Council at their Community Support Hub sessions



Holdsworth Connect Hub launched, including new free group programs like Tai Chi, IT support, walking groups



Holdsworth Customer Satisfaction Survey launched to better understand our community needs with 203 respondents



Holdsworth partnered with Carer Gateway with a stall at the Carers Expo



Christmas celebrations across our groups and participants



We were back on board with exciting activities including an intergenerational art event



Holdsworth Fluro Fantastic Dine & Dance for our NDIS participants with approximately 100 attendees



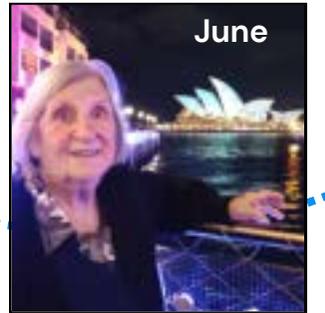
Holdsworth celebrated Seniors Festival and our Family Fun Day with over 100 families



Men's Chat Group welcomed ex football player and coach, Matt Smith



We launched our tax appeal to raise money for a wheelchair accessible vehicle and raised \$34,838



One of our NDIS programs enjoyed Vivid Night Fever

# Our Impact in the Community

## Ageing well with support from Holdsworth

Holdsworth supports older people to continue living at home, maintaining their independence and feeling connected to their community. We respect the wisdom that comes with lived experience, and our approach is to work alongside older people and their families. At Holdsworth, we support older people through the Commonwealth Home Support Program and Home Care Package program. Through a partnership with Woollahra Council, we are able to provide a range of innovative activities and supports that fill gaps in other funded options for older residents.

### Commonwealth Home Support Program

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

### Home Care Packages

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

This year, we have seen steady growth in our group programs and social activities with many enjoying new group activities like chat groups, tai chi, craft among others. We have also seen growth in our community transport program.

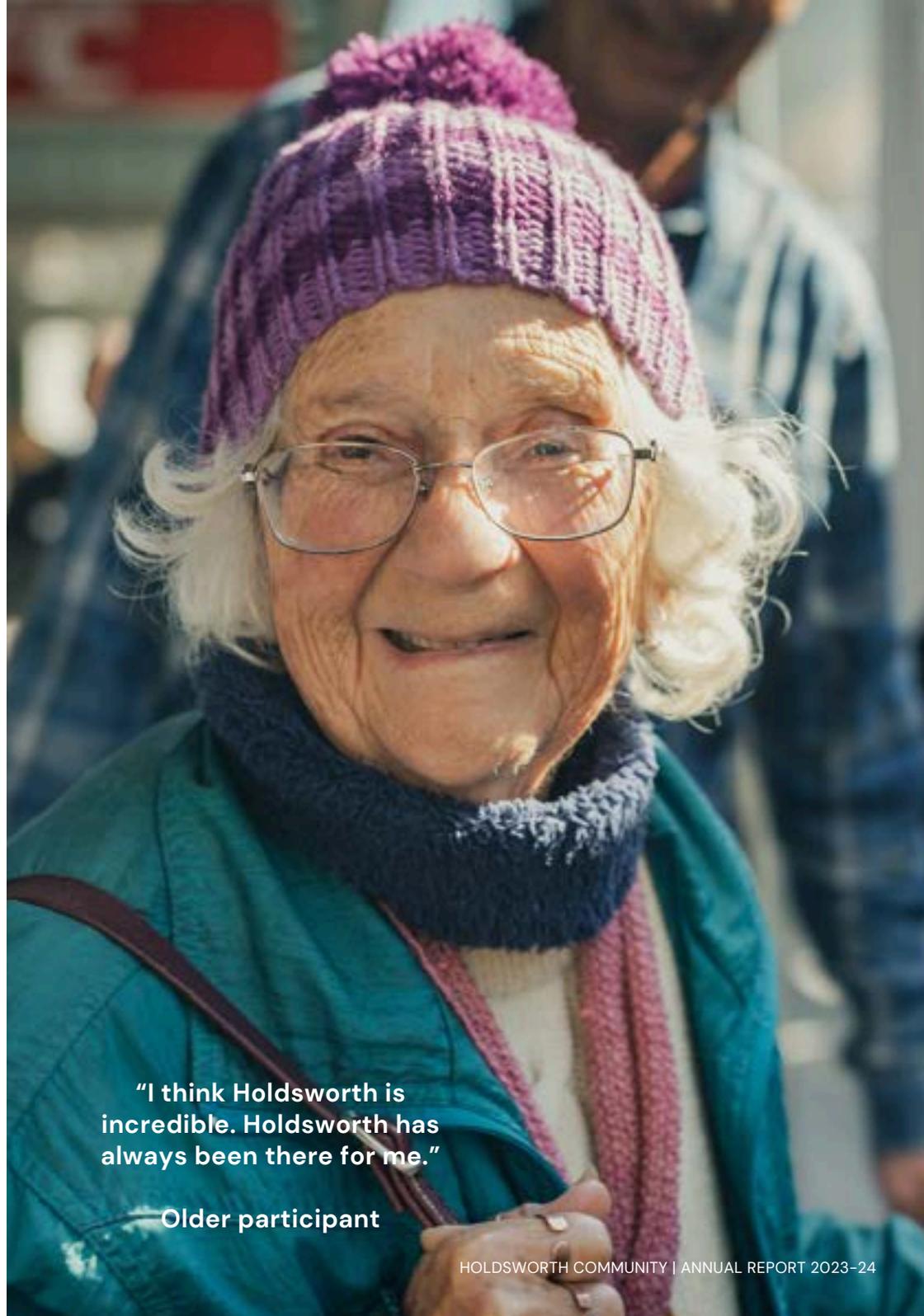
**233** active Home Care Packages as at 30 June 2024

**3,337** hours of group programs delivered

**9,542** hours of direct individual support

**50** average number of wellbeing clients per month

**19,153** community transport trips across individual and medical, shopping and disability transport



**“I think Holdsworth is incredible. Holdsworth has always been there for me.”**

**Older participant**

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



## Disability Support at Holdsworth

Holdsworth has been supporting people living with disability since the very early days. We work with people and their families to understand their goals, whether that is meeting new friends, being active in the community or making life fun.

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

This year, we saw many participants enjoy our new group programs and events. Our Fluro Fantastic Dine and Dance event in February 2024 attracted almost 100 attendees who loved the dance floor. This was a successful collaboration with Randwick Council and Fit 'n' Able.

The number of Support Coordination clients remained steady. However, we saw considerable growth in support hours due to new clients with high needs and more intensive requirements choosing Holdsworth.

Our group participants were out and about across Sydney and beyond, enjoying dinners, shows, festivals and events as well as local attractions,

**32** Support Coordination clients

**1,365** Support Coordination hours delivered

**50** group participants enjoyed outings including visiting local attractions, restaurants and activities in Sydney and surrounds.

**“The fact that [my daughter] has been going there for 21 years says a lot I think. It’s a great place to go for information, for example when the NDIS was coming in and everyone was worried about how to approach applying for funding, Holdsworth had lots of advice. And it’s given me a network of friends who are in a similar situation to me, and that’s been invaluable.”**

**Sue, parent of Holdsworth participant Emma.**

## Family Services at Holdsworth

At Holdsworth, we enable families and young children to feel part of the community by making it easier to access fun, safe play-based learning opportunities. Our programs facilitate connection with other parents and carers and provide the foundations for young children to grow.

Our knowledgeable staff provide individual support and referrals to other community resources. Children of all ages enjoy the craft, sensory and physical activities, songs and stories, as well as the opportunity to make new young friends.

During 2023–24, Holdsworth, held Playgroup at two locations, Holdsworth Street Woollahra and Rose Bay Cottage.

### Bub Hub (Monday, Tuesday, Thursday)

- Dedicated playgroup for non-walkers and newborns

### Siblings Room (Tuesday's)

- Dedicated playgroup for babies under 12 months who also have siblings under 5 years

### Toddlers (Monday – Friday)

- Play-based learning in our safe playground
- For walkers to 5 year olds
- Across two locations – Holdsworth Street and Rose Bay Cottage

**4,371** Visits to playgroup across the year

**4** Guest speakers and events during the year, including Family Fun Day, a bug show, teddy bear morning tea with Kids First OT and intergenerational event

**110** Families attended our Family Fun Day in February 2024

**83** Families attended the Teddy Bear morning tea with Kids First OT

**“It's a joy to be here with my granddaughter”**

**Playgroup grandparent (June, 2024)**





"The centre is run very well exceptional staff,  
very friendly and welcoming,"  
Playgroup parent (June, 2024)

# Our Team & Volunteers

With 139 employees and over 50 volunteers, the quality of our services and our reputation is a result of the passion, commitment, energy and diversity of our team. Our clients comment on their caring and kindness, their willingness to “go the extra mile”, their knowledge and understanding of needs, and their compassion. In 2023–24 we embarked on a program of learning and development that enabled our team to achieve formal qualifications, or to enhance their learning. It is a tribute to the dedication and commitment of our team that 11 achieved new qualifications with a view to improving the quality of Holdsworth’s service.

It is a tribute to the capability of our team that, in July 2023, Holdsworth achieved a clean audit against the Aged Care Quality and Safety Standards and the Aged Care Commission commended Holdsworth on the quality of its services.

Our volunteers are motivated by generosity of spirit and love of their local community, as well as they joy, they both bring and experience in engaging with Holdsworth clients, young and old. They are vital and valued part of our community, often the unsung heroes when it comes to making things happen. They add value to our organisation in both tangible and intangible ways and we are so very grateful for the contribution they make.

## 10 Year Achievements

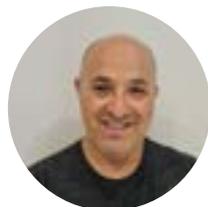
On behalf of everyone at Holdsworth, we would like to thank Lucy Ricardo, Jo-Anna Taylor, and Joe Marino for their incredible 10 years of service. Over the past decade, they have demonstrated dedication, care, and commitment to our values. We are grateful for your contributions.



Lucy Ricardo



Jo-Anna Taylor



Joe Marino





## Our People

### Employees

**139** Total number of employees

**51** Part time employees

**35** Full time employees

**53** Casual employees

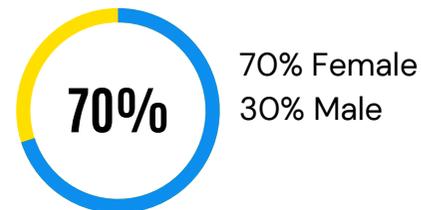
### Volunteers

**51** Total number of volunteers

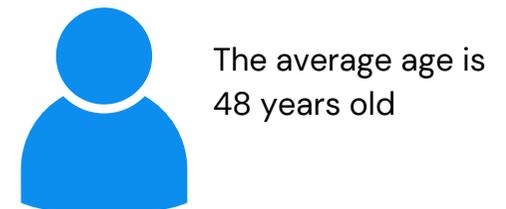
### Employee Engagement

**4** Average Length of Service

### Gender



### Age range



“Holdsworth is the most rewarding job I've ever had because we are focusing on the community, the individuals, and their families.”  
- **Thais,**  
**Community Care Team Leader**

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

## Volunteer Board of Directors



Karn Nelson (Co-Chair)



Andy Hobbs (Co-Chair)



Anna Ashenden



Emma Hunt



George Karagiannakis



Susan Adamczuk



Jennifer Herrera



Sarah Swan



Harry Rutner  
(Observer)

## Senior Leadership Team



Lyn Ainsworth  
Interim CEO



Rob Lancuba  
CFO



Glenn Bowden  
NDIS Manager



Ethan Bidner  
Head of Community  
Operations



Angie Vriens  
Head of Marketing &  
Community Engagement



Jacqui Bayliss  
Clinical Excellence  
Lead

## Diversity & Inclusion

Our staff and volunteers represent over 30 countries across 6 continents.



## Education & Professional Development

We are proud to have a highly skilled workforce and a staff team who are committed to continuing to develop their capability to meet the changing needs and goals of our clients. Collectively our staff hold more than 120 nationally accredited qualifications.

During the 2023–24 year, Holdsworth continued its commitment to supporting our team members on their learning journey. Leveraging Federal and State government programs to support vocational learning, we saw a further 11 staff completed qualifications ranging from Certificate 3 & 4 courses to Diploma, across disciplines including Individual Support, Community Services, Leisure, Leadership and Management. Congratulations to all who have completed these programs.

We have continued to strengthen our induction program, supported by an extensive library of training provided online, to provide flexible learning for our staff. We ensure that our staff have requisite qualifications in First Aid, CPR, infection control (vital as we continue to deal with the aftermath of the pandemic) and we enhance their sector through regular updates and team meetings.

We are pleased that we are able to continue to provide internal opportunities for staff to grow and take on new roles, including leadership roles.

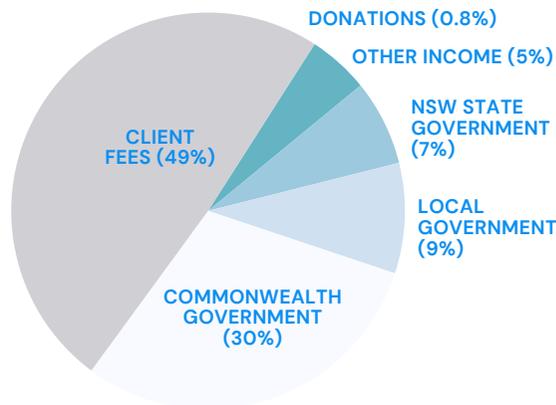
# Financial Overview

## 2023–2024 Financial Year Breakdown

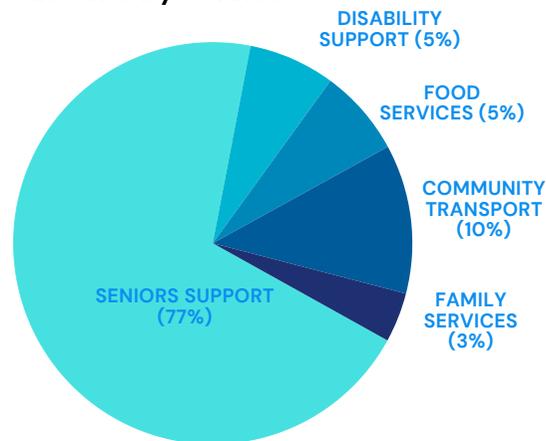
### Key Highlights

- Holdsworth’s revenue grew by 14% on the previous year from \$9.1M to \$10.4M, largely driven by expansion of Home Care packages which grew by 60%.
- Expenditure increased commensurately from \$9.1M to \$10.3M reflecting the higher people costs incurred in the service expansion.
- Government grant revenue decreased by 4% or \$0.2M (is this accurate?)
- Holdsworth achieved a modest profit of \$51,565. While this was an improvement on the previous year’s position, it was supported by some additional revenue from Government to support training initiatives.
- Seniors support services accounted for 77% of total revenue, up from 23% last year. Revenue from other services remained largely stable, with Meals and Disability services still at lower levels than before the Covid-19 pandemic.
- During the year, Holdsworth was unable to continue to offer individual Disability Support Services as the NDIS pricing structure makes this unviable.
- After a solid pilot of the Home Share Program, this program had to be concluded as there was no longer-term funding support.
- Overall, it tells a picture of post-Covid recovery and improvement outlook.

### Income by Source



### Income by Service





# Partnering for local impact

At Holdsworth, we believe in partnering with people and organisations to achieve the best outcomes for the community.

This year, our partnership with Woollahra Municipal Council (WMC) was focused on programs that met the needs of our local community. Having piloted key projects the year prior, this year we built on these programs to deliver dedicated support for older residents and young families residing in Woollahra LGA.

We continue to work closely with WMC to address the diverse needs of the Woollahra community, dedicated to supporting people to live healthy and fulfilling lives at home and in their community.

## Navigating My Aged Care

The purpose of this program is to ensure that Woollahra residents and their families are well-informed about the Federal Aged Care funding available through My Aged Care (MAC) and receive personalised support in accessing the services that best suit their needs for independent living.

Over the past year, we not only achieved our objectives but exceeded them, uncovering a genuine demand for this service not only in Woollahra but beyond. As a result, we now offer personalised sessions in clients' homes, helping them easily navigate the My Aged Care system, empowering them to make informed decisions, and ensuring they have access to the resources and services that will enhance their independence.

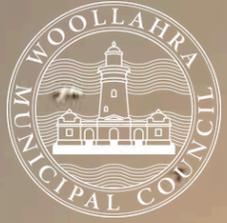
**474** Clients supported to navigate MAC

**271** New to My Aged Care

**327** New to Holdsworth

“The information you have provided has been absolutely terrific, we feel like we finally understand My Aged Care.”

Navigating My Aged Care client





## Wellness Hub

Considering the lengthy wait periods for people who are assessed as eligible for a Home Care package, or an upgrade to the level of their current package, the Wellness Hub was established to support residents of Woollahra to remain living at home and avoid premature entry into residential aged care or hospital.

The Wellness Hub provides access to assessment and clinical support, particularly allied health supports to improve independence and wellness through an individualised program that includes a hub of information, guidance and tailored services.

The program operates on a fortnightly basis and runs for approximately 12 weeks for each participant. The personal wellbeing of each participant is measured and monitored using evidence-based tools. Supports are provided both at home and in the community with the added benefit of building social connections, reducing loneliness and encouraging confidence.

**158** Participants supported at the Wellness Hub

**95** Participants were very satisfied or satisfied with the program

**59** Participants with CALD backgrounds

**Over 100** Participants linked to support to navigate My Aged Care

**"I was talking to the ladies on the shopping bus today and we were saying how lucky we are to have Holdsworth. Such a great team of people. Thank you so much for coming out to see me and having a chat with me."**

**Wellness Hub participant**

**"An informative and helpful well organised program. [The] ambience [is] friendly, comfortable."**

**Wellness Hub participant**

## Holdsworth Connect

Holdsworth Connect is a program dedicated to helping older people stay healthy physically, mentally and emotionally, through engaging with like-minded people in their local community, supported by our passionate volunteers.

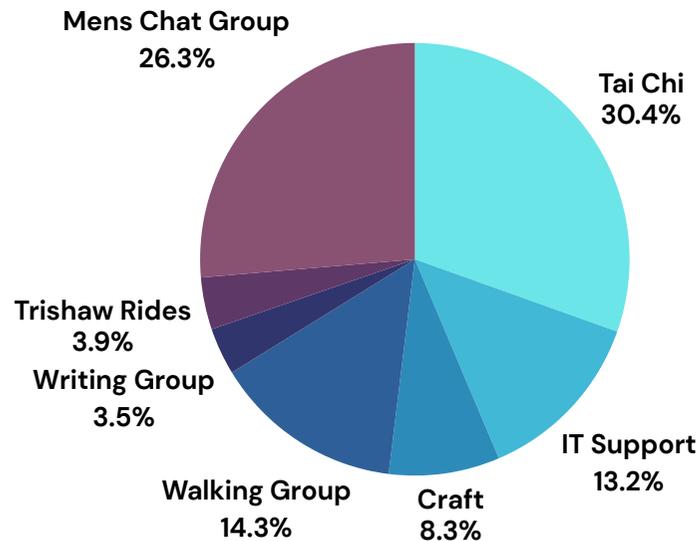
This year, Holdsworth built on our existing Connect program to introduce new groups, supporting Woollahra residents to connect in various ways:

- 1:1 Connection: We matched individual clients with a like-minded volunteer, to share time and experience either at home or within the community.
- Men's Chat Group: A forum to promote social connections for men, welcoming a guest speaker every month while enjoying afternoon tea.
- Group Connect: We bring together people with shared interests such as Tai Chi, knitting, craft, writing, walking, and IT support on a regular basis to promote engagement and friendship as well as the opportunity to try something new or hone some existing skills.

We have 376 Participants across our Connect groups. We have seen new friendships developing among participants, reducing the risk of isolation and loneliness

We held 12 sessions of the Men's Chat Group with high retention and satisfaction rate due to the diversity of speakers and engaging Q&A following the sessions

Connect Programs at Holdsworth



“Friendly and supportive staff. Interesting mix of people and a variety of activities.”  
 Holdsworth Connect participant

It was really wonderful to see all of the participants young and young at heart enjoying the morning. The teachers and students from Woollahra Public I spoke to on their way out were thrilled at how “enriching” the experience had been. Well done to WDA and Holdsworth. – Emma Rodgers-Wilson, WMC



## Woollahra Dementia Alliance

Founded in 2019, the Woollahra Dementia Alliance (WDA) aims to create a truly dementia-friendly community in Woollahra through raising awareness and understanding about dementia and reducing stigma. Supported by Woollahra Council and led by Holdsworth, the WDA brings together local service providers, carers, community groups and people living with dementia to identify the challenges faced within the community by people living with dementia and their community and to develop strategies that can be implemented in collaboration with community partners to address the issues and barriers.



We work together to ensure that Woollahra is a compassionate and inclusive environment where everyone impacted by dementia can feel valued and understood.

A critical aim of WDA is to enhance opportunities for people with dementia and their carers to participate in community life. We recognise that the engagement of business owners and operators is key to achievement of this objective, so we work directly with them to become more “dementia friendly”, in developing workable strategies that they can readily implement based on a greater understand of dementia.

**“I would like to have more educational resources and awareness programs available to better understand the illness.” Survey participant**

## Family Services

Holdsworth's supported playgroup, including the Bub Hub, provides 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.

**4,371** attendances at Playgroup throughout the year, equating to more than 100 each week of operation during the year

**78%** of families attending the Playgroup reside in Woollahra LGA

**37%** increase of families attending playgroup from the start of the year

### Holdsworth Playgroup is at the heart of the community.

#### Events and activities across the year

- Rose Bay Cottage is a smaller playgroup that is ideal for families with children who enjoy a quieter space.
- Our stories and songs with support worker Suzy continues to be a highlight of the week for many.
- Bub Hub, specifically designed for those littlies aged 0 to 1, is supported by a registered nurse, who is available to provide support on all the things that Mum's can find a challenge -from potties to parties. The regular newsletter includes fun ideas, recipes, tip and information on local resources.
- We had more than 100 families experience our circus themed Family Fun Day in March.
- We held a Teddy Bear's picnic with 83 families in attendance, celebrated Mother's Day and Father's Day, and welcomed back the Bug Man.
- We ran a comprehensive Family Survey. While the feedback we received was overwhelmingly positive, we know there is always room for improvement and we are grateful for the suggestions provided by our families which we will incorporate into our future planning.

### We are grateful for the ongoing support from Woollahra Municipal Council.



I don't know what i would have done without Holdsworth playgroup. It was a safe place to visit when i was building confidence to leave the house with a newborn and a two year old! The whole team were so welcoming, a smile and a chat goes a long way when you are a new mum!" - Amy Hann



# Community Survey

Holdsworth exists to support the needs of the community. So, in October 2023, we conducted a survey across our community to identify what the community considered we were doing well and areas for opportunity and improvement. We had more than 200 responses to the survey which was administered on our behalf by an independent third party. This anonymous survey enabled us to benchmark our performance against other not-for-profit organisations in our sector.

We are proud to report that Holdsworth achieved an overall satisfaction rate of 90%.

**85%**  
**Service  
Quality**

**86%**  
**Understanding  
client needs**

**96%**  
**Respect**

**92%**  
**Staff Capability**

**91%**  
**Empowerment**

While the survey outcomes are encouraging, we recognise areas for improvement, including complaint handling, management, and innovation. Clients expressed appreciation for our community connection, social outings, and the professionalism of our staff.

Suggestions for additional services included grocery collection, expanded dementia support, and creative workshops. These insights will guide our strategic direction for 2024-2025 as we continue to enhance our services for our community.

**“The kindness and attention I receive at wellness group and my support person. I now feel I can stay in my own home.”**  
**Survey respondent**

**“I like everything about Holdsworth – their carers are kind, patient, respectful, encouraging, supportive, capable, and compassionate. The admin staff are responsive, respectful and always quick to communicate. Executive and nursing staff show intelligence and genuine care and concern when helping solve problems that arise. No complaints. Only praise and gratitude from me,”**  
**Survey respondent**

# The year ahead

For Holdsworth, the year ahead (2024–2025) presents an exciting opportunity to build on the strong foundation we have established over recent years. With a focus on increasing our impact, community connection, and innovation in service delivery, Holdsworth is committed to building its capability across the diverse communities we serve.

## Key areas of focus

### Strengthening partnerships

We will continue to promote and expand our partnerships with local hospitals, GPs, schools, and other community organisations. By enhancing our referral networks and collaborating with new partners, we aim to broaden access to our services and support more people in need.

### Expanding our programs

The success of Holdsworth Connect, with its range of volunteer-supported services, has laid the groundwork for program expansion. This year, the Group Connect initiative will be fully launched, offering a variety of shared-interest activities, from Tai Chi to creative writing and craft. Similarly, we will grow our Men's Chat Group, continuing to provide a forum for social connection and personal growth. We also plan to enhance Family Services, including the expansion of our playgroup offerings to better serve local families and provide targeted support for at-risk groups.

### Enhancing digital outreach

Leveraging our growing brand awareness, we'll focus on digital marketing to ensure that our services reach even more people across our community. This includes refining our online presence, creating informative content that positions Holdsworth as a trusted leader in areas like dementia support, family services, and aged care.

### Volunteer growth and development

Our volunteers remain the heart of Holdsworth. In the year ahead, we will focus on expanding our volunteer base while offering more opportunities for training and skill development. This will ensure our volunteers continue to provide high-quality support and form meaningful connections with the clients they assist.

As we move into 2024–2025, Holdsworth's vision is clear: to continue building a connected, inclusive, and supportive community where everyone, regardless of age or circumstance, has the opportunity to thrive. With the commitment of our staff, volunteers, partners, and community members, we are confident that the year ahead will be one of progress, growth, and meaningful impact.

We recognise that the forthcoming year brings with it many challenges, including the significant industry reforms across aged care and disability service systems. We are confident that our experience and maturity will ensure our continued success in supporting thriving communities for all.



# Our Supporters

We are incredibly thankful for the continued support of our community donors, volunteers, and partners. Their commitment has been vital in helping us navigate this past year of growth and new challenges. Together, we've been able to make a lasting impact and continue delivering essential services to those who need them most.



**\$34,838**  
raised

**261**

individual  
donors

This year, we remain focused on raising funds to purchase a much-needed wheelchair-accessible vehicle. This addition will significantly enhance our ability to provide accessible, inclusive transport services for community members with mobility challenges. Through a combination of community events, donor outreach, and partnerships, we are committed to reaching this important goal. By securing this vehicle, we will be able to offer greater independence and social connection to those who rely on our services. Your support will help us make this vision a reality and create a lasting impact on the lives of individuals with limited mobility.



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



Woollahra  
Municipal  
Council



Randwick City  
Council  
a sense of community



WAVERLEY  
COUNCIL



Bayside Council  
Serving Our Community



Australian Government  
Department of Social Services



Australian Government  
Department of Health



Transport  
for NSW



Communities  
& Justice



Multicultural  
NSW



Health  
South Eastern Sydney  
Local Health District

Allegra Spender MP  
FEDERAL MEMBER FOR WENTWORTH



dementia  
australia



Good Things  
Foundation



JAMES N. KIRBY  
FOUNDATION



**holdsworth** 

02 9302 3600 • [info@holdsworth.org.au](mailto:info@holdsworth.org.au)

64 Holdsworth Street, Woollahra

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