

Engage Connect Live



Vision

Our primary purpose is social inclusion, removing the barriers that prevent older people, carers, people living with disabilities and young families from participating in a connected community and maximising opportunities for healthy and happy life choices.

We listen to people and provide opportunities for engagement.

Mission

Holdsworth's mission is to deliver person-centred solutions that make a qualitative improvement in people's lives.

We provide community services – primarily social support and recreation, community transport, shopping and food services, information, referral and advocacy. We harness the resources of the community to enable connection.

Values

We value and celebrate life in all its diversity.

Every person has the right to expect equal access to services and community participation irrespective of disadvantage due to age, disability, income or social isolation.

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Contents

| | |
|--|----|
| Welcome from our Chairpersons | 4 |
| The Holdsworth Board | 5 |
| A Call to Action! | 6 |
| Partnership Report - Woollahra Council | 9 |
| The year in review | 10 |
| An engaged community | 12 |
| Volunteering as a way of life | 13 |
| Seniors live life to the full | 14 |
| Connecting with young families | 18 |
| Disability is no barrier | 21 |
| Caring about Carers | 22 |
| On the move with Community Transport | 25 |
| Governance & Risk Report | 27 |
| Fundraising Report | 28 |
| Financial Report | 29 |
| Concise Financial Statements | 30 |
| Thank You to our funders, donors, ambassadors and supporters | 34 |

A welcome from our joint chairpersons

The Holdsworth service offering became more complex during the year as we built on our model for community integration by rolling out new programs for people with all stages of dementia and increasing our range of activities for frail and active older people. For the first time we began to bring in older clients from all five local government areas of south east Sydney and from an increasingly diverse range of cultural backgrounds. Our new programs also brought with them a larger fleet of vehicles and more staff. Our facilities have been stretched to their limits, and we have had to take extra temporary space in Paddington ahead of planned renovations at the Centre. We congratulate all our staff for the energy and enthusiasm with which they have taken on these new challenges.

The value of community

We have come a long way from our history as a Woollahra Council supported neighbourhood centre, but it is that very Council support which has given us the solid core of funding to allow us to attract increasing levels of government funding each year and, since we gained DGR status, to grow our community of philanthropic and corporate supporters. We have developed a healthy network of partnerships with many local schools, businesses, medical and allied health providers and other not-for-profits.

We are now very much a regional operation and we aim to build our ties with the four other Councils and state and federal politicians in our catchment area.

As we look to the future we will continue to leverage from all our funders and connections to make the most of all the resources of our region. Gone are the days where we simply offered a range of programs and you fitted in with whatever was made available to you. The future for Holdsworth is about helping you to engage with others in whatever way gives you the greatest satisfaction and meets your very individual needs. To do that we need the help of everyone in our network.

For the first time we have appointed a Community Engagement Coordinator to help us find new ways to connect with the many people and organisations in our part of Sydney who make our work possible. Volunteering is at an all time high and individual and corporate support is allowing us to really add value to our community.

Strategic focus

The challenge for Holdsworth is to remain relevant to the individual aspirations of all those with whom we connect. We are now working with an increasingly ageing and frail population, most of whom still want to lead full and engaged lives. Our disability and carer community is anxiously waiting for the roll-out of a National Disability Insurance Scheme which, for the first time, promises to put control of service funding firmly in the hands of those for whom it is intended. Together we can partner to be the community services organisation that is right for you.

The Board

Thank you to all the members of our Board who have given so much time and energy this year focusing on both the governance and strategic positioning of the organisation. Particular thanks go to Arahni Sont, who served for six years on the Board, and to our former Secretary, Robyn Watts and Treasurer Sally Highducheck, all of whom stood down during the year. We welcome new members, Heinz Gerstl and our new Treasurer, Suzie Riddell. We are very lucky to have a group of passionate and generous members, all of whom take their roles as your representatives very seriously. All members of the Board welcome feedback and new ideas from our stakeholders and encourage you to get in contact with us via the Centre.

Claire Wivell-Plater
Chairperson Holdsworth



Roanne McGinley Knox
Chairperson HFS



Members of the Holdsworth Board during 2010-2-01

| | |
|-------------------------|---|
| Chairperson Holdsworth: | Claire Wivell Plater |
| Chairperson HFS: | Roanne McGinley Knox |
| Treasurer: | Sally Highducheck (till June) Suzie Riddell (from June) |
| Secretary: | Robyn Watts (till November) Roberta Lauchlan (from November) |
| Members: | Mark Jones Fiona Place Arahni Sont (till January) Heinz Gerstl (from November) |

A call to action!

Engage, connect, live - three little words which invite you to take action to change lives, your own and others.

As a community we must reach out and engage the attention of others who can add strength or provide resources which will create a vibrant and resilient environment for all to share. To build community among very diverse people requires openness to difference and celebrating that which each person offers. Mostly it requires being aware of the people around you and taking personal responsibility for making changes. You can engage as a participant, a volunteer, a staff member, a corporate or personal donor, or simply as an active community member.

At Holdsworth we recognise that we don't have all the answers, but we will do what we can to find out who does. In return we encourage each of you to connect with us and each other. If you can open doors for us with other organisations, donors or other useful people, please do. A community is made up of connections.

Living is what we are all about. Getting through tough times, having fun, making the most of all of our skills and aspirations to lead full lives. Celebrating possibilities, never accepting barriers. You will read a lot about being person-centred in this report and in our strategic and business plans. Put simply, we are building our services to reflect our community's hunger for engagement, connection and living. We hope you will join us on this journey.









Partnership Report – 2011 Woollahra Council

I am very pleased to have the opportunity to contribute to the Holdsworth Community Centre & Services Annual Report.

Over the past 12 months, during my time as Mayor of Woollahra, I have witnessed the inspirational work of Holdsworth Community Centre and Services. Council is committed to supporting and facilitating a community that cares for each other, has a sense of belonging and can access a range of effective and diverse social services that meet the changing needs of our residents. Holdsworth Community Centre and Services plays a vital role in working with Council towards this goal.

Council has been a major supporter of the Centre for many years, helping to provide a range of community services and activities for Woollahra residents that boost community participation. This includes programs for seniors, children, families and people with disabilities to working with the broader business and local community to make the Centre a place of friendship and support. I am delighted the annual funding provision from Council has had a positive impact on our local residents, offering them an opportunity to participate in local programs and activities.

I recognise the ongoing commitment and innovative approach being offered by the Centre to address the often complex needs of some of our residents. It is a credit to the Board, staff and volunteers that they continue to deliver high quality services and programs and are able to attract funding to provide new activities for the community every year.

Council is proud to be in partnership with Holdsworth Community Centre & Services, and I would like to extend my congratulations to everyone who has worked tirelessly to make the Centre a success. I wish you the best of luck for the year ahead, and look forward to working closely with you in the future.


Cr Isabelle Shapiro
Mayor

The year in review

We kicked off our eighth decade at Holdsworth with winds of change sweeping through the community services sector generally and with growth and movement here at the Centre. At the political level we have seen new funding arrangements for community care with the commonwealth gradually taking over responsibility for those over 65 and the states taking full responsibility for the disability sector. There have been enquiries and reports from the Productivity Commission and Australian Government, including a *National Carer Strategy*, *Caring for Older Australians* and the *Disability Care and Support* papers. The NSW Government launched the second phase of its major investment in disability services, *Stronger Together 2* and has now commenced its consultations on *Living Life My Way*, putting people with disability at the centre of decision making. It was wonderful to see the bipartisan support that this received, despite the change in governments.

Changes on the industrial scene are also happening, with a new Award covering our staff and the Equal Remuneration Case currently being heard by FWA. This has the potential for big impacts on both our funding and ability to recruit and retain staff in the future.

Holdsworth has been both responding to and preparing for change by reengineering itself from what it once was - an old-fashioned community welfare organisation - to become a customer service focused Centre that will be flexible enough to be what you want us to be to help facilitate the type of life you want for yourself. We have never accepted that we know all the answers so now, more than ever, we will be asking you to tell us how we can best meet your expectations.

Person centred care

Our successful tender for centre based day care has had a big impact on us. We have used our new Holdsworth Club programs as our model for person centred care by focusing primarily on the question, “what will make each person happiest?”. We work with each person and their family members to ensure that we make our programs all about each person’s individual aspirations and not just what is convenient on a tightly funded program. This means that a lot of care is taken in matching groups of people and activities, preferences for food and activities, making sure we have the most appropriate and well trained staff and volunteers and constantly reviewing what we are doing to maintain quality. We then extend this model to our work with carers. Maya Jankovic and Stefanie Holt expand more about how we are applying this approach across all of our program areas in their reports.

Some achievements

It was great to see long term staff member, Saxon Graham, named as Woollahra Citizen of the Year. Robert Schneider, who with a group of other loyal volunteers, has provided a day program for 14 young adults in his own home each Monday for the last three years, was also honoured by Council this year. Robert’s service has attracted many celebrity visits, including the Governor of NSW and the Minister of Disability Services. It’s great that Robert’s work has garnered lots of media coverage as this is very important in raising disability awareness and encouraging other selfless individuals to give of their time so generously.

Response from staff and volunteers

I am constantly energised by the enthusiasm and dedication with which our team seems to respond to change and take on new challenges. I have never worked with a group of managers and coordinators who were more obsessed with delivering quality client care. Their enthusiasm is clearly infectious throughout our team of staff and volunteers, and that despite half of our staff not even having a desk they could call their own for the last nine months!

Programs

In the managers' reports which follow you will get a taste of the huge range of events, projects, activities and programs that took place at Holdsworth this year. I am also really pleased to see the range of research projects that we have been starting to encourage, especially as we start to push some of our boundaries and move into new areas of service delivery. The common theme in all these reports is the great sense of fun and happiness that pervades our Centre. Long may it continue!

Michael Ryan
CEO



An engaged community

The Holdsworth Centre provides an important focus for engagement in our neighbourhood. This year it was the place where locals gathered for 133 birthday parties, their annual street party at Christmas, and hired out our rooms 140 times for choirs, community college, first aid classes, meditation and political party meetings. It was also used as a polling station for the state election in March, with usual cake stalls and barbeque, managed by our Community Engagement and Volunteer Coordinator, Benko Ure, with help from many volunteers, staff and carers.

For our 70th birthday on 29 November we had a cake cut by Cr Isabelle Shapiro, Mayor of Woollahra with a group of children from Playgroup and Seniors from our Discussion Group representing the full age range of the Holdsworth family!

We are now funded by Community Services as a Community Hub, a role we have been playing for many years. We are gradually expanding our range of community information sessions and actively promoting our extensive resources for community referral. We are continually refining our resource information and training our staff to be responsive to the changing needs of those who are in contact with the Centre.

Events

One way we actively engage with the broader community is through targeted events that we host throughout the year, including special days during Seniors Week, Carers Week, our Disability Ball and once a term events at Playgroup. In addition our annual community fun day is a highlight of the year.

Schools

We are building on our strategic relationships with the local school network. Working together is a way of expanding the resources available to the Centre in the form of venues, volunteers, and fundraising. This also has a very positive impact on the students and teachers who are able to engage with Holdsworth services. With these partnerships a sense of community is instilled in students who gain a great deal by working with Holdsworth in one way or another.

In addition to established connections with SCEGGS, Ascham and Sydney Grammar we now have a very strong connection with Kincoppal, Emanuel and Waverley. We are working together providing volunteer programs and are also starting to involve students' parents in our volunteer programs. Benko Ure is finding new ways of accommodating schools who show an interest in their students volunteering as we feel it is important that the school network is able to utilise Holdsworth as an extracurricular activity.

Media

We were able to get publicity for our City2Surf team and also spin-off publicity from volunteer Robert Schneider being a local '*Father of the Year*'. Children Are People Too was written up in Aussie Kids and we took some paid advertising.

Our media release about the expanded Aged Services funding was mentioned in the Courier and our 70th Anniversary celebration got a sizeable piece that featured a lovely photo of Ava (three) and Norman (ninety+).



The Holdsworth Choir received several promotional mentions in the Courier and that resulted in an increase in choir membership.

Volunteering as a way of life

We continue to have a large number of people enquiring about volunteering or doing a student placement or work experience at the Centre. By the end of the year we passed 200 volunteers for the first time, giving us coverage on all of our programs and enabling us to expand our dementia services and home visiting and assisted shopping programs.

A considerable number of the school volunteers, who have completed their required hours at Funsworth, continue to volunteer on the program and during school holidays.

As our services continue to develop a more person centred approach we are finding many innovative ways of coupling the skills and talents of our volunteers with particular interests and aspirations of our community members. There will never be enough funded positions in community services to meet the demand from the community. Without volunteering our organisation and all others like ours would fail. We are amazed by and incredibly grateful for those who continue to volunteer week after week.

*Eric Scott
Community Relations Manager*

Seniors live life to the full

In the last three years Holdsworth Seniors Services has really taken off as more and more new funding has become available and the number of people looking for community connection has increased. Every week we are providing some services to an average of 267 people, some of whom are involved with Holdsworth between two and three days a week.

As part of our compliance we have to measure every hour of service provided. This is what we have done in the last three years:

| Year | Hours of service delivered |
|-------------|-----------------------------------|
| 2009 | 19,262 |
| 2010 | 31,500 |
| 2011 | 40,164 |

Demand for all our programs has remained high, with waiting lists for just about everything, including music and our discussion group. We have continued to adjust all of our programs to reflect feedback from participants and individual planning.

Bus Outings

We now run bus trips each day, Monday to Thursday with longer Discovery trips once a month on a Friday. Several of these programs are open to people from outside Woollahra LGA and several specifically target people from diverse cultural backgrounds. We are noticing increasing levels of demand from people with very poor mobility to participate in our bus outings, due to the level of support we are able to provide, combined with our careful planning to match people's abilities. However, this does mean that we need to limit the number of people per bus to ensure everyone's safety and comfort.

Old stories from the young - Conversations across generations

After nearly two years our joint book project with Ascham School went to print and was launched by Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales in early August. This excellent book is available for sale from the Centre.

Referrals and Assessments

The biggest change this year was expanding our services from our Woollahra base to include seniors living in Waverley, Randwick, Botany and City of Sydney for some of our programs, especially our dementia day programs, known as Club Holdsworth.

Our wider geographical spread and diversity of programs is making the process of referral and assessment more complex than previously, especially as we are determined to provide individualised planning for each new participant. We have had a total of 101 new referrals during the year, two-thirds of which are from the individual or their family, with the rest from other community or medical services. If we are not the appropriate service we do attempt to make other referrals for each new person.

New people joining the team

With our increased funding we have been able to build our team of permanent and casual staff and volunteers, starting with the internal transfer of Jonathan Rhodes to head up the Club program. Other new staff in the team include Evie Czaplá, Zar Ni Lwin Oo, Cathy Hoare, Irene Pitsis and Cheryl Davies, as well as members of the community transport team who have been trained to work on both our frail aged and memory loss programs.





Club Holdsworth

Even with a significant injection of new funding demand for our Club Holdsworth program has outstripped the number of places available, with almost all of the 55 places filled within the first four months of operation. Referrals continue to come in and at year end there were twelve people on a waiting list. On average we receive 2 to 3 referrals a week and predict the waiting list will continue to expand.

Our model of care aims to keep all our club members as fully involved as their abilities allow, with daily bus outings to parks, restaurants and clubs, galleries and other places designed to have as much interaction as possible. It has been a great joy to watch those with lower needs reaching out to help in the care for others.

The range of activities has increased as everybody has become more settled. One particular success story is a partnership with the Art Gallery of NSW which allows active engagement with a small number of works of art each week, with physical prompts to encourage recall and discussion. Our Saturday Club are building their repertoire of songs in readiness for a concert at the end of the year.

The programs have proved very successful with favourable feedback from carers. Our best feedback has been a noticeable increase in smiles and laughter as the weeks have gone by. The positive feedback from carers has continued, in particular with regard to the 'Holdsworth flexibility' that has enabled members to continue attending even when they are receiving respite care in a nursing home.

Individual plans for each club member are used to map what each person enjoys and needs and how they like to be supported and are taken on outings so all staff and volunteers have instant access to the information required to provide timely support.

In May we commenced receiving funding for a new, very individualised service for people with dementia who are under 65. After promoting this service to local specialist health providers, the new service was filled to capacity within a few weeks.

Student placements & research

We were fortunate to have three talented students from Ultimo TAFE undertaking their practicums at the Centre this year. In addition to attending numerous programs, each student completed a research assignment for us on quality care for people with dementia. The subjects of the research were:

- Contact & intimacy among dementia clients – addressing the delicate balance between our duty of care and clients' individual rights;
- Client compliance – helping us to establish ethical guidelines in caring for people with dementia when their individual stated wishes may be in conflict with their care requirements; and
- Satisfaction measurement - how to measure wellness and happiness amongst dementia clients.

We will be using this research, along with our coordinator's work on younger onset dementia and program evaluation as we continue to develop our dementia services.

Maya Jankovic
Seniors Services Manager

Connecting with young families

This year we appointed Catherine Dynan, a social worker with lots of experience with young families, as Family Services Program Officer. It has been our intention for some time to provide more diverse support to young families beyond our traditional Playgroup and Cat has already started to look at new ways to work with families.

Space has been at a premium at the Centre since the commencement of Club Holdsworth activities. This has meant that we were no longer able to hire out the piano room to the long-running music program which had attracted a number of families to playgroup over the years. Despite this, after an initial drop off in numbers, we were back up to average over 45 families per day by the end of the year, and that in a period heavily affected by wet weather.

Playgroup has been very lucky to have a number of loyal volunteers and a student on placement to help us provide a wide range of activities, in addition to our other playgroup staff, Louise, Annabel and Pat.

We have had a constant flow of new faces to our popular Baby Days. Along with mothers a number of fathers, grandparents & nannies are now regulars. A few mothers are back for the second time around and there can be as many as 15 babies under one enjoying the experience along with their parent/carer. Guest speakers have covered topics such as homeopathy, naturopathy, diet and nutrition, physiotherapy and speech therapy. Nursery rhymes continue to be a draw card with regulars saying their child looks forward to the 'singing time' every week.





The 'Children are People Too' parenting course continued to prove a valuable resource for parents. Following discussions with many of those who come to Playgroup a number of existing and new information sessions are being developed and scheduled in the coming months. These include information around parenting twins (we now have a significant number of parents coming to Playgroup, particularly on a Friday with twins) and child and baby nutrition advice.

The Winter Fun Day, with Kidzoo providing animals attracted record attendance (more than 120 families) and received positive feedback from parents and children.

We are developing partnerships with other services within the area. The first of these is with the La Perouse Teenage Parenting program, the *Ngala Nanga Mai* Parent Group. Last year our families and volunteers donated Christmas gifts to the families who attend that group. Since then we have hosted a morning tea for these families on *Sorry Day* and are organising for a few of our families to visit La Perouse.

Links to other services at Holdsworth are also being looked at and may include a "Grandparents Week" culminating in an intergenerational teddy bears' picnic in the park and a "share your story" with some of the senior participants of Holdsworth talking to the parents at playgroup. We are also planning on running a number of groups collaboratively with both Bondi Beach Cottage and Echo Neighbourhood Centre.

Eric Scott
Community Relations Manager



Disability is no barrier

The focus of all Holdsworth programs is to build skills, confidence and independence together with peer support structures and long term friendships for both children and adults. All programs provide valuable respite for carers and family members. Unlike other groups, many people living with intellectual disabilities maintain a connection with Holdsworth throughout their whole lives and as such, the principal aim of our programs is to optimise people's abilities to participate fully in a wide range of social, sporting and cultural activities and to develop independent life skills.

During this year our focus has been improving independence and living skills, particularly for our adults. We consolidated and streamlined our services and made many changes and adjustments built around a person centred approach to service provision. This is not an easy task for an organisation that is currently funded to provide group-based social activities, but is essential to match everyone's aspirations.

Children's programs

Our Saturday and school holiday programs continue to grow and develop around the ability levels of our children. For the first time for years we have some capacity to take on more members to our youngest group as other children have moved up into older age groups. We have continued with our regular trampolining program which is greatly enjoyed by children with higher sensory needs.

With Westfield funding of Funsworth we are aiming to provide more one-to-one skills development for the children who attend this after-school program.

Saturday social programs

Families of young adults have given us a strong message that their main interest is to have active social lives. With this in mind we have increased our number of places on Saturday programs especially to accommodate the rising number of people moving up from our children's services to adult services which will continue to increase from year to year. We now provide two groups each Saturday with a maximum number of 10 people per group.

Let's talk about sex

As part of our focus on independence we ran six sexuality workshops during the year for teenagers and young adults. Overall the workshops were very successful and all participants increased their knowledge about healthy sexual relationships, but would definitely benefit from more information and ongoing education within this area.

Barista program

Over the year we piloted a program within Playgroup to provide training in making coffee and customer service skills and confidence in dealing with the public. Individual trainees enjoyed being part of this program and interacting with the local community, but we didn't have the demand to keep this program going.

Health and fitness programs

Our gym program has been on the move this year following the closure of BFirm gym. Waverley College came to our rescue and we now run our fitness program from their hall. However as this is not fitted out with gym equipment we have engaged the skills of staff

to develop a low impact circuit program suited to the participants' needs. In response to a request from a group of parents we have been piloting an aquarobics program for an older group with different physical needs. We are now operating this weekly from the outstanding facilities of the Montefiore Home in Randwick.

In the year ahead we will continue to look at innovative models to increase life skills at all life stages in partnership with our participants and their families. We are interested in creating pathways, strengthening community connections and focusing on general health and wellbeing.



Caring about Carers

Carer Services has grown in the last year, especially in response to our greatly expanded dementia services and the resulting increase in the number of carers of people, including our newest group of partners of people with younger onset dementia. We now have three carer services staff, headed by Coordinator Sarah Regos, who joined the group following the departure of Louise Gourley.

A person centred approach

Every carer is very focused on the care of their family member. However, it is extremely hard for us to get our carers to look after themselves and really think about what they need

for their own well-being. Starting with our new dementia carers we have been trialling personalised planning for each carer as we move away from our previously structured group activities for carers.

The care plan focuses on carer's strengths and identity beyond the "carer" role and aims to empower carers as individuals. The plan also concentrates on value systems to assist the individual in identifying what they really want for their lives and what things make them feel passionate and motivated. The care plan is documented in the carer's own words, they get a copy and it is reviewed with the carer at a later date. This ensures their ownership in the process and empowers them to make changes and work towards achieving their goals.

Common themes from care plans include respite, social inclusion, counselling, group work, events and education. We are building a range of options for carers matching these themes. Some of the educational workshops we have run included healthy nutrition and dementia, creative writing and healthy living while you age.

Life coaching

For the last year we have had a wonderful volunteer working with carers every Monday. Esther Van der Sande is a professional life coach who uses an holistic approach to assist people in getting more balance in their lives. Esther has worked with eight carers this year on a one to one basis. She hopes through her work at Holdsworth to lower the threshold for carers who may seek support in finding life balance, achieving a dream big or small, building confidence, time management and creating trust to enter a new career.

We have now engaged Esther to facilitate personal development sessions for small groups of carers which will run every six weeks or so. This is being offered to carers as an option, along with individual life-coaching, during the person-centred care plan process.

Care Fund

We continue to utilise the resources of the Holdsworth Care Fund to provide carers with a range of services that would not otherwise be possible. One of the most popular and restorative opportunity we have been able to offer carers has been week-ends away at a South Coast retreat called The Shack. We have also provided funding for things as varied as speech therapy, couples counselling, in and out-of-home respite and even emergency sanitary supplies. We also funded two camps this year, one for young adults and the other for carers with younger families. We are incredibly fortunate to be supported by many generous donors who make this possible.

The future for carer services

Our carers are now an incredibly diverse group, of every age and many different backgrounds, and are caring for people with a wide range of different skills and needs. Naturally our services must respond to the changes in our demographics and we are putting choices back in the hands of carers by developing what we describe as a menu of carer services. This includes educational and vocational training, social opportunities, counselling and life coaching, respite, advocacy, issue specific information, referrals to other services and guidance through the care maze.

Stefanie Holt
Disability & Carer Services Manager



On the move with Community Transport

Our service is funded by the Department of Transport, Woollahra Council and NSW Health. We are pleased to report that we were able to accommodate nearly all requests for transport booked within our guidelines and time-frames with only 149 unmet trips, but this stretched all our drivers and vehicles to full capacity. However, there is still a high level of demand for non-medically related transport, such as caring for a partner in nursing homes, trips to social events or services such as hairdressing, clothes shopping or the other usual places that people need to get to each day.

Partly due to a partnership with the eastern Division of General Practice facilitated by Dr Colin Mendelsohn, demand for our individual transport service has continued to increase over the last few years.

| Year | Trips | Increase |
|------|--------|----------|
| 2011 | 29,895 | 10.3% |
| 2010 | 27,093 | 5.0% |
| 2009 | 25,821 | |

Clocking up kilometres

Our vehicles travelled 163,587 km during the year average 91 km per day. We increased our fleet by the addition of one new Mitsubishi Rosa bus with wheel-chair access and replaced another bus as well. We are aiming to keep all of our vehicles for as long as is economically viable, while maintaining them to the highest standards.

Assessments

All new passenger assessments take approximately 15 minutes and are now conducted over the telephone by our Coordinator, Leanne Blackley. We maintain excellent communication with our drivers who are trained to monitor closely the physical and mental well being of all transport clients referring them back to Leanne for reassessment if necessary. Assessments are always followed up with printed material to ensure information has been thoroughly understood and absorbed. Our Seniors team also makes contact with new transport clients to assess their needs in other areas. There were 141 passengers assessed during the year or an average of 3 per week.

Shopping Bus

Our shopping bus programs also remain popular. The average number of shoppers per journey is now 12. The number of trips has also increased by 22% from 1,870 to 2,412 this year. We are planning to establish a Tuesday shopping bus trip, possibly to Marrickville and/or Eastlakes Shopping centres.

Other programs

Community Transport has continued to work closely with both Disability and Seniors Services in providing individual and, in particular, group transport. Drivers are trained as part of the care team and participate fully in all programs.

Community Transport continues to hire buses, on a cost recovery basis or with a small profit, to other community organisations and/or self running groups such as Woollahra Council, Probus clubs, Miroma Disability Service, Goodwin Village residents, Greek Welfare Centre, Jewish Care, Woollahra Seniors Club, Lindesay Trust and local schools. Ascham School remains our biggest external hire with daily bus runs and summer rowing trips.

*Ian Jankovic,
Manager Community Transport*



Governance & Risk Report

Community services is one of the most complex of sectors because of the potential vulnerability of many of our stakeholders and the high level of regulation and compliance with which we work. Our Governance & Risk Committee continuously reviews our operations and governance documents to ensure we deliver quality services.

This year our staff became subject to a new federal award, the Social, Community, Home Care and Disability Services Industry Award 2010. As part of our preparation for transitioning to the new award and full compliance with the National Employment Standards we undertook a review and updating of our entire human resources procedures and code of conduct for all staff and volunteers, accompanied by an education program for all our team.

The Board recently adopted a new risk management plan and disaster recovery program. The risk management plan systematically seeks to identify all potential risks, including physical, financial, reputational and operational risks which the Centre might face and then examines what we have in place to minimise the likelihood of those risks occurring. The disaster recovery plan sets out clear guidelines for the management of the service and welfare of all stakeholders through any major disruption.

As a result of changes to the balance of funding arrangements for community services between the states and commonwealth new Community Care Common Standards have been introduced across the country. The Committee has begun work on overseeing Holdsworth's full compliance with these new standards. New regulations for both community transport and disability services are also being introduced so the year ahead will have much more work for the Committee.

Throughout the year we provide financial, statistical and qualitative feedback, operational plans and budgets through the compliance regimes of more than seven different state government departments in addition to our partnership arrangements with Woollahra Council. In the future we will also have direct reporting to Canberra. For a relatively small organisation such as ours, the complexity and cost of meeting our compliance obligations is very high and effectively restricts the resources which we might otherwise be applying to service delivery. We recognise the importance of proper oversight of how we acquit public money, but we welcome the commitment of governments to reduce the level of "red tape" for the community sector.

*Roberta Lauchlan
Chair, Governance & Risk
Committee*

Fundraising Report

This was our third year as a Public Benevolent Institution and we have continued to grow and diversify our support base of donors. Westfield Group has remained our strongest corporate supporter, both in terms of direct cash, and by being generous hosts of our disability clients and their families, both at Westfield Bondi Junction and at our Centre. Westfield's Give-Ability Day gave us the opportunity to raise a further \$5,000 directly from the public and further raise our profile and disability awareness in the community.

We held a major fundraising event this year at the home of Louise Green & Warwick Negus at which we were privileged to hear performances by stars from Opera Australia, Taryn Fiebig, Peter Coleman-Wright, Stephen Smith and Margaret Plummer, accompanied by Sharolyn Kimmorley, followed by the wonderful Katie Noonan.



In August a group of people were sponsored to run in the City2Surf and helped raise awareness of our work. Our choir, The Rhythm of Life also performs regularly throughout Sydney and has attracted significant donations for the Centre.

Having corporate and individual donors means we are able to provide additional services to many of our clients who would not otherwise have access to emergency respite, allied health services, counselling and social support. Our Westfield funding has allowed us

to provide after school programs for a number of children with disabilities, and we are delighted that this is continuing in the year ahead.

Many members of our community have become regular donors, both in cash but also by providing us with goods and services we can use in our fundraising activities. I would like to thank and acknowledge all those who have worked so hard on our fundraising activities throughout the year. We are very lucky to part of such a generous community.

Mark Jones
Chair, Fundraising Committee

Financial Report

Holdsworth operates through two separate associations, with Holdsworth Family Services (HFS) paying a service fee to our main entity, Holdsworth St Community Centre Woollahra Inc (Holdsworth). The service fee is structured around HFS's ability to pay its proportional share of the overheads of the Centre. HFS was established at the end of 2008, so this year's accounts mark the second full year for this entity.

In May 2010 Holdsworth received a large payment from ADHC for new centre-based day-care services to be delivered from October 2010. To accommodate growth in services we increased our fleet during the year, hired additional staff and acquired some new office equipment. This is reflected in the cash flow statements for Holdsworth.

The Centre was fully staffed by the end of the year with all programs and services operating close to or at capacity. The following table summarises our results for the last three years:

| | 2009 | 2010 | 2011 |
|-------------------|-------------|-------------|-------------|
| Revenue | 2.25m | 2.43m | 2.73m |
| Expenses | 2.24m | 2.48m | 2.68m |
| Surplus/(deficit) | 11k | (41k) | 47k |

Over the last three years we have raised a total of \$236,000 through fundraising and donations. The net surplus of \$30k from our fundraising activities for the year has been preserved by increasing our Care Fund Reserve, which now stands at \$82K. Our other reserves remain at the same level as the previous year.

All of the year's external funding was fully expended with all contracted services delivered. The Centre has been fully compliant with all its regulatory obligations. For further information please refer to our audited financial accounts for the two entities which may be obtained from the Centre or downloaded directly from our website www.holdsworth.org.au.

Suzie Riddell
Treasurer

Concise Financial Statements

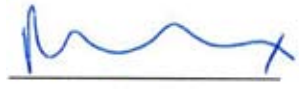
These concise financial reports are extracts from the full financial reports of Holdsworth St Community Centre Woollahra Inc, ABN 50 949 197 281, and of Holdsworth Family Services Inc, ABN 30 326 902 708 for the year ended 30 June 2011. The financial statements and specific disclosures included in the concise financial reports have been derived from the full financial reports.

The concise financial reports cannot be expected to provide as full an understanding of the financial performance, financial position or activities of the entities as the full financial reports. Further information can be obtained from the full financial reports.

The full audited financial reports and auditor's reports for both Holdsworth and HFS are available for download from our website www.holdsworth.org.au and printed copies are available on request from the Centre.



Claire Wivell Plater
Chair
Holdsworth



Roanne McGinley Knox
Chair
HFS



Suzie Riddell
Treasurer

Holdsworth St Community Centre Woollahra Inc ABN 50 949 197 281

Income statement for the year ended 30 June 2010

| | 2011 | 2010 |
|-------------------------------------|------------------|------------------|
| Revenue | | |
| Government grants | \$ 2,162,385 | 1,976,522 |
| Fees and subscriptions | 244,679 | 232,119 |
| Income from operations | 225,418 | 152,760 |
| Donations | 93,818 | 75,189 |
| Total | <u>2,726,300</u> | <u>2,436,590</u> |
| Expenses | | |
| Employment costs | 2,066,441 | 1,927,473 |
| Administration & operating expenses | 234,492 | 183,747 |
| Program activities & resources | 181,378 | 168,154 |
| Depreciation | 158,587 | 158,215 |
| Accounting & audit fees | 37,685 | 40,971 |
| Total | <u>2,678,583</u> | <u>2,478,560</u> |
| Surplus/(Deficit) | <u>47,717</u> | <u>(41,970)</u> |

Holdsworth St Community Centre Woollahra Inc ABN 50 949 197 281

Cash flow statement for the year ended 30 June 2010

| | 2011 | 2010 |
|--|------------------|-----------------|
| Cash from operating activities | | |
| Receipts from customers, grants & other income | \$2,632,137 | 2,404,007 |
| Payments to suppliers & employees | (2,745,513) | (2,233,791) |
| Interest received | <u>50,421</u> | <u>30,569</u> |
| Net cash provided by (used in) operating activities | <u>(62,955)</u> | <u>200,785</u> |
| Cash flows from investing activities | | |
| Proceeds from the sale of plant & equipment | 57,891 | 25,155 |
| Acquisition of property, plant & equipment | <u>(320,794)</u> | <u>(50,356)</u> |
| Net cash provided by (used in) investing activities | <u>(262,903)</u> | <u>(25,201)</u> |
| Net increase (decrease) in cash held | (325,858) | 175,584 |
| Cash at beginning of financial year | <u>888,162</u> | <u>712,578</u> |
| Cash at end of financial year | <u>562,304</u> | <u>888,162</u> |

Statement of Financial Position as at 30 June 2010

| | 2011 | 2010 |
|---------------------------------|------------------|------------------|
| ASSETS | | |
| Current assets | | |
| Cash & cash equivalents | \$ 562,304 | 888,161 |
| Trade & other receivables | 14,206 | 220,278 |
| Other assets | <u>28,893</u> | <u>21,246</u> |
| Total current assets | <u>605,403</u> | <u>1,129,685</u> |
| Non-current assets | | |
| Property, plant & equipment | <u>434,796</u> | <u>286,739</u> |
| Total non-current assets | <u>434,796</u> | <u>286,739</u> |
| TOTAL ASSETS | <u>1,040,199</u> | <u>1,416,424</u> |
| LIABILITIES | | |
| Current liabilities | | |
| Trade & other payables | 137,838 | 224,256 |
| Short-term provisions | 132,450 | 109,080 |
| Other liabilities | <u>73,209</u> | <u>434,103</u> |
| TOTAL LIABILITIES | <u>343,497</u> | <u>767,439</u> |
| NET ASSETS | <u>696,702</u> | <u>648,985</u> |
| EQUITY | | |
| Reserves | 657,849 | 627,733 |
| Retained earnings | <u>38,853</u> | <u>21,253</u> |
| TOTAL EQUITY | <u>696,702</u> | <u>648,986</u> |

Holdsworth St Community Centre Woollahra Inc ABN 50 949 197 281

Statement of changes in equity for the year ended 30 June 2011

| 2011 | Retained Surplus | Holdsworth Care Fund Reserve | General Reserve | Asset Replacement Reserve | Total |
|--------------------------------|------------------|------------------------------|-----------------|---------------------------|----------------|
| Balance at 1 July 2010 | \$ 21,252 | 52,734 | 145,000 | 430,000 | 648,986 |
| Surplus/(Deficit) | 47,717 | | | | 47,717 |
| Transfers to/from reserves | | | | | |
| -care fund reserve | (30,116) | 30,116 | | | |
| Balance at 30 June 2011 | 38,852 | 82,850 | 145,000 | 430,000 | 696,702 |

| 2010 | Retained Surplus | Holdsworth Care Fund Reserve | General Reserve | Asset Replacement Reserve | Total |
|--------------------------------|------------------|------------------------------|-----------------|---------------------------|----------------|
| Balance at 1 July 2009 | \$ 74,147 | 41,809 | 145,000 | 430,000 | 690,956 |
| Surplus/(Deficit) | (41,970) | - | - | - | (41,970) |
| Transfers to/from reserves | | | | | |
| -care fund reserve | (10,925) | 10,925 | - | - | - |
| Balance at 30 June 2010 | 21,252 | 52,734 | 145,000 | 430,000 | 648,986 |

Holdsworth Family Services Inc

ABN 30 326 902 708

Income statement for the year ended 30 June 2011

| | 2011 | 2010 |
|--------------------------------|---------------|----------------|
| Revenue | | |
| Government grants | \$ 54,439 | 38,536 |
| Fees and subscriptions | 43,107 | 61,571 |
| Total | 97,546 | 100,107 |
| Expenses | | |
| Employment costs | 58,916 | 58,772 |
| Service fee paid to Holdsworth | 38,497 | 41,098 |
| Other expenses | 194 | 237 |
| Total | 97,546 | 100,107 |
| Surplus/(Deficit) | - | - |

Cash flow statement for the year ended 30 June 2010

| | 2011 | 2010 |
|--|------------------|------------------|
| Cash from operating activities | | |
| Receipts from customers, grants & other income | \$ 98,380 | \$ 94,645 |
| Payments to suppliers & employees | <u>(100,661)</u> | <u>(103,883)</u> |
| Net cash provided by (used in) operating activities | <u>(2,281)</u> | <u>(9,238)</u> |
| Net increase (decrease) in cash held | (2,281) | (9,238) |
| Cash at beginning of financial year | <u>3,158</u> | <u>12,396</u> |
| Cash at end of financial year | <u>877</u> | <u>3,158</u> |

Statement of Financial Position as at 30 June 2010

| | 2011 | 2010 |
|-----------------------------|--------------|--------------|
| ASSETS | | |
| Current assets | | |
| Cash & cash equivalents | \$ 877 | \$ 3,158 |
| Trade & other receivables | <u>4,627</u> | <u>5,462</u> |
| Total current assets | <u>5,504</u> | <u>8,620</u> |
| TOTAL ASSETS | <u>5,504</u> | <u>8,620</u> |
| LIABILITIES | | |
| Current liabilities | | |
| Trade & other payables | 3,097 | 6,152 |
| Provisions | 1,642 | 1,703 |
| Other liabilities | <u>765</u> | <u>765</u> |
| TOTAL LIABILITIES | <u>5,504</u> | <u>8,620</u> |
| NET ASSETS | <u>-</u> | <u>-</u> |
| EQUITY | | |
| Retained earnings | <u>-</u> | <u>-</u> |
| TOTAL EQUITY | <u>-</u> | <u>-</u> |

A big thank you to our funders, donors, ambassadors and supporters:

Major Funders:-

- Home and Community Care Program (joint federal and state program) administered in NSW by Ageing, Disability and Home Care, Department of Family and Community Services; and Department of Transport
- Woollahra Municipal Council
- Community Services, Department of Family and Community Services
- NSW Health Department

Community Partners:-

Westfield has continued its national commitment to children living with disabilities for a fourth year. We welcome its support of Holdsworth.

Waverley and Randwick Councils have each supported us through small grants and by making facilities available to us for programs.

Ambassadors:-

Dr Colin Mendelsohn and Donna Hay continue in their roles as Ambassadors for Holdsworth.

Care Fund Champions:-

This year we are delighted to recognise the following major donors to the Holdsworth Care Fund, each of whom has contributed between \$1,000 - \$10,000.

Marty Cameron
Ian Enright & Linda Quatermass
Carl Gough & Rebecca Lim
Roanne McGinley Knox & John Knox
Kathy & Neill Miller
Natascha & Matthew Milsom
Rachel Wiseman & Simon Moore

In December 2010 Michael Puterflam inspired donations of nearly \$6,000 shared between Holdsworth and 2 other charities through his Guinness World Record breaking 36 hours of non-stop FIFA gamesmanship.

Individuals and Businesses:-

In addition to our many generous individual donors, there is a large community that makes our work possible through the provision of goods and services, many of which we are able to use in our fundraising. Some of these individuals and businesses are new this year, but many have been supporting us since our first fundraiser in 2007:-

| | |
|------------------------------|-------------------------------------|
| Aeria Country Floors | HWL Ebsworth Lawyers |
| Anthology | Italex |
| Aquabumps | Jersey Road Veterinary Surgeons |
| Arthur Murray Studios | Jo Malone |
| Lachlan Astle Hair | Kickfit Personal Training |
| Atlantis Hair | Kids First Aid |
| Australian Chamber Orchestra | Kidstuff |
| The Bay Tree | Sharolyn Kimmorley AM |
| Sally Beresford Antiques | Labelle Hair Studio |
| B.Firm | LatinCardio |
| Bistro Moncur | Lesley McKay's Bookshop |
| Bridge Climb Sydney | MLC |
| The Burger Joint | No Fear Fitness |
| Buzy Bakehouse | Katie Noonan |
| Victor Churchill | Paddington Fresh Foods |
| Ciao Bella | Parterre |
| Clinique | Pilates Physique |
| Peter Coleman-Wright | Margaret Plummer |
| Jules Collins Jewellery | Queen St Pharmacy |
| Cooking by Design | Randwick Council |
| Crawford River Wines | Reads of Woollahra |
| De Lorenzo | SBS |
| Donna Hay | Sherman Contemporary Art Foundation |
| The DVD Gallery | Stephen Smith |
| Elixr Health Clinic | Speciality Castles |
| Taryn Fiebig | Sydney Philharmonia Choirs |
| Gold's Gym | Sydney Theatre Company |
| Louise Green & Warwick Negus | Taronga Western Plains Zoo |
| Green Park Hotel | Waverley Council |
| The Hughenden Hotel | Roslyn Weiley |
| | Woolworths |

(with apologies to anyone we may have inadvertently omitted.)



www.holdsworth.org.au