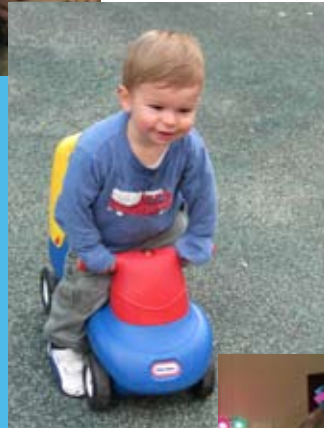




**Celebrating
70 Years**

**Annual Report
2009 - 2010**



Holdsworth's purpose is to enhance life opportunities for our community.

- Our vision is:
 - to strengthen and support young families,
 - to promote the independence and social inclusion of children and adults living with disabilities,
 - to remove any barriers standing in the way of older people participating in community life and to sustain those who are carers for others.
- We provide programs with purpose that change lives.
- We are a centre of community services information and we advocate on behalf of those who require our assistance.
- We create opportunities for volunteers to give back to their community and we aim to provide a professional and happy working environment for all of our staff.
- Holdsworth is a valuable community asset.

Holdsworth Community Centre & Services
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Desktop publishing by Holdsworth Community Centre & Services
Printed by *Miroma Light Industries* www.miroma.org

Contents

Message from the Chairpersons	4
The Holdsworth Board	5
Partnership Report - Woollahra Council	6
A new phase for Holdsworth – 70 years on	7
The Year's Highlights	9
The Community	13
Our Volunteers	14
Families with Young Children	16
Disability Services	18
Carer Services	21
The Holdsworth Care Fund	23
Older People in our Community	24
On the Move with Community Transport	27
Financial Report	29
Concise Financial Statements	30
<i>Thank You</i> to our funders, donors, ambassadors and supporters	34

A welcome from our Joint Chairpersons

It is a great feeling to be associated with a successful organisation that keeps building its place in the community through listening to our members and clients, building programs and services that reflect their unique interests and abilities and constantly planning for the future. It is a pleasure to be reporting on another year at Holdsworth.

A cohesive community is one in which its members have a common purpose and are able to realise their needs for connection and to be valued for what they can contribute. At Holdsworth we provide the opportunity for community to happen; you, our members, clients, volunteers, staff and locals who interact with our Centre, do the rest.

We would like to acknowledge the wonderful networks that have grown from Holdsworth - the groups of carers that look out for one another and sustain each other through good and bad times; the seniors who have built firm friendships based on shared interests or challenges, such as the low-vision friendship group, facilitated by Holdsworth; the Saturday Gang who have been socialising together for more than fifteen years and have very full diaries; or the new mothers who came to Playgroup to receive the wisdom and friendship of more experienced mothers who themselves become the font of knowledge a year or so later.

Then there are those that give back, just because they can. We thank our incredibly generous volunteers, many of whom keep coming back year after year, each contributing in whatever way works for them. Everyone of you is vital for this community to work. Others give to our fundraising appeals with regular donations or by supplying us with goods and services that we can use for fundraising. The last, and equally vital part of the equation, is the large number of other community organisations with which we partner to achieve better outcomes for our joint clients.

A five year perspective

Looking back over the last five years we have been associated with Holdsworth we are very proud of what has been accomplished. The dedication and collaborative approach of our team has meant that the quality of each and every program has been constantly improved to reflect the aspirations of our clients. Client numbers have skyrocketed as people have realised how important Holdsworth has become in their lives. Staff turnover is almost in single figures as we have recognised what each member of the team is able to bring to the Centre and supported our staff to develop their career potential. It is also fantastic to see that we are an organisation of choice for volunteers, with schools competing for places on our programs and a healthy stream of talented people of all ages being recommended to us by other volunteers.

Our new funding for centre-based day care and transport will provide us with a platform to replicate existing Holdsworth models of community care throughout south eastern Sydney. Looking after carers is central to our role in sustaining families and it is very pleasing to see our HACC funding for carer services almost doubling in the year ahead.

The Board

Our Board is now able to dedicate much more time to key strategic objectives. The environment in which we operate is constantly evolving and we are particularly focused on our long term financial sustainability in order to meet what we see as increasing demands from all of our target client groups. In particular, fundraising activities are being increased, social venture models (commercial operations with a social purpose) are being examined and new partnerships investigated to diversify our funding base. We are working with our current clients to investigate what role we might play in meeting unmet needs, such as supported accommodation and employment opportunities for adults with intellectual disabilities.

We pay tribute to the work all of our Board members who give freely of their time, talents and energy. Operating under our new Charter all members of the Board bring a high degree of professionalism to what is becoming a very significant community 'business'. Our new relationship with Woollahra Council is reflective of the increased standing of the Centre in the community and we particularly thank the Mayor and Deputy Mayor for their participation on our Board this year●

Claire Wivell-Plater
Chairperson Holdsworth



Roanne McGinley Knox
Chairperson HFS



Members of the Holdsworth Board during 2009-2010

Chairperson Holdsworth: Claire Wivell Plater
Chairperson HFS: Lyndell Droga (till September)
Roanne McGinley Knox (from September)
Treasurer: Roanne McGinley Knox (till September)
Sally Highducheck (from September)
Secretary: Robyn Watts
Members: Mark Jones Roberta Lauchlan
Fiona Place Arahni Sont
Keren Miller (till April 2010)
Woollahra Councillors: Mayor, Cr Andrew Petrie
Deputy Mayor, Cr Peter Cavanagh



Partnership Report – Woollahra Municipal Council

On behalf of Woollahra Council, I am very pleased to contribute to the Holdsworth Community Centre & Services Annual Report.

Council has a long history with the Centre, commencing 40 years ago with the provision of a playground for children. The long standing relationship with Holdsworth Community Centre & Services has developed into the strong partnership that exists today. The nature of the relationship has fundamentally changed over time and this has been reflected in a new Funding Agreement which took effect on 1 July 2010, which reflects an independence and new relationship with Council.

Holdsworth Community Centre & Services has gone from strength to strength, with an increase in the quality and quantity of services on offer to the community and an increase in funding from other funding sources, such as fundraising and other Government agencies. Woollahra is an area with a growing number of young families and an increasing ageing population, with Council relying on Holdsworth Community Centre & Services to provide services and be responsive to the changing demands of local residents. I am delighted that the annual funding provision from Council has had a positive impact on our local residents, offering them the opportunity to participate in local programs and activities.

I am well aware of the commitment of all concerned and the innovative approach of programs offered by the service in addressing the often complex needs of some of our residents. In addition the Centre's services provide support for all residents in the area and contributes to building strong, well connected communities. It is a credit to the Management Committee, staff and volunteers for their continued commitment to the provision of high quality services.

On a personal note, the Deputy Mayor, Cr Peter Cavanagh and I have enjoyed the past year representing Council and working with the Board for continuous improvements.

Council is proud to be in partnership with Holdsworth Community Centre & Services and I would like to extend my congratulations to all those concerned and look forward to our ongoing partnership.

A handwritten signature in black ink, appearing to read 'A. Petrie', written over a faint circular stamp.

Cr Andrew Petrie
Mayor

A new phase for Holdsworth – 70 years on

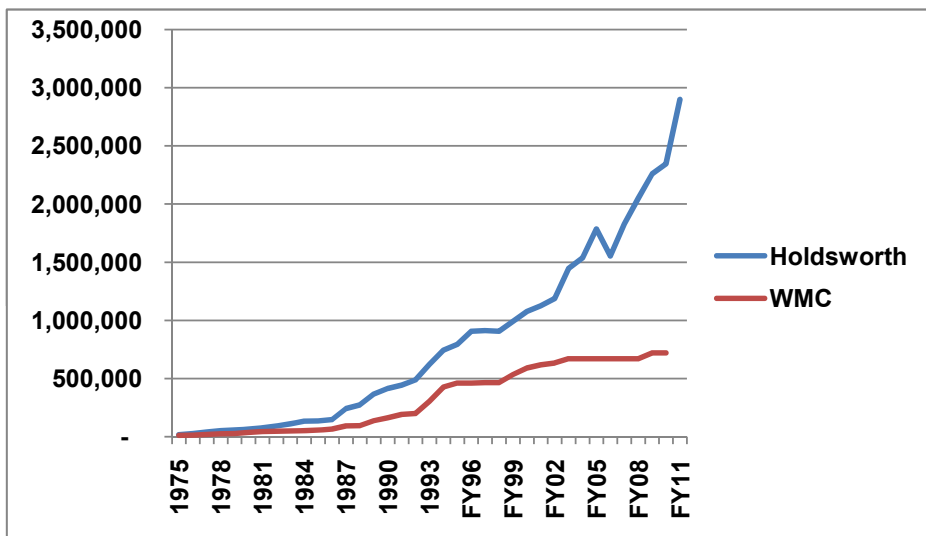
In November this year we will be celebrating the 70th anniversary of the day when NSW Premier Alexander Mair and the Woollahra Mayor JDL Gaden dedicated the original Holdsworth Street playground “to the health and happiness of the future citizens of Woollahra”. However, it wasn’t until the 1970s that holiday and after school care programs commenced at the Centre managed by a community management committee and mostly funded by Council. Additional community services were gradually added over the next 15 years. The current building (which has since had further renovations) was completed in 1976.



Following incorporation in 1987 broader services began to be offered as more funding from government became available. By the early 1990s Holdsworth had expanded its programs to include disability services and increased community transport, seniors and family services.

Right through till the early 2000s Holdsworth operated under the umbrella of Woollahra Council which directly employed all staff up until about 2005. By 2000 a “Delegation of Authority” was adopted which gave greater formality to the mechanism by which services were delegated to Holdsworth to deliver on behalf of Council. This Delegation was renewed on a regular basis with the last delegation expiring in June 2010.

We now welcome a new phase in our partnership with Council, appropriately reflecting the increased diversity of our funding and the broadening



Council's funding continues to underpin Holdsworth's operations.

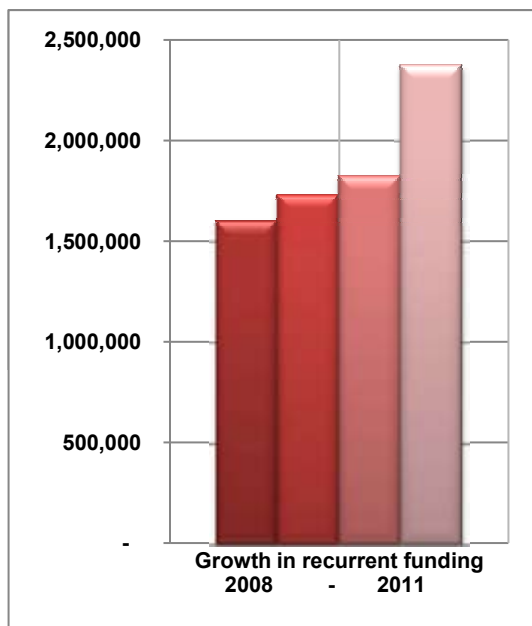
geographic spread of our services. We have now signed a new agreement with Council which gives Holdsworth greater independence than ever in determining the best use of Council's support in serving the needs of our local community. We are grateful to Council for the trust placed in Holdsworth to deliver for the people of Woollahra.

Council's on-going support of Holdsworth is crucial to our sustainability and gives us a competitive advantage when tendering for government and other funding. It also ensures that services which are increasingly being funded for a wider target population are still being delivered to the people of Woollahra. At the same time our independence from Council is important in attracting funding that would not be available to an entity "controlled" by Council. Our Board has endorsed the new agreement because it seeks to redress the balance between control and independence, while recognising the symbiotic relationship between Council community services and Holdsworth.

Growth in government funding

The last three years have seen Holdsworth operating with close to a full staff establishment and very little turnover. This period of stability has allowed the Centre to build its programs, attract additional funding and ensure high levels of client satisfaction.

In June Holdsworth was advised that it was the winning tenderer for a number of new streams of recurrent Home & Community Care funding. For the first time Holdsworth has been funded to provide some services for seniors who live at home across the five council areas that make up south-eastern Sydney, namely, Botany, Randwick, Waverley, Woollahra and the City of Sydney. Our total government funding will be increasing by over 30% per year from 2011. The majority of new funding is to provide much-needed day programs and transport for people living with dementia, but also includes day programs for frail aged clients. Carer Services funding is almost doubling which will allow us to support the expected growth in clients across all our services.



We see a very exciting year ahead for the Centre as we increase our staffing, roll out new programs and reach out to a much wider community●

The Year's Highlights

I am proud to highlight Holdsworth's achievements this year. Each year we aim to improve on our services from the year before. In some programs that means delivering services to more people, in others it means constantly re-focusing our offerings to meet the aspirations and interests of our community.

Playgroup

- We continue to attract an average of about 55 families each school day morning for 40 weeks each year. Three staff and a number of volunteers provide a range of supported activities each day for young families. It was necessary to increase attendance fees this year and we did experience some price resistance from families.
- The centre continues to provide diverse parenting support programs and the largest growth area is for babies under 12 months with regular attendance from new mothers groups over three days each week.
- We have started to run our own parenting course called Children are People Too, and have secured two small grants to continue this program next year.

Seniors

- Program numbers have increased by approximately 11% this year, with over 300 current clients receiving an individual service. Demand has been growing rapidly this year and an increasing number of clients have been placed on waiting lists for services. Most social support programs are filled on a "first-in" basis and are being booked out very quickly with others going on a waiting list.

Programs for seniors offered in the last twelve months included:-

- Weekly bus outings on Tuesdays, Wednesdays and Thursdays
- Group activities (discussion, music appreciation, low vision friendship group)
- Longer monthly bus outings on Fridays – for more mobile seniors
- Monthly Saturday evening outings
- Memory Loss (dementia day care) programs on Wednesdays and Fridays
- Shopping programs including 4 weekly shopping buses, list shopping for house-bound clients and assisted shopping with volunteers for frail seniors who still want to get to the shops themselves
- Community Links (home visiting)

Community Transport

- Our vehicles were used to about 75% capacity during the period, with all vehicles on the road at peak times. Individual transport trips, which are mostly for medically-related appointments, continued to increase this year with about

520 clients using the service over any three month period (up about 15% from about 450 clients last year). Shopping bus trips remained about the same level with two trips operating each Thursday and Friday.

- As the primary provider of community transport in our local area our buses are regularly hired out to other community groups and schools when not required for our programs. For example, we do a bus run for Ascham School each morning and afternoon, but are able to use the same bus for a seniors program in the middle of the day.

Disability

- While client numbers remained steady at about 120, every program was closely reviewed to ensure that it remained appropriate for each client.
- Our Saturday programs for children were augmented by a trampolining program funded for twelve months by the Department of Sport & Recreation and a generous donation from Sydney United FC.
- School holiday programs continued to offer a wide range of outings and important family respite.
- Our Funsworth after school program has run throughout the year. We successfully applied for a \$50,000 community grant from Westfield which will be used to fund Funsworth for a whole year. This is our largest ever non-government grant and we applaud Westfield's national support of disabilities. Our partnership with Westfield is now in its third year.
- During the year we have received great support from many local high schools which provide us with regular volunteers, particularly on the Funsworth program.



- It was great to work in collaboration with High Resolves in challenging a group of seventeen year 10 students from Moriah College to raise awareness about disability, find potential employment opportunities for young adults and undertake some fundraising activities. This is a very inspiring group of students with big plans.
- Our adult programs had a number of changes, starting with the growth of our Monday respite service which is provided entirely by volunteers in a private home in Vaucluse. This service now has 12 clients every Monday for 40 weeks a year. Our Tuesday art program needed to relocate from the Gunyah in Vaucluse which has resulted in a scaled back art program now operating in the Randwick Community Centre (thanks to Randwick Council). We also relocated our gym program to the *B.Firm Fitness Studio* at White City, thanks to another generous partnership. Our other programs include weekly bowling, monthly Funky Sunday dances (in partnership with Waverley College and Junction House) and our regular social/independence groups each Saturday. In January we took two busloads of young adults to Berry for a week-end camp, made possible through our fundraising activities.

Carers

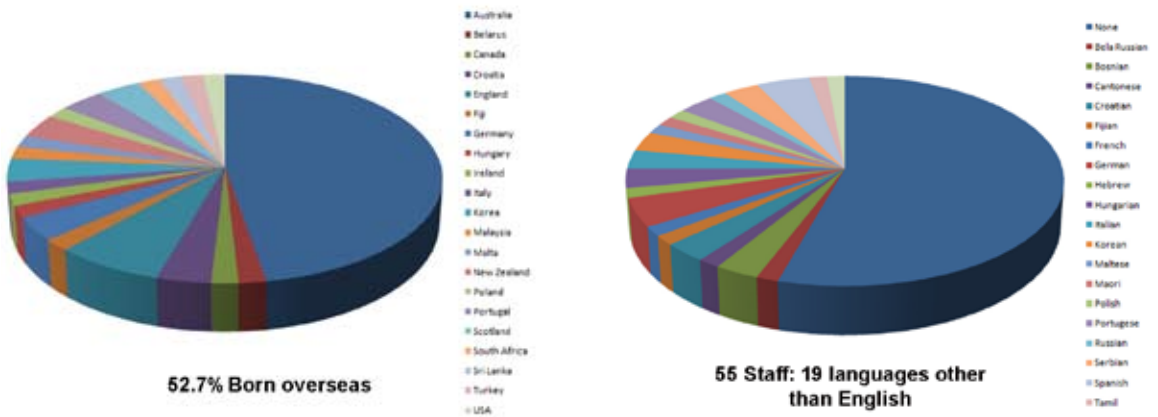
- We work with about 100 clients at any one time. Most of these are carers for existing Holdsworth clients, but many are caring for family members whose support needs are beyond our resources or for whom our programs are not appropriate. This is the most complex area of our services, because of the diversity of needs amongst the carer community and the range of government departments and other service providers with whom we need to liaise on behalf of our carers. This is one of Holdsworth's major points of difference, because very few organisations have carer services and seniors/disability services collocated. One trend we have noticed is increasing crossover between disabilities and mental health, which has led us to build partnerships with mental health services over the past year.
- We have started to move away from running generic peer-support groups and are now focusing our groups around specific topics and guest speakers and also increasing the regularity of social events for carers to build resilience and bring some normalcy to their lives. Holdsworth continues to provide one-to-one support to carers during times of crisis, facilitates or runs support groups and is a source of information, referral and advocacy to carers from five LGAs, including Woollahra. The demand for one-to-one interventions continues to rise and having the Holdsworth Care Fund in place is making a big difference.
- For the year ahead our recurrent funding for carer services is set to double. This will be particularly important due to the expected increased demand we will get with the growth in our dementia services next year.

Volunteers

- Volunteer numbers have never been higher, with 160 active volunteers at the end of the year. Local schools are competing with each other for places on our volunteer programs. There is of course regular turnover with volunteers so our investment in recruitment and training is constant.

People

- The Holdsworth team has been stable for the last three years with incredibly low turnover in our permanent team, which has been ably led by our Managers Stefanie Holt, Ian Jankovic, Maya Jankovic and Eric Scott. One of the great things about the management team is their ability and willingness to deputise for each other during periods of long leave and still manage to stay calm and in control.
- In this Holdsworth Year of Celebrating Diversity it has been fantastic to be able to utilise the linguistic and cultural skills of our thoroughly international team who are well matched to the diversity of our community.



I continue to marvel at how lucky I am to work with such a great group of people and in such an amazing community. It is a pleasure to come to work each day and I look forward to a very full and exciting year ahead●



Michael Ryan
CEO

The Community

Holdsworth primarily supports seniors, children and adults living with disabilities, carers and families with young children. However, we are part of the wider community and are committed to being good citizens. The Centre has become a focus for sustainable water use and organic gardening. This has brought to the Centre a lot of people who would not otherwise have come to Holdsworth and we are now able to be a resource for Council to run regular sustainability workshops.

Our choir, The Rhythm of Life, under the musical direction of Robert Teicher, regularly performs at community events and welcomes people of all abilities. We have regular involvement with the community activities of the Queen Street West Woollahra Association and other local organisations.

We use the local media to let people know what is happening and have had a number of very positive articles published about us. We have had a number of Fun Days in this our Year of Celebrating Diversity and remain the venue of choice for children's parties.

Equally, our work is wonderfully supported by local businesses, schools and individuals and we really do feel valued by our community●



Our Volunteers

It would be impossible to provide services to clients without the support of volunteers. They are a highly motivated group of people who give up their time to support their local community.

The volunteer program has developed significantly over the last three years as new programs have started. There has been a big increase in the number of volunteers, many of whom come to us through good reports from other volunteers. Local schools and colleges have also recognised Holdsworth as a high quality resource for students' community placements.

Numbers of Volunteers

June 2008	70
June 2009	84
June 2010	160

That's the equivalent of an additional 12.5 full-time staff and is a tremendous asset to have in our aim of expanding and constantly improving our programs

Recognition

Holdsworth's volunteers work across all programs and many don't even come to the Centre. There was a volunteers' lunch at La Perouse during Volunteers Week, however, the highlight was a joint staff/volunteers Xmas party at Woollahra Golf Club.

Working with schools

Over the last year, work with local schools has blossomed. What's pleasing is that some of the students who came to Holdsworth for their community service are still volunteering even though they have finished their requisite hours. Holdsworth has had students volunteering from:

- Ascham
- Kambala
- Kincoppal Rose Bay
- Moriah College
- Rose Bay Public School
- SCEGGS Darlinghurst
- Sydney Grammar School
- Waverley College

They have volunteered at the Funsworth after-school program, school holiday program, visiting older people in their homes, Funky Sunday, Bowling Club and Gym Club.

Ascham girls are continuing to interview Holdsworth senior clients, writing up their stories to be published in the next year.

Working with colleges

Holdsworth has always offered placements for students undertaking Community Care courses. Working closely with Ultimo and Northern Beaches TAFE's has meant the standard of students they refer has been very high. In the last year, five students have worked in Aged and Disability programs. It is pleasing to report that three of them are now employed as casual staff.

Source of volunteers

Even though the number of volunteers has increased over the last year, people do leave. They find full time employment, have babies or just feel it is time to move on. Therefore, it is necessary constantly to find new people to take on these roles. Holdsworth is indebted to The Centre for Volunteering and VAST for referrals. Together they contacted us with nearly 100 applicants, nearly half of whom joined the programs. Friends and relatives of existing staff and volunteers are always a good source of motivated people.

The new developments that will come on line in the next year, as well as the natural turnover, means that there will be a continuing need to find new volunteers●



Families with young Children

The Holdsworth Playgroup remains a very popular activity with the next generation of Woollahra babies and toddlers coming through. It is a joy to watch as they gurgle, crawl, walk and chat, eventually mastering the cars and playground equipment.

Strong attendance continued with a daily average for the year of 55 families per day. There has been a very strong take-up of memberships from casual visitors. Memberships have increased by approximately 40% in the last three years and our income has increased accordingly. The proportion of members to casuals has doubled over the last two years.

Feedback from parents and carers is very positive and our baby days are so popular we have had to move from the hall to the library on Tuesdays and Thursdays to accommodate the extra people.

We have had three terms of our parenting course based on the Louise Porter model, 'Children are People Too' and the series starting in Term 3, 2010 will have double the number of people attending, and several people are on a waiting list. This initiative will be supported through 2010/2011 by grants from The South East Sydney Parenting Coordination Project and the Inger Rice Foundation.

The talks for new parents and parents of younger children are a key part of our program and are very popular. Other events and special days mean there is always something new each term, even though people do like to come for the playground and art activities and the opportunity to meet other parents/carers.

This year's program has included:

- Muscle Tone and Baby Development
- Sleeping and Settling
- Baby Massage
- Mums and Bubs Yoga
- Triple P
- Sign Language for babies
- 'Gran's Bag' – children's festival
- Baby Festival
- End of term Fun Day
- Child Nutrition
- Post natal exercises
- Xmas gift/fund raiser for WHOS
- Childhood Illnesses talk
- Adjusting to Motherhood
- Workshop on Challenging Behaviours
- Sports Fundamentals



Disability Services

Holdsworth Disability Services offers social support programs to children and adults living with intellectual disabilities. We have seen significant enhancement to all of our programs in the past year and are at capacity in most of our activities.

Each week we provide about 300 hours of support on our HACCC funded programs in addition to our other services which we are able to provide as the result of our fundraising activities.

We have had the opportunity of working in partnership with the following services:

- Eastern Respite & Recreation
- Junction House
- Randwick City Council
- NSW Sport & Recreation
- Westfield Bondi Junction

The year's new initiatives

- Bounce Into LIFE!!

This program was run over two terms at Miranda RSL Youth Club and was funded by NSW Sport & Recreation and our charity partnership with Sydney United Football Club. All clients and staff enjoyed the fun of bouncing and learning new skills on the trampolines. After finding that this type of activity particularly benefits a small number of clients more than others we were able to reshuffle our programs and continue with 'Bounce' as a Saturday program. We are very fortunate to have facilities still available for our use.

- Westfield Bondi Junction

As Westfield's Community Partner we have been involved in some wonderful days built especially for our families with children with intellectual disabilities. Predominately these have involved the children going to Westfield for a range of activities and also some small delights handed to our parents. As a first, the last Westfield Community Day was held at Holdsworth which involved staff from Bondi Junction volunteering their time for the day.

"Thank you so much for a wonderful day on Saturday. We and the kids had a blast. Very well organised."

"We had so much fun and it was nice to be able to catch up with other families."

- Masquerade Ball

Everyone loved this extravagant event. With the help of our great partnership with Junction House and Randwick City Council, the scene was set for fun, laughter, dancing and eating in the fantastic new Prince Henry Community Centre



overlooking the ocean. The hall was packed with everyone dressed to the max, complete with masks, dancing to the music of the Junction House band and our DJ. After such a success we and our two partners are planning another extravaganza again this year.

“ . . . Just a short note to thank you for inviting Lucas on the Camp. He had a great time (and so did his mum and dad at home).”

- Summer Getaway

Although this is not a new program it has been a weekend that has proved very popular for our adult clients wishing to have their own holidays, without families and carers. Three days of relative independence at Berry was both enjoyable and confidence building for this very outgoing group.

“ . . . Thank you on behalf of Ruth for the camp at Berry last weekend. Ruth enjoyed herself so much and loved being with her girl friends Allyson, Annie and Debbie. A weekend away is so good for our people and refreshes both the participants and also the parents. All very good.”

- Our Baristas!

Having a captive market of parents with young children at Playgroup, we saw the perfect opportunity to provide job skills for young adults with disabilities through a series of 10 week barista training programs. Coffee Care commenced this year with a large interest. This program provided two hours of training each morning each week.

The skills gained from this program will increase each individual's confidence in dealing with customers, maintaining professionalism and more importantly increasing their self-esteem. We look forward to continuing the program in the future.

Where to from here?

After listening to our families we are continuing to develop our programs to meet particular needs where we can. We have been offering Sexual Health training for teenagers and are now extending this to our young adults. We will continue to develop this specialist expertise in house.

Fitness is also a big issue, especially as many of our clients get older and are not as attracted to the wonderful services run by Special Olympics. This year we will be offering an Aqua Masters program for our older group of clients to enhance health and fitness.

We are also looking to develop our adult programs from purely social support to increase skill based learning opportunities. Increasing our community networks will also build opportunities for more independence for this growing group of clients●

Carer Services

The theme for our Carer Groups for 2010 was Empowerment. The groups have evolved from mostly peer support activities to information gathering and up-skilling.

Following consultation with our carers we invited a variety of speakers on important issues such as legal, employment, housing and Centrelink. We also aimed to add some fun and joy to the groups with activities such as a drumming workshop at the centre. Apart from educational and information evenings we also had some low key evenings where we went for walks to Centennial Park, Sculptures by the Sea and for afternoon teas – the chance for the Carers to unwind and enjoy some of the joys of Sydney.

We also invited some of our Carers to address the groups on their experiences both emotionally and practically – emphasising what they can do themselves.

Carer Events

Magnolia Healing Centre hosted our Dementia Awareness Week event in September at which a culturally diverse range of memory loss clients and their Carers attended a music and dance morning (with audience participation) followed



by a delicious lunch, with a tai chi and exercise and nutrition seminar at the end. The focus was on health, fun and mental stimulation.

Our Carers Week in October was packed with events! Our East Enders memory loss group took a day trip to Berowra Waters for lunch, our two disability Carer groups had a wonderful High Tea at the Hughenden Hotel in Woollahra. The Chinese Carers group spent the day being pampered at Magnolia Healing Centre (complete with hilarious belly dancing and DIY facials). The group had a fabulous time and we look forward to offering more great activities in Carers Week this year.

Groups

We commenced our Men at Work group late last year which meets regularly to catch up over a trivia night or a meal at the Clovelly Hotel. This group is an outlet for the male carers to mix with other men to discuss the issues they specifically face in their role. The group is small but strong and new members (as with all our groups) are encouraged and always welcome.

ASPIRE Group (parents of children with autism) met at a Lebanese Restaurant for dinner and a spot of belly dancing – unfortunately none of the Carers could be enticed to join in but much clapping and encouragement was given!

Our Carers Plus group (Carers of children from 0 – 5) restarted in January. This consists of a dinner out once every 6 – 8 weeks where the Carers come with or without their partners and enjoy a delicious meal out and the chance to relax and network. These nights have been very well attended and we hope to continue this group as a permanent part of our programs.

A new community resource

HOLDSWORTH
Community Centre & Services

Waverley Council

**Are you a carer?
Looking for
information?**

**Holdsworth
Carer
Resources**

Holdsworth Carer Resources form part of Waverley Library's collection of informative books and audiovisual material for people who are caring for someone who is frail aged, has a disability or has memory loss.

Waverley Library
Denison St Bondi Junction

For more information on support for carers call Holdsworth Community Centre & Services on 9302 3600 or see www.holdsworth.org.au/s_carers.htm

Library Project

February saw us proudly launching *The Holdsworth Collection* – a collection of books and audiovisual material to be integrated into Waverley Library. These resources are specifically geared towards Carers and were bought on advice from our Carer Groups. With funding from SESIAHS and the enormous input and assistance from Waverley Library the evening was a great success with many of the attending Carers taking out the books there and then! We consider this an ongoing project and regularly, on advice from our Carers, update and buy new material to keep the choices current, informative and interesting●

Holdsworth Care Fund

No matter how much public funding we receive it would never be enough to provide carers and their families with all the added little things they need, when and where they need them to maintain their incredibly demanding and expensive roles as mostly full-time carers. We are immensely indebted to all the patrons of our fundraising activities and our regular donors.

Our main event this year was a cocktail party at Woollahra Council. By accessing the fund we have been able to arrange emergency respite care, provide a number of week-end escapes, pay for unexpected expenses such as a washing machine or a new car door, and can say we have made a difference in carers' lives when they had just about given up hope. This is the stuff of community●



Older people in our community

For the last three years our programs for seniors have exploded, with more demand all the time. From delivering 12,600 hours of programs to 117 clients in 2008, we grew to 19,000 hours for 230 clients in 2009 and this year a further increase to 31,500 hours to 324 clients.

Looking back over the past three years, there has been a dedicated effort to improve services. Our numbers have more than doubled in both clients and new programs.

Some of the changes and improvements over the past three years include:

“Being a member of Holdsworth has enhanced my social life at Goodwin [Village] more than I could have imagined. We are taken to such interesting places that I, at this stage of my life, would otherwise not get to see and enjoy. And everything is so well arranged, including our transport, door-to-door. We are looked after very well with such great care and attention.”

- **Weekly Bus Outings**

After listening to our clients we re-focused our Tuesday and Wednesday bus outings, adding a third Thursday outing in 2009. Programs are built around the cultural and social interests of clients and are graded around client mobility and affordability. We take as many clients, staff and volunteers on each trip as there are seats on our larger buses and have regular waiting lists for each program.

- **Saturday Fever**

Introduced in late 2007, this program offers clients a night out on the town, a fine dining experience, sometimes including a show, on a Saturday evening. It has been a resounding success allowing clients to socialise and see Sydney by night. This program has met a very real need in our community. These clients have a new found independence and express great satisfaction and joy at being involved in our program.

- **Discovery Tours**

Each month we run a longer bus trip for more mobile seniors. We are always researching new and different destinations and experiences to delight our clients. This is always popular and always has a waiting list. This program is now facilitated by two of our long-term volunteers.

“Your program has made a huge difference in George’s life – he looks forward to Fridays so much. When he returns home he tells me all about the day and how helpful and friendly the staff has been.”

- **Movie Matinee**

One of our most popular programs is our fortnightly Movie Matinee, hosted by another long-term volunteer. Usually about 15 seniors turn up to our golden oldies' screenings, but at least once a quarter we double these numbers with a "Red Carpet" showing with a special movie theme. Staff and clients dress up in character, with popcorn, and ushers to greet our clients.

In April Tara Morice, the star of *Strictly Ballroom*, was our special guest and showed her documentary *My Biggest Fan* and then *Strictly Ballroom* with an illuminating talk from Tara in between.

Tara was wonderful and it was fascinating to hear her speak about her visit to the retirement 'village' in Coconut Grove, Florida and about her 'Biggest Fan' Mildred Levine. Mildred wrote to us to thank us for showing the documentary and film clips, also for welcoming her friend Tara to our centre. Mildred who runs 'Mildred's Golden Moments' from various Hollywood Broadway Musicals at her retirement village is now supplying our Music Appreciation Club with her recordings.

- **Yoga and Healthy Ageing Initiatives**

Now in its second year, our volunteer led seniors' yoga program is in great demand, especially with our older men, which is wonderful to see.

- **Music Appreciation Club**

The Club was introduced as a direct result of client interest and feedback. We engage guest presenters/performers to come along to Holdsworth or we attend off-site concerts. Clients can also bring their own music to share with the group and discuss.

- **Individual Shopping Service**

With increased funding we now provide a shopping service for house-bound seniors with 17 current clients. Again, volunteers make this service possible.

- **Four Seasons Newsletter**

It's always dangerous to advertise community services, but we couldn't help introducing the Four Seasons seniors newsletter which has clearly driven up demand over the last two years. The document is shared amongst friends and creates interest and enquiries from the general community.

- **Low Vision Friendship Group**

Once again in response to clients' feedback we were able to introduce another volunteer led monthly program for people with vision impairment to meet socially at various locations in the Eastern suburbs. This group is particularly socially isolated, but through

"Holdsworth has been wonderful for me because I know that Ben is being looked after whilst I am at work. His lunch and medication is supervised and I have peace of mind that he is in good care. I am very grateful to Holdsworth."

social interaction and discussion of common issues we are hoping to foster lasting friendships and inform clients about services available to them through Vision Australia and other organisations.

- **Ascham Book Project – ‘Stories of our lives’**

At the beginning of next year we hope to publish the stories of over twenty of our clients in Seniors Week 2011. A group of Ascham School girls have been interviewing, transcribing and collating client stories. This has been a wonderful inter-generational project and is a credit to the school and its teachers.

The year ahead will see our Seniors programs increase dramatically as we take up our new HACC funding to operate centre-based day care programs right across south-east Sydney. We will continue to apply our Holdsworth model of person-centred planning to all our new services●



On the move with Community Transport

Having our own Community Transport makes the delivery of many of our other services so much easier and builds trust in our community as we continue to pride ourselves on the reliability, courtesy and punctuality of our drivers. The number of people in the community with mobility issues unable to access public transport increases year by year.

- **Fleet**

The fleet was increased at the beginning of the year with the purchase of a nine-seater Mercedes Vito, in addition to our existing three cars and five buses. Our Board decided to delay the replacement of our two oldest buses this year, planning to trade in our buses after six instead of five years, even though the vehicles are fully depreciated after five years, thus giving us a financial benefit in the sixth year of operation.

- **Funding**

The service is mostly funded by Transport NSW and Woollahra Council, with a contribution from SESIAHS for medically-related individual transport. Our recurrent funding for much needed “social-access” transport was increased by \$45,000 per annum from November 2009, following our shuttle-bus trial over the previous two quarters. While the trial had inconclusive results in terms of demand for particular routes, destinations or timetable, it was clear that there is definitely a need amongst people with poor mobility for accessible, user-friendly transport for purposes other than medically-related transport. Holdsworth now has the flexibility to deliver transport services by car, people mover, small or large bus, depending upon demand.

In the year ahead Transport will play a pivotal role as we expand our centre-based day care programs and will need to purchase an additional vehicle and hire more staff to meet the demands of these new programs.

- **Growth**

Individual Transport accounted for most of our growth last year, with individual trips up 18% on the previous year to 9,265 for the year – that’s about 185 bookings each week which requires considerable administrative support in addition to the driving hours. On many days all of our cars are in use full-time and there is demand to expand this part of the fleet next year. After a big increase the previous year as a result of the expansion of our seniors’ programs, our bus trips only increased marginally last year to 17,826 people transported, which is the equivalent of about 20 bus trips per week.

- **Shopping buses**

This service remains very popular and necessary for many seniors, with an average of ten clients on each of our four weekly services.

- **Working with other Holdsworth programs**

Community Transport has continued to work closely with both Disability and Aged Services in providing individual and group transport. Our drivers are fully trained to work as part of the support team as well as their driving role, giving us great flexibility in staffing programs.

- **Community use of the fleet**

As the only Community bus provider in the Woollahra LGA, our service provides buses on a cost recovery basis to other community service organisations or at a small operating profit to other organisations in our area. We operate on the principle that if a vehicle is not needed for one of our own programs then it is more efficient to provide that excess capacity to other organisations. With careful management of rostering and bookings we have been able to build up this side of our operations in the last year in order to fund some of the growth in our individual transport services.

Other groups who have used our buses include Moran at Little Bay Aged Facility, Probus clubs, Woollahra Preschool, Jewish Emanuel Kindergarten, Emanuel Preschool, Miroma, Goodwin Village, Greek Welfare Centre, Jewish Care, National Trust (Lindesay) and schools: Double Bay Primary, Glenmore Road Primary, Ascham and Rainbow Street Public School. We also provide buses for the use of Woollahra Council for worksite inspections and for induction process of newly recruited workers. Many of these bookings are very regular, and in the case of Ascham, we provide a daily bus run during term time before and after our regular seniors use of the buses •



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, with a gradual transfer of employees between the two entities, so the 2009 figures for HFS represent only six months' operations and therefore an annual comparison is not meaningful.

The Centre was fully staffed during the year with all programs and services operating close to or at capacity. For Holdsworth, revenue for the year was up 8% from \$2.25m to \$2.43m, and expenses increased by 10.5% from \$2.24m to \$2.48m, resulting in a deficit for the year of \$41,970 (compared to a surplus for the previous year of \$11,573).

The net surplus of \$10,925 from our fundraising activities for the year has been preserved by increasing our Care Fund Reserve. Our other reserves remain at the same level as the previous year.

Because Holdsworth pays wages on a fortnightly basis, once every few years we need to account for one extra wage period. The deficit in this financial year is a direct result of this timing difference. Income for the year was also lower than originally budgeted as a result of a Board decision not to trade in two of our five-year-old buses. This will lead to an operational savings in the new year. Another significant item is the receipt of a large payment from ADHC (included in 'other liabilities') which is to be used for programs in the new year.

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

Sally Highducheck
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 2010. 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.

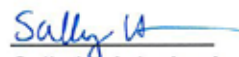
The full audited financial reports and auditor's reports for both Holdsworth and HFS are available for download from our website www.holdsworth.org.au and printed copies are available on request from the Centre.



Claire Wivell Plater
Chair
Holdsworth



Roanne McGinley Knox
Chair
HFS



Sally Highducheck
Treasurer

Holdsworth St Community Centre Woollahra Inc ABN 50 949 197 281

Income statement for the year ended 30 June 2010

	2010	2009
Revenue		
Government grants	\$1,976,522	\$1,777,140
Fees and subscriptions	232,119	251,332
Income from operations	152,760	162,198
Donations	75,189	64,133
Service fee from HFS	41,098	31,659
Total	<u>2,436,590</u>	<u>2,254,803</u>
Expenses		
Employment costs	1,927,473	1,670,058
Administration & operating expenses	215,066	249,875
Program activities & resources	168,154	127,718
Depreciation	158,215	150,717
Accounting & audit fees	40,971	50,234
Total	<u>2,478,560</u>	<u>2,243,230</u>
Surplus/(Deficit)	<u>(41,970)</u>	<u>11,573</u>

Holdsworth St Community Centre Woollahra Inc ABN 50 949 197 281

Cash flow statement for the year ended 30 June 2010

	2010	2009
Cash from operating activities		
Receipts from customers, grants & other income	\$2,404,007	\$2,207,847
Payments to suppliers & employees	(2,233,791)	(2,187,942)
Interest received	30,569	52,327
Net cash provided by (used in) operating activities	<u>200,785</u>	<u>72,232</u>
Cash flows from investing activities		
Proceeds from the sale of plant & equipment	25,155	10,909
Acquisition of property, plant & equipment	(50,356)	(165,713)
Net cash provided by (used in) investing activities	<u>(25,201)</u>	<u>(154,804)</u>
Net increase (decrease) in cash held	175,584	(82,572)
Cash at beginning of financial year	<u>712,578</u>	<u>795,150</u>
Cash at end of financial year	<u>888,162</u>	<u>712,578</u>

Statement of Financial Position as at 30 June 2010

	2010	2009
ASSETS		
Current assets		
Cash & cash equivalents	\$ 888,161	\$ 712,577
Trade & other receivables	220,278	225,175
Other assets	21,246	(670)
Total current assets	<u>1,129,685</u>	<u>937,082</u>
Non-current assets		
Property, plant & equipment	286,739	417,740
Total non-current assets	<u>286,739</u>	<u>417,740</u>
TOTAL ASSETS	<u>1,416,424</u>	<u>1,354,822</u>
LIABILITIES		
Current liabilities		
Trade & other payables	224,256	347,223
Short-term provisions	109,080	94,644
Other liabilities	434,103	222,000
TOTAL LIABILITIES	<u>767,439</u>	<u>663,867</u>
NET ASSETS	<u>648,985</u>	<u>690,955</u>
EQUITY		
Reserves	627,733	616,808
Retained earnings	21,253	74,148
TOTAL EQUITY	<u>648,986</u>	<u>690,956</u>

Holdsworth St Community Centre Woollahra Inc ABN 50 949 197 281

Statement of changes in equity for the year ended 30 June 2010

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

2009	Retained Surplus	Holdsworth Care Fund Reserve	General Reserve	Asset Replacement Reserve	Total
Balance at 1 July 2008	\$79,380	-	170,000	430,000	679,380
Surplus/(Deficit)	11,576	-	-	-	11,576
Transfers to/from reserves					
-care fund reserve	(41,809)	41,809			
-general reserve	25,000	-	(25,000)	-	-
Balance at 30 June 2009	74,147	41,809	145,000	430,000	690,956

Holdsworth Family Services Inc

ABN 30 326 902 708

Income statement for the year ended 30 June 2010

	2010	2009
Revenue		
Government grants	\$ 38,536	\$ 14,045
Fees and subscriptions	61,571	27,849
Total	100,107	41,894
Expenses		
Employment costs	58,772	4,577
Service fee paid to Holdsworth	41,098	31,659
Other expenses	237	5,658
Total	100,107	41,894
Surplus/(Deficit)	-	-

Cash flow statement for the year ended 30 June 2010

	2010	2009
Cash from operating activities		
Receipts from customers, grants & other income	\$ 94,645	\$ 41,895
Payments to suppliers & employees	<u>(103,883)</u>	<u>(29,499)</u>
Net cash provided by (used in) operating activities	<u>(9,238)</u>	<u>12,396</u>
Net increase (decrease) in cash held	(9,238)	12,396
Cash at beginning of financial year	<u>12,396</u>	<u>-</u>
Cash at end of financial year	<u>3,158</u>	<u>12,396</u>

Statement of Financial Position as at 30 June 2010

	2010	2009
ASSETS		
Current assets		
Cash & cash equivalents	\$ 3,158	\$ 12,396
Trade & other receivables	<u>5,462</u>	<u>-</u>
Total current assets	<u>8,620</u>	<u>12,396</u>
TOTAL ASSETS	<u>8,620</u>	<u>12,396</u>
LIABILITIES		
Current liabilities		
Trade & other payables	6,152	12,396
Provisions	1,703	-
Other liabilities	<u>765</u>	<u>-</u>
TOTAL LIABILITIES	<u>8,620</u>	<u>12,396</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 Human Services; and Transport NSW
- Woollahra Municipal Council
- Community Services, Department of Human Services
- NSW Health Department

Community Partners:-

Westfield has continued its commitment to children living with disabilities and this year has significantly increased its financial support to 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.

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. This year these included:-

Aeria Country Floors	De Lorenzo	Queen St Pharmacy
Anthology	The DVD Gallery	Randwick Council
Aquabumps	Elixir Health Clinic	Reads of Woollahra
Arthur Murray Studios	Gold's Gym	SBS
Lachlan Astle Hair	The Hughenden Hotel	Sherman Contemporary Art
Atlantis Hair	HWL Ebsworth Lawyers	Foundation
Australian Chamber	Italex	Specialty Castles
Orchestra	Jersey Road Veterinary	Sydney Philharmonia Choirs
The Bay Tree	Surgeons	Sydney Theatre Company
Sally Beresford Antiques	Jo Malone	Taronga Western Plains Zoo
B.Firm	Kickfit Personal Training	Waverley Council
Bistro Moncur	Kids First Aid	Roslyn Weiley
Bridge Climb Sydney	Kidstuff	
Buzy Bakehouse	LatinCardio	(with apologies to anyone
Victor Churchill	Lesley McKay's Bookshop	we may have inadvertently
Ciao Bella	No Fear Fitness	omitted.)
Jules Collins Jewellery	Parterre	
Cooking by Design	Pilates Physique	



www.holdsworth.org.au