

holdsworth

Annual Report

2024–2025



Acknowledgement of Country
Holdsworth acknowledges the Traditional Custodians of the lands on which we live and work.

We pay our respects to their Elders past, present and emerging.

About this report
This Annual Report and the Financial Statements have been produced as two separate documents which should be read together to give a full picture of Holdsworth's achievements and performance throughout the 2024-2025 financial year. Holdsworth Community Ltd has been endorsed by the Australian Taxation Office as a tax-deductible gift recipient for charity tax concessions.
ABN: 50 949 197 281 CFN: 20428

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About Holdsworth

Holdsworth is a not-for-profit organisation that has supported the wellbeing, independence and connection of individuals and families in Sydney's Eastern Suburbs for over 85 years.

Founded in 1940 as a neighbourhood centre in Woollahra, Holdsworth has grown into a trusted and inclusive community organisation, providing services across aged care, family support and community connection programs. At the heart of our work is a deep commitment to creating opportunities for people of all ages and backgrounds to feel supported, respected and part of their local community.

We support older people to live independently and stay socially connected, we welcome families and children to inclusive playgroups and parenting programs, and we offer meaningful opportunities for volunteers and community members to give back.

Our work is made possible by passionate and skilled team members and volunteers who bring our values of openness, kindness, independence and trust to life every day. Their dedication, compassion and creativity are what make Holdsworth such a trusted and vibrant part of the community.

With strong roots in our local area and long-standing partnerships with organisations such as Woollahra Municipal Council, Holdsworth continues to evolve in response to community needs, always placing people at the centre of everything we do.



Purpose, mission, values

Our purpose

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

Our community

We provide support across our community throughout Sydney, in particular it's Eastern Suburbs:

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

Our mission

To support people in our community and encourage social connection to create independent and fulfilling lives.

Our values in action in FY2024-2025



Independence

"Navigate My Aged Care" sessions equipped older community members with the skills and confidence to access the support they need.



Trust

Families continued to rely on Holdsworth for consistent, respectful care and community connection.



Kindness

Volunteers gave countless hours offering practical help and companionship to clients.



Openness

Welcomed feedback through our Consumer Advisory Body, shaping programs to meet real community needs.

By living our purpose, mission, and values every day, we move closer to a future where every person has the support, opportunities and connections they need to thrive.

Message from the Chair





As Co-Chairs of the Holdsworth Board, it is our great pleasure to present the Annual Report for the 2024-2025 financial year.

This year, Holdsworth continued to evolve and grow in response to the changing needs of our community. We have seen innovation and resilience across all areas of the organisation, from our playgroups and family services to aged care programs and volunteer-led initiatives. At the heart of it all remains a deep commitment to inclusion, kindness and genuine connection.

We are proud of the way the Holdsworth team has navigated aged care sector reform, particularly in preparing for the introduction of the Support at Home program from 1 November 2025, while continuing to provide outstanding support for individuals and families across all of our programs. The continued delivery of high-quality programs, such as the Holdsworth Playgroup, Wellbeing classes, and My Aged Care navigation support, demonstrates the organisation's ability to deliver responsive, person-centred services.

Our heartfelt thanks go to our dedicated CEO, team members and volunteers who bring Holdsworth's values to life each day. We also acknowledge the continued support of our partners, including Woollahra Municipal Council, and our many donors and community members whose trust and generosity make our work possible.

As we look ahead, the Board remains focused on ensuring Holdsworth continues to thrive, guided by good governance, strong community partnerships and a deep belief in the power of connection.

Warm regards,

Andy Hobbs & Sue Adamczuk
Co-Chairs of the Board
Holdsworth

Message from the CEO



It is a great privilege to have joined Holdsworth as CEO in January 2025. In my first six months, I have been continually inspired by the dedication, warmth and purpose that define this remarkable organisation.

Before I stepped into the role, Holdsworth was in the capable hands of Lyn Ainsworth, who served as Interim CEO. I would like to extend my sincere thanks to Lyn for her steady leadership and thoughtful stewardship during a time of transition.

The 2024-2025 financial year has been one of continued impact, connection and resilience. Across our family services, aged care supports, and community programs, Holdsworth has continued to respond to the needs of our clients with compassion and flexibility, particularly as we prepare for the transition to the aged care Support at Home program commencing on 1 November 2025.

We've seen strong engagement across our playgroups, deeper collaboration with local government and partners, and incredible dedication from our volunteers and team members. We continue to respond to feedback from the community and our clients on ways we can improve and enhance our programs and services.

I'd like to acknowledge our volunteer Board of Directors for their ongoing support and commitment, as well as our partners, including Woollahra Municipal Council, whose shared vision and collaboration allow us to deliver meaningful outcomes to the community. Above all, I thank the Holdsworth team for the warm welcome and for the vital work you do every day.

Thank you to our supporters and donors, we could not do this work without you. Your support has enabled us to continue to deliver for the community, in ways such as purchasing a new wheelchair capable vehicle to provide community transport for people living with a disability.

Together, we will continue to build on Holdsworth's long standing legacy of trust, inclusion and care, ensuring we remain a strong and responsive presence in the lives of the people we serve.

Warm regards,

Craig Rutherford
Chief Executive Officer
Holdsworth

A letter from Woollahra Municipal Council

Woollahra Municipal Council

Council Ref: Holdsworth – Woollahra Council Partnership Report FY 2024/25
Your Ref:
27 August 2025

Holdsworth – Woollahra Council Partnership Report FY 2024/25

The past year has seen many achievements as a result of Council's partnership with Holdsworth Community. The 2024/25 funding agreement has supported five key programs:

1. **Navigating My Aged Care:** Supporting residents with information about the Commonwealth Aged Care system. This service has been an opportunity for people to have conversations about their individual needs as well as support to access funding. A valuable outcome was reducing anxiety and confusion, and de-mystifying the application process, with person centred support.

2. **Wellness Hub:** Enabling older residents to remain living at home while they await federally funded aged care services. Access to clinical, allied health and nutritionist assessments and referrals ensured people did not fall through the cracks at such a vulnerable time.

3. **Woollahra Dementia Alliance:** Enhancing opportunities for professionals and people with a lived experience of dementia to contribute to a dementia friendly community. Information sessions held across the LGA received wonderful feedback.

4. **Family Services Playgroup:** Providing information to support the parenting journey and structured play at two locations (Holdsworth St and Rose Bay Cottage) which consistently achieved high attendance numbers of local families.

5. **Woollahra Connect:** Providing individual and group social connections. The program made a valuable contribution to reducing social isolation for older residents.

Woollahra Council and Holdsworth staff have also collaborated over the past 6 months on the development of a new funding agreement for the 2025-2028 period, resulting in a refreshed program of services and opportunities for our local community. The partnership has continued to evolve to respond to community needs and changes in the aged care sector. The new three-year agreement was endorsed by Council on 23 June 2025 and will see the following programs implemented:

1. **Woollahra Connect:** an extension of the 'Navigating My Aged Care Program' will support residents to access aged care services as well as other local programs and resources that will enhance quality of life.
2. **Woollahra Playgroup Program:** will continue this popular program that provides a safe, inclusive and engaging environment for families with young children.
3. **Woollahra Life:** will deliver vibrant, social, creative, engaging and wellness focussed activities for adult residents.
4. **Dementia Friendly Woollahra:** a new name for the 'Woollahra Dementia Alliance' will continue the work toward a dementia friendly community.

I would like to thank all the dedicated team at Holdsworth Community, including staff, volunteers and the Board for your dedication to responding to the needs of the Woollahra community. Holdsworth Community continues as a leading organisation of support in our area and is held in high esteem by the community. I look forward to the continued partnership next year and the renewed suite of programs and impactful outcomes.

Yours sincerely



Cr Sarah Dixson
Mayor of Woollahra

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We acknowledge the Gadigal and Birrabirragal people who are the custodians of this land and we pay our respect to Elders past, present and emerging.

Highlights from the year



July 2024
Our much loved Christmas in July event at Gaden was buzzing with Yuki Jazz.



August 2024
We held our Consumer Advisory Body meeting, seeking feedback from our clients and community to improve our services.



September 2024
We built on our partnership with Woollahra Council with dementia information sessions and community programs.



October 2024
We relaunched the Holdsworth Choir with great success; now held regularly at Holdsworth Street.



November 2024
Family Fun Day was back and bigger than ever with over 100 families attending, including our special visitor, Santa!



December 2024
Our Christmas Appeal launched & we held our annual Christmas Lunch at Gaden.



January 2025
The start of a new calendar year, with exciting plans underway.



February 2025
We welcomed Playgroup back for another term, and began plans to launch more days at Rose Bay Cottage.



March 2025
We held another successful week celebrating Seniors Festival 2025, including a Great Gatsby themed lunch.



April 2025
Our Toy Drive campaign was launched for Playgroup. We held our Quality Care Advisory Body to improve our care across all services.



May 2025
Our 2025 Tax Appeal launched, focusing on raising funds for Gaden Community Centre.



June 2025
We hosted a Promoting Brain Health and Healthy Ageing Event at Woollahra Library with over 25 attendees.

Our impact

5,861
families supported throughout our Playgroup programs

79%
of Playgroup families live in Woollahra LGA

1,005
families supported through Bub Hub

360
hours of early care advice provided to parents from a Registered Nurse through our Bub Hub program

717
hours of Playgroup

3
intergenerational events connecting seniors and children



One Bug Man visit that delighted over 30 children at our Playgroup

380+
people attended events and workshops run in partnership with Woollahra Council

454
people attended "Navigate My Aged Care" information sessions

170+
people engaged in dementia-friendly programs and awareness activities through the Woollahra Dementia Alliance

317
older people supported to live at home through Home Care Packages

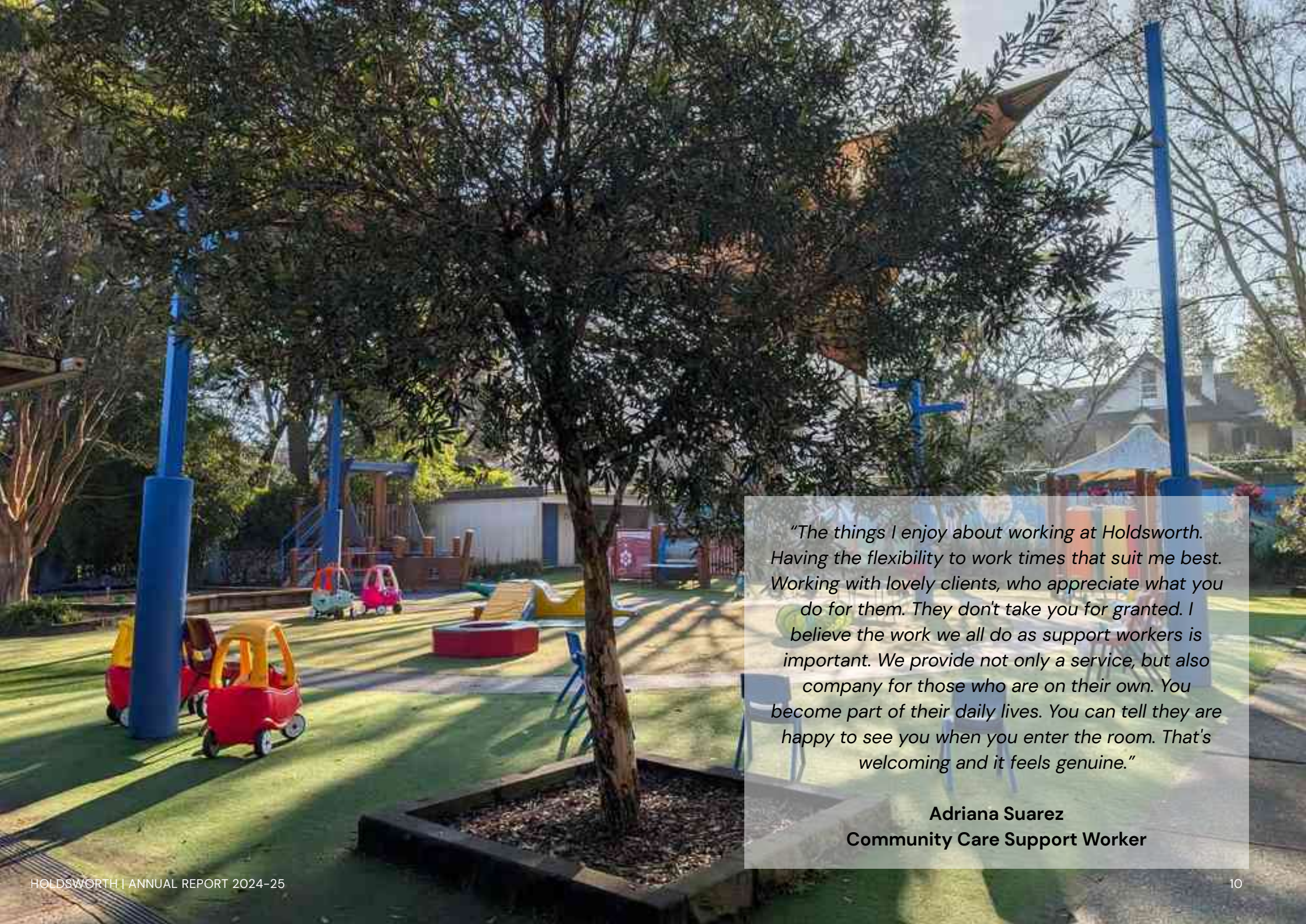
326
Commonwealth Home Support Program (CHSP) clients supported

16,579
community transport trips provided across the Eastern Suburbs

14,551
meals delivered to older people at home

318
community group sessions delivered

53
volunteers contributed their time, skills and kindness



"The things I enjoy about working at Holdsworth. Having the flexibility to work times that suit me best. Working with lovely clients, who appreciate what you do for them. They don't take you for granted. I believe the work we all do as support workers is important. We provide not only a service, but also company for those who are on their own. You become part of their daily lives. You can tell they are happy to see you when you enter the room. That's welcoming and it feels genuine."

Adriana Suarez
Community Care Support Worker

Programs & Services

Aged Care at Home
This year we launched Aged Care at Home, a new name that better describes what we've always done: supporting older people to live independently in their own homes. This rebrand reflects our comprehensive approach to aged care, from personal nursing care to social programs.

Our services continued to expand across both the Commonwealth Home Support Program and Home Care Packages, with significant growth in direct support hours and community connections. As an Approved Provider under the Aged Care Act, we deliver high-quality care through government funded programs while also offering private home care services for immediate support without lengthy approval processes.

Every service is delivered with empathy, dignity and respect, demonstrating our commitment to supporting older people to age at home with confidence and connection to their community.

Our Aged Care at Home Services

- Home Care Packages (HCP)
  - Nursing & personal care
  - Home modifications
  - In-home care
- Commonwealth Home Support Program (CHSP)
  - Community transport & meals
  - Social activities
  - Wellbeing & exercise classes



244
active Home Care Packages as of 30 June 2025



36,321
hours of direct Home Care Package support



143
people were supported through groups in partnership with Woollahra Council



454
older adults supported to navigate My Aged Care system



125
hours invested in 1:1 sessions to support older adults to navigate My Aged Care system



16,579
community transport trips



6
Wellbeing groups across 3 locations



60
people attended Wellbeing classes on average per week



600
hours of Wellbeing groups



1,152
hours of Fab Friday's, a dementia-specific social group

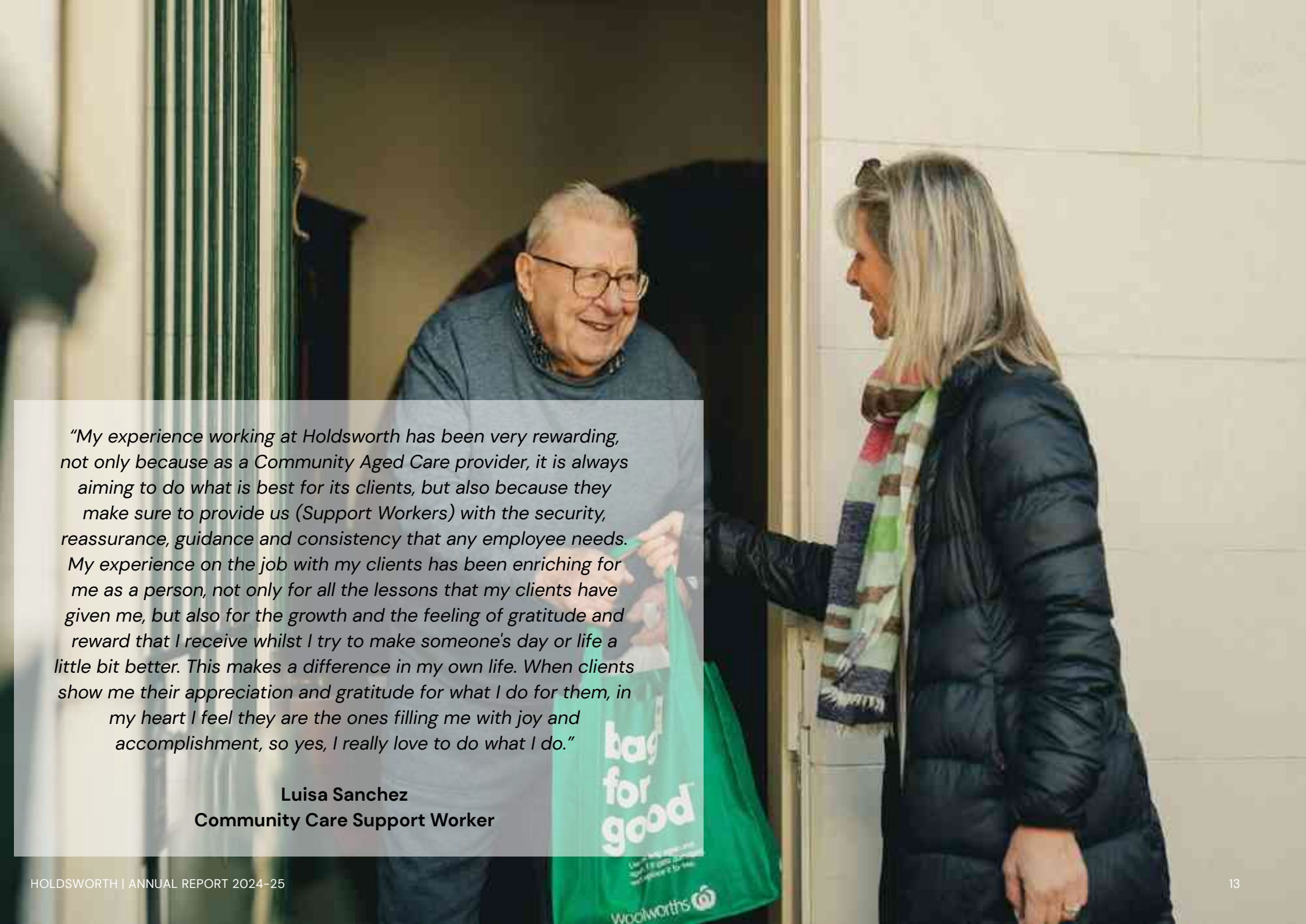
Programs & Services

Disability support
In FY2024–2025, Holdsworth concluded its role as a registered NDIS provider. This decision reflected the evolving landscape of disability services which is another area undergoing significant reform. We had continued to experience a declining need for our services and supported participants to transition to other NDIS providers.

While we no longer deliver NDIS-funded programs, we remain committed to supporting people living with a disability through other areas of our work. This includes access to social groups, community transport, employment and a range of inclusive programs designed to promote connection, independence and wellbeing.

We thank our past NDIS participants and their families for their trust in Holdsworth over the years and look forward to continuing to welcome people of all abilities in our broader programs.





"My experience working at Holdsworth has been very rewarding, not only because as a Community Aged Care provider, it is always aiming to do what is best for its clients, but also because they make sure to provide us (Support Workers) with the security, reassurance, guidance and consistency that any employee needs. My experience on the job with my clients has been enriching for me as a person, not only for all the lessons that my clients have given me, but also for the growth and the feeling of gratitude and reward that I receive whilst I try to make someone's day or life a little bit better. This makes a difference in my own life. When clients show me their appreciation and gratitude for what I do for them, in my heart I feel they are the ones filling me with joy and accomplishment, so yes, I really love to do what I do."

Luisa Sanchez
Community Care Support Worker

Partnerships & Collaborations

Proudly supported by Woollahra Council

Our long-time collaboration with Woollahra Council shows how organisations can create real, lasting impact by working toward the same goals. This year, our collaboration continued to build programs that connect people of all ages and provide support where it's needed most.

This partnership is about more than just delivering services - it's about sharing a vision for community care. Together, we help adults navigate aged care, create supportive networks for people living with dementia and offer welcoming spaces for families to come together. Our joint efforts meet a wide range of community needs, making Woollahra a stronger, more connected place for everyone.

These partnerships make a real difference because they let us reach more people and offer better support. When we work together, we can create programs that help residents feel connected to their community and get the help they need when they need it.

Navigating My Aged Care

The aged care system can feel overwhelming, especially when you're trying to figure out what help is available. This year our Navigating My Aged Care sessions helped older adults and their families understand their options. We ran one-on-one meetings and small group sessions where people could ask questions and get clear answers about eligibility, services and next steps. This support helped participants feel more confident about accessing the care they need.

454
older adults supported to navigate My Aged Care

125
hours invested in 1:1 sessions to support older adults to navigate My Aged Care



Partnerships & Collaborations

Proudly supported by Woollahra Council

Woollahra Connect

Connect helped older residents stay social and active through group activities like Chair Yoga, Tai Chi, craft sessions and chat groups. We know how important it is to have regular social contact, so we focused on creating friendly spaces where people could meet others and try new activities. These sessions helped participants make new friends, stay physically active and feel more connected to their community.

143 people supported through Connect groups

39 one-on-one support sessions provided

11 Men's Chat Group sessions

The Woollahra Dementia Alliance

The Woollahra Dementia Alliance is a local initiative to build an informed, compassionate and inclusive community for people living with dementia and their carers.

The initiative is a collaboration between residents, local businesses, and community groups to learn more about dementia and break down barriers.

Our regular meetings gave members a place to share experiences, find resources and connect with others with similar experiences. This meant that people living with dementia and their carers felt less alone and more supported in their own community.



Partnerships & Collaborations

Proudly supported by Woollahra Council

The Wellness Hub

The Wellness Hub helped older adults in Woollahra while they waited for a Home Care Package or higher-level Home Care Package, with practical support like health assessments, dietitian advice and physiotherapy.

The 12-week program included falls prevention exercises and community connections to help people stay safe and independent. Our goal was simple: help people continue living in their own homes rather than moving into residential care or ending up in hospital while they waited for their Home Care Package to start.

156 older Woollahra residents were supported

65 participants from Culturally and Linguistically Diverse (CALD) backgrounds were supported

125 women and **31** men participated in the Wellness Hub



Family Services

Family Services offered a welcoming place for families to come together, play and learn. Our playgroups, special activities, and events like Family Fun Day gave children and parents chances to connect with other families. We offered structured play activities, parenting tips, and a friendly space where parents could chat and share experiences. This helped families build friendships and feel more connected to their community.

- Monday – Friday: Play-based learning in our safe playground.

5,861
families attended playgroups across two locations

119
families attended our Family Fun Day in November 2024

20
special sessions hosted featuring activities such as the Bug Show, parental information sessions and musical exploration sessions

Client Story: Celebrating 100 years

Born in 1925, when the world was recovering from a world war and experiencing significant social and technological changes, Francis (Harding) Burns' life has been an amazing adventure.

Harding welcomed us warmly to his home earlier this year, where he lives independently. His living room is adorned with paintings of landscapes, and wedding photos and birthday cards are arrayed throughout his dining room, each showing the love and admiration he has earned over the years. As we settled in and our conversation began, Harding eagerly shared stories of his life and roots. Harding spoke of his family's rich history, meticulously documented in two large memoirs that sit on his table. These books chronicle the journeys and contributions of his ancestors, who arrived in Australia in the 1840s and played a significant role in shaping the nation's infrastructure. With permission from Harding, Ethan looked through the index and found Harding's entry.

Francis founded and established a detox unit called Basement 82 at the Prince Alfred Hospital and also set up the Halfway House at Eagan Street in Newtown. His innovative approach included introducing new medications like Naltrexone and Buprenorphine to Australia, which have since helped countless people on their road to recovery. Harding was also a pioneer in the use of blood tests such as CDT, which can identify heavy drinking over the past three weeks, and EPG, a urine test that can detect alcohol consumption within the last three days. These tests were instrumental in the management and treatment of alcoholism in Australia.

But Harding's life isn't just about his incredible career. He has also been a loving husband, father, grandfather and great-grandfather. Together with his wife Mary, he raised five wonderful children. His family has always been a source of joy and support, and their love has been a constant throughout his life.

When Harding stepped back from his career in 2002, he decided to take piano lessons, rekindling a passion first discovered during lessons from his mother in his childhood. His home echoes with the melodies he has played over the decades, and he has decided to donate his beloved piano to his wife's University College, hoping to inspire future generations with the same joy he has found in music.

Harding's stories painted a vivid picture of a life well-lived, filled with love, dedication, and a deep sense of community. His independent spirit and self-belief are a testament to his resilience and determination to live life on his own terms. As we listened to his tales and shared in his memories, it was clear that Harding's legacy will continue to inspire and uplift all who have had the privilege of knowing him.





"I've been working at Holdsworth for a little over three years now, first casually and now in a permanent part-time role. Over this period, the role has opened my eyes to how much responsibility and value the position brings in supporting our elderly community. I feel that our very presence has the ability to light up a person's life through the care we provide and often emotional support for people who may feel isolated, alone and in some circumstances abandoned by their own family. It is with pride and joy that I am in a fortunate position to be able to represent Holdsworth's core values supporting people in our community and encouraging social connection to create independent and fulfilling lives."

Peter Copas
Community Care Support Worker

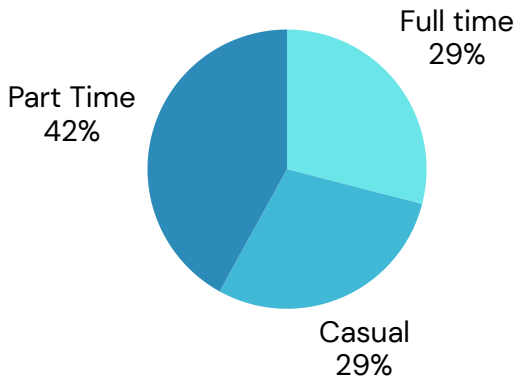
Our people

Our workforce

Employees

119

Total number of employees



Volunteers

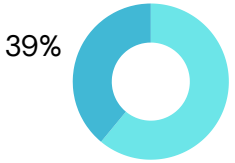
53 Total number of volunteers

Gender Diversity



68% female **27%** male **5%** unknown

Cultural Diversity



61% Over half of our team are bilingual

26 different languages spoken

12% of our staff can speak 3 languages or more

Employee Engagement

Retention

77% Retention rate

Length of service

3.6 years

Holdsworth's average length of service

28.3 Our longest serving employee has been with Holdsworth for 28 years



Education & Training

This year, Holdsworth continued to invest in the skills and knowledge of our team to ensure we deliver safe, high-quality and person-centred services. Staff participated in a mix of mandatory compliance training, specialised workshops in dementia care, cultural competency and mental health first aid, and opportunities for professional growth through conferences and guest speakers.

Our onboarding and induction program provided new staff with a strong understanding of Holdsworth's values, services, and systems, while ongoing leadership development supported emerging managers. By prioritising education and training, we equip our team to adapt to changing community needs and maintain excellence in care and connection.



"Driving for aged care has completely changed my perspective on life. My clients are a daily reminder of resilience and wisdom, and their stories have taught me to appreciate every moment. I feel incredibly lucky to be a small part of their lives, providing them with safe and comfortable transportation that allows them to maintain their independence and connections."

Phillip King
Wellbeing Team Leader and Community Driver

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Client Feedback & Satisfaction

Listening to the people we support is at the heart of how Holdsworth grows and improves. Over the past year, we continued to create meaningful opportunities for clients, carers and families to share their voices and shape the way we deliver services.

Consumer Advisory Body (CAB):
In August 2024, Holdsworth held the Consumer Advisory Body – a dedicated forum where clients and carers provide direct feedback on our programs and services. The CAB meets annually and has already influenced improvements in areas such as transport, communication, workforce skills and program content. This platform ensures that our clients are central to decisions about how we operate and evolve.

Quality Care Advisory Body (QCAB)
The Quality Consumer Advisory Body provides clients and community representatives with a forum to share experiences and feedback on Holdsworth's services. Meeting twice a year, the QCAB plays a key role in ensuring the voices of those we support guide service improvements, strengthen accountability, and shape how we deliver care and connection across our programs.

Surveys and Direct Feedback:
Across the year, we gathered feedback from clients and families through surveys, one-to-one conversations, and group discussions. Key themes included:

- High satisfaction with the **kindness, reliability and professionalism** of our staff and volunteers.
- **Valued programs** such as Playgroup, Home Care Packages, and Community Transport services, which clients described as "lifelines" for staying active, independent and socially connected.
- **Opportunities for improvement** in areas like communication tools, consistency of information, and scheduling systems.

Positive Outcomes:
Feedback highlighted that Holdsworth makes a tangible difference in people's lives — from parents finding a safe, welcoming space to connect at Playgroup, to older adults maintaining independence at home through our aged care services. Importantly, many clients shared that Holdsworth provides a sense of belonging and community that goes beyond service delivery.

By embedding feedback into our planning and service design, Holdsworth remains committed to ensuring that our programs not only meet needs, but also reflect the voices, hopes and experiences of the people we serve.

Financial overview

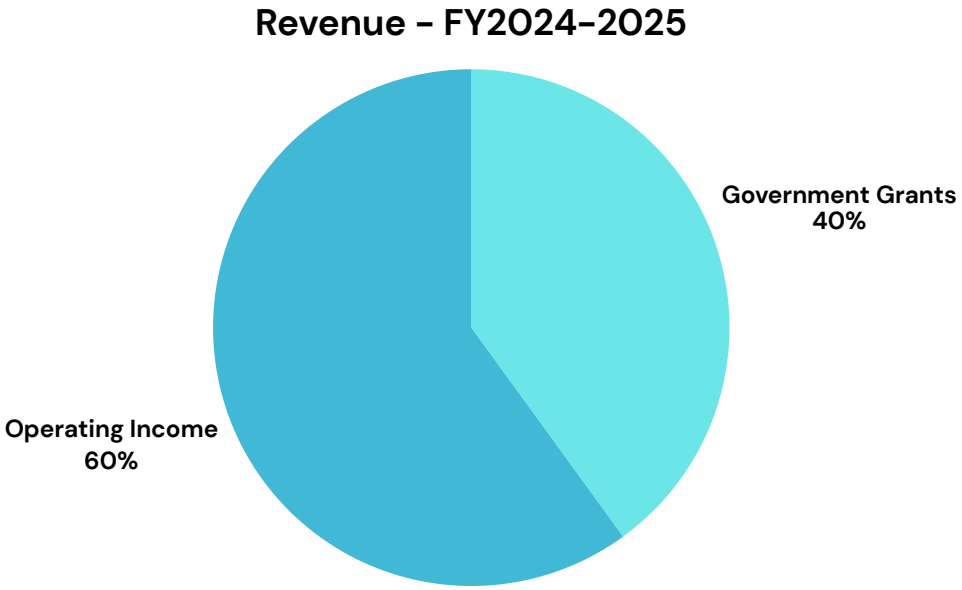
Holdsworth's total revenue for FY2024-2025 reached $10.369 million, supported by Home Care Package services, Community Transport, client fees and donations. Government grants remained a key component of funding, enabling the organisation to continue delivering high-quality care and support across its programs.

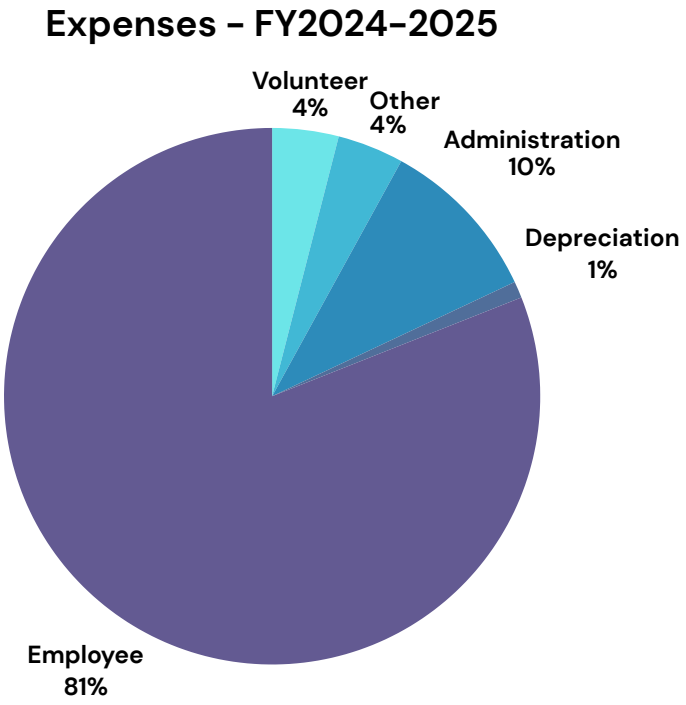
Expenditure for the year was $10.003 million, with the majority directed to employee benefits to deliver direct care and community services. Other costs included professional services, insurance, marketing, and fleet-related expenses, all of which supported ongoing service delivery and engagement with the community.

Net profit for the year was $365,805, reflecting careful financial management and efficient allocation of resources.

Throughout the year, several programs were adapted to align with shifts in funding and community needs. NDIS services were concluded.

Overall, FY2024 - 2025 reflects a year of stability and strong operational performance, with resources effectively managed to ensure services continue to meet community needs.





Year ahead

As we look to the year ahead, Holdsworth remains focused on creating opportunities for people of all ages to connect, grow and thrive within their community. Building on the strong foundations of the past year, we will continue to deliver services that reflect our values of openness, kindness, independence and trust, while also adapting to the changing needs of the people we support.

In FY2025–2026, our priorities will include:

Delivering high-quality aged care – with a focus on personalised support through Support at Home as well as Commonwealth Home Support Program services, while preparing clients and families for upcoming reforms in the aged care sector.

Strengthening community connection – through the launch of new group activities under the Woollahra Life! program, supporting people to stay active, engaged and socially connected.

Supporting families – by expanding our Family Services Playgroups and Bub Hub programs, offering more opportunities for parents, carers and children to learn, play and connect.

Championing dementia-friendly initiatives – by growing Dementia Friendly Woollahra partnerships with local businesses, community groups and residents, raising awareness and creating more inclusive spaces.

Investing in sustainability and innovation – exploring ways to strengthen our financial sustainability, improve our systems, and ensure we can continue to deliver services well into the future.

We know that the year ahead will bring both opportunities and challenges. By working in partnership with our community, volunteers, staff, and supporters, we are confident that Holdsworth will continue to be a place where people feel welcomed, supported and connected.

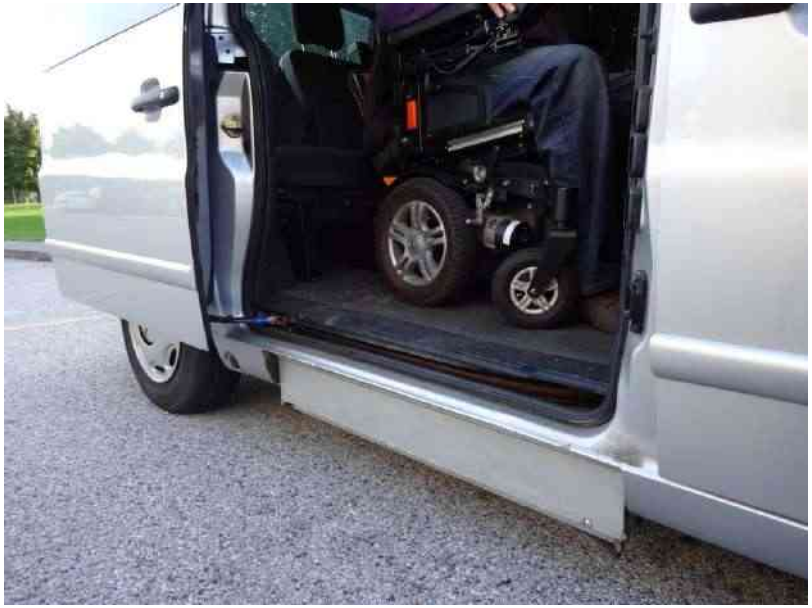


Acknowledgements

We are delighted to acknowledge the generosity of our clients and community members who contributed to our fundraising efforts for a wheelchair-accessible vehicle.

Thanks to your support, Holdsworth has been able to purchase a new vehicle fitted with wheelchair access, enhancing our ability to provide safe, comfortable and inclusive transport for all clients.

Your contributions have made a meaningful difference in the lives of those we support and we are sincerely grateful for your continued generosity.



We acknowledge the following partners and local businesses for their support throughout the year:

Woollahra Municipal Council
Randwick City Council – a sense of community
Waverley
Bayside Council – Serving Our Community
Australian Government – Department of Social Services
Australian Government – Department of Health
NSW Government – Transport for NSW
NSW Government – Communities & Justice
dementia australia
NSW Police Force
Art Gallery NSW
BIKEast
InterContinental Sydney Double Bay
coles
KENNARDS HIRE
Australian Meat Emporium
RITZ
the parlour room



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