holdsworth



Annual report

FY2025–26

Acknowledgement of country

Holdsworth acknowledges the Gadigal and Birrabirragal peoples of the Eora Nation as the Traditional Custodians of the land on which we live and work. We pay our respects to Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples in our community.

About this report

This Annual Report covers Holdsworth's programs, people and achievements for the financial year 1 July 2025 to 30 June 2026. Read alongside our separately published Financial Statements, it gives a complete picture of our work and our accountability to the community we serve.

Holdsworth Community Ltd is a registered charity with Deductible Gift Recipient (DGR) status.
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About Holdsworth

For more than 85 years, Holdsworth has been part of the fabric of Sydney's Eastern Suburbs. Founded in Woollahra in 1940, we have grown from a small neighbourhood initiative into one of the area's most trusted organisations. Holdsworth delivers aged care, family services and community programs that support older people, families, carers and individuals of all ages in living full, connected and independent lives.

Our long-standing partnership with Woollahra Municipal Council allows us to reach further into the community, open doors to new programs and connect more people to the support they need.

We are proud of the diversity of our team and volunteers, in background, culture, language, identity and experience, and of the way that diversity shapes how we listen, how we connect and how we care. Our team are professionally trained, committed to continuous learning and to delivering the best possible care and support to the people they serve.



Purpose, mission, values & community

Our purpose

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

Our mission

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

Our community

- Older people who need support to stay living at home, or build connections in their communities, and their carers
- Families with young children
- Community members looking to participate, belong and connect with local programs, groups and services

Our Values

- Openness
- Kindness
- Independence
- Trust





Message from the Co-Chairs

On behalf of the Board of Directors, it is our privilege, in our first year as co-chairs, to present Holdsworth's Annual Report for FY2025–26. It was a year defined by significant change, by growth and by the kind of quiet, and steady, resilience that has always run through this organisation and above all, its people.

We owe particular thanks this year to two people who gave a great deal to this Board. Susan Adamczuk and Andy Hobbs stepped down as our co-chairs, and we would like to recognise them both for their dedication and their years of service. Their steady stewardship helped carry Holdsworth to where it stands today, and the organisation is the stronger for it.

In their place, we have stepped in as co-chairs and what a privilege it is.

The most significant change came on 1 November 2025, when the aged care system changed in fundamental ways for every client, every family, and every provider across the country. For our clients, the change felt most directly was the end of the Home Care Package program and the move to the new Support at Home program. For many of the older people we support, and for their families, that was a daunting prospect - the system they had come to rely on was being replaced, and change of that kind arrives with uncertainty, and often with worry.

What it means for our clients is a system meant to be fairer and more responsive, built around a new Statement of Rights, with more levels of support shaped to real need, and with protections so that those already in our care would be no worse off. But reassurance like that does not deliver itself. It had to be carried to people one at a time, conversation by conversation, home by home.

What we are most proud of is how Holdsworth met that moment. Our team prepared carefully, communicated clearly, and kept one thing at the centre of every decision: the person receiving the care.

The year also saw a deepening of our relationship with Woollahra Council with the renewal of our three-year partnership while also expanding our long-standing work together, bringing two new programs to the community: Woollahra Connect! and Woollahra Life!, and secured the continuation of the much-loved Woollahra Playgroup and Dementia Friendly Woollahra programs. Together, these programs extended Holdsworth's reach across the Woollahra

area in ways that reflect the organisation's enduring commitment to connection, inclusion, and support for people of all ages.

This year also saw an important investment in Holdsworth's internal foundations. Organisational restructuring, new systems and technology and investment in equipment and infrastructure. The Board oversaw these changes as part of its commitment to building an organisation that is not only effective today but sustainable for the years ahead. Good governance requires a Board to look beyond the current year and into the future.

We extend our sincere thanks to Holdsworth's team and volunteers, whose dedication throughout a demanding year was nothing short of remarkable. We also thank CEO Craig Rutherford, whose leadership in his first full year at the helm was grounded, steady and deeply committed to the people Holdsworth serves.

Holdsworth has stood alongside this community through many decades of change. That long history is our greatest asset and our clearest guide. We step into the year ahead with confidence in our people, our programs and our purpose.

George Karagiannakis and Fiona Wilkie
Co-Chairs, Board of Directors



Message from the CEO

When I think about what this year has meant for Holdsworth, I keep coming back to one word: resilience.

The Support at Home reforms reshaped the aged care landscape from 1 November 2025. The changes were substantial, the timeline was tight and the stakes were high. For older people and their families, the uncertainty was real. The demands were significant for our team: new processes, new compliance requirements, and the responsibility of caring for clients who needed reassurance as much as they needed practical support. I am proud of how we transitioned to the new model without disrupting client care.

The new three-year agreement with Woollahra Municipal Council was a vote of confidence in what Holdsworth does and how we do it. This agreement has allowed us to launch Woollahra Connect!, Woollahra Life!, and Dementia Friendly Woollahra, and to continue growing our Playgroups.

Behind the scenes, we have invested in the organisation itself. Structural changes, new systems, and investment in equipment and technology have contributed towards building an organisation that can meet the future with confidence.

I want to close by acknowledging the people who made this year what it was. Our team members and volunteers brought dedication, warmth and professionalism to their work every single day. Through one of the most demanding years the sector has seen, they held firm. We are a strong team and I am proud of what we have achieved together.

My thanks also go to our volunteer Board of Directors for their thoughtful guidance and resolute commitment, and to our partners at Woollahra Municipal Council for their collaboration and support.

Looking to the year ahead, we are excited to continue serving this community with the same dedication, care and commitment that have defined Holdsworth for more than 85 years.

Craig Rutherford
Chief Executive Officer

A letter from Woollahra Municipal Council

Council Ref: 26/126144

Holdsworth - Woollahra Council Partnership Report FY 2025/26

The 2025/26 partnership agreement between Woollahra Council and Holdsworth

Community has supported four key programs that have resulted in many achievements.

These have included:

1. Woollahra Connect! Individualised support to navigate My Aged Care as well as broad community-based services and activities. The program provides valuable information on local programs, events and resources to support social inclusion, wellbeing and enable residents to remain living in their own homes for longer. Targeted outreach in libraries and community venues ensures wide reach, including to residents who may not have otherwise sought support.
2. Woollahra Life! Responding to community needs around inclusion, wellbeing and access to cultural and recreational opportunities, the program delivers engaging, social, creative and wellness-focused activities for residents of all adult ages.
3. Dementia Friendly Woollahra: Enhancing opportunities to create a dementia-friendly community, where people living with dementia, their carers, professionals and the broader community are empowered through education, support and engagement. The program provides resources and initiatives that enhance community awareness, ensures early intervention, and improves quality of life for those impacted by dementia.
4. Family Services Playgroup: An inclusive and engaging environment for families with young children to connect, learn and grow together, this program provides access to resources and expert guidance to support the parenting journey. Structured play is provided at two locations (Holdsworth St and Rose Bay Cottage).

These four programs represent a range of services and opportunities to support our local community. Feedback has been strong across all programs. Thousands of residents have benefitted from their outcomes through improved wellbeing, increased social connection and greater access to services and activities.

The partnership has continued to evolve and respond to community needs. The new funding agreement adopted by Council on 25 May 2026 will see the addition of a fifth program to this suite of services for the 2026/27 and 2027/28 period.

5. Our Place, Our Woollahra: Woollahra is home to a rich tapestry of people, cultures and identities and this initiative is designed to celebrate connection, community cohesion, inclusion and belonging. A variety of workshops will be delivered on Anti-Racism & Respect, as well as Intercultural education and Welcome to Woollahra Orientation sessions. An annual "Our Place, Our Woollahra" Festival event and expanded programming that celebrates diversity and inclusion. Through these initiatives, Council seeks to ensure that everyone in Woollahra feels safe, respected, and able to access the services, spaces, and opportunities they need to live well, and participate in civic life, community events, and local decision-making.

I would like to extend my sincere thanks to the dedicated staff, volunteers and board members at Holdsworth Community, for your ongoing commitment to meeting the needs of the Woollahra community. Holdsworth Community continues to be a leading provider of support in our area and is highly respected by the community it serves.

I look forward to continuing our strong partnership in the year ahead and to seeing the meaningful outcomes and lasting impact for residents.

Yours sincerely



Cr Sarah Dixson
Mayor of Woollahra

Client story: Bernie



Bernie has been part of the Holdsworth community for over 10 years. A former chef, passionate filmmaker and choir member, his story reflects what person-centred care looks like across a lifetime.

Bernie arrived in Australia in 1963, bringing with him a lifelong love of music and movies that has never dimmed. He built his career as a professional chef, spending decades in commercial kitchens across Sydney. It is a chapter he speaks about with quiet pride: “I used to cook for over 50 years. I knew what I was doing.”

His home in Paddington tells the story of a life filled with curiosity and craft. Hand-carved ornaments, needlework pictures he made himself and shelves of treasures gathered across decades. He is the kind of person who notices and remembers everything.

How Holdsworth came into Bernie’s life

Bernie’s path to Holdsworth began with a fall at a bus stop. He was unwell and struggling to walk and a stranger named Michael helped him up, drove him to hospital and mentioned Holdsworth along the way. Bernie was sceptical at first, but Michael quietly passed his details to the Holdsworth office and not long after, a Holdsworth team member rang to introduce the organisation.

Bernie joined, and that stranger was never seen again. “His name was Michael,” Bernie reflects. “Like the Archangel. I never, ever saw that man again. Why did he have a car but take the public bus? Why was he there at that moment? I still believe it was something different.”

It was the outings that first captured Bernie's heart. For years, the Wednesday Wonders program was a weekly highlight he looked forward to without fail. The program changed over time, but the familiar faces of fellow clients and the team kept drawing him back. "When I do go, it is always the same people, who have become friends. There is a little community there. I can never wait for the next outing. They are the greatest times. Once I commit myself to something, that is it."

A couple of years ago, Bernie asked to be dropped at a Holdsworth Choir rehearsal instead of being taken home. "I was so happy. I was just so, so happy with the music and all that, and it is good, I still like it." For Bernie, the choir brings together two things he has loved all his life: music and people. He speaks fondly of friendships with fellow members Helen, Pedro and Carol, and of performing at the Holdsworth Family Fun Day, wearing festive decorations and singing to the crowd. "I am always singing. When I was still working, I used to have the whole kitchen to myself and I would just sing."





As Bernie's needs changed over time, Holdsworth worked alongside him through the reassessment process. He had been receiving services under the Commonwealth Home Support Program and in early 2026 he was approved to receive services under the Support at Home program (CHSP), a significant step that opened up a more tailored and flexible level of care.

When it came to choosing a provider, Bernie did not hesitate. He chose to continue with Holdsworth. "They know me. I've been here for years." That continuity mattered: it meant the people supporting Bernie already understood how he lived, what he valued and where he wanted to go.

Victoria, his Care Partner, plays a central role in that ongoing support. She helps Bernie navigate the practical side of daily life while keeping the focus firmly on what he wants to do and how he wants to do it. Whether that is getting to choir rehearsal, planning an outing, or working through questions about his care, Victoria brings consistency and warmth to their relationship. For Bernie, having someone who knows him well enough to anticipate what he needs and advocate for it makes a meaningful difference.

Bernie's story is not unusual at Holdsworth. Over more than two decades, his support has evolved with him, from group social outings under CHSP, to the deeper and more tailored care he now receives through Support at Home. At every stage, the through line has been the same. People who know him. Services that fit his life. The freedom to keep being himself.

He still walks to the park at the end of his street when he can. He still turns up to choir. He still has things he wants to do, places he wants to see and ideas he wants to share. Holdsworth is still there, helping him every step of the way.

A year in review

July 2025

Christmas in July was celebrated across two festive events on 15 and 17 July at Gaden Community Centre, with the Holdsworth Choir performing alongside a live jazz band.







August 2025

How to Become a Senior Cyber Hero hosted its third session at Goodwin Village, helping older people understand the different types of online threats and how to protect themselves.

September 2025

Woollahra Life! officially launched at Vaucluse Bowling Club & Community Facility, bringing social, wellness and creative activities to adult residents across the Woollahra area.



October 2025

Dementia Friendly Woollahra hosted a special event during National Carers Week 2025, honouring the dedication and resilience of carers across our community.

November 2025

Support at Home launched on 1 November, marking the biggest shift in Australian aged care in a generation. Holdsworth Aged Care transitioned all clients to the new program seamlessly and without interruption to care.

December 2025

Family Fun Day brought together 149 families for a morning of farm animals, face painting, Santa's grotto and themed craft stations.





January 2026

Woollahra Life! returned for a new term across multiple venues, welcoming back familiar faces and first-time participants ready to move, create and connect.





February 2026

Woollahra Playgroups welcomed families back for a new term at both Holdsworth St. and Rose Bay Cottage.





March 2026

Seniors Festival 2026 was celebrated with four special events, including a sold-out Masquerade Ball high tea.







April 2026

Woollahra Connect! hosted information sessions across the Woollahra Local Government Area, helping residents of all ages find the right services and feel more connected to their community.



May 2026

The Gaden Community Centre furniture upgrade was completed, bringing new life to this much-loved community hub and giving it a refreshed, welcoming feel.



June 2026

Aged Care Week was marked with a free community information session, 'Get the Full Picture on Aged Care Support', guiding older adults and their families through My Aged Care, care options and their rights.



Our impact

Aged care: Support at Home & CHSP

386
Support at Home/Home Care Packages and fee-for-service clients supported

5,063
hours of Allied Health delivered through the Wellbeing Group

39,158
hours of direct care delivered

16,833
community transport trips provided

9,314
meals delivered

796
CHSP clients supported

Our people

112
employees

31
volunteers

15
languages spoken by our team

60%
of team members are bilingual

Woollahra Council partnership programs

833
residents engaged through Woollahra Connect!

402
residents connected to aged care services

4,481
attendances at Woollahra Life! activities

18
various activities offered through Woollahra Life!

367
people engaged through Dementia Friendly Woollahra

20
community partners engaged in dementia-friendly practices

6,378
attendances at Woollahra Playgroups

271
playgroup sessions

Support at Home transition

On 1 November 2025, Australian aged care changed. The Home Care Packages program, which had funded in-home support for older people for years, was replaced by a new model called Support at Home. The scale of change was significant.

The team at Holdsworth had been preparing for the transition for more than a year. Our team spent months reviewing every client's needs, rewriting care plans in the new format, updating our systems and learning the new compliance requirements. Our Care Partners sat with clients, in person and on the phone, and explained what was changing and what it meant for them.

What the transition required most was patience: with a system that was still being refined as it launched, with clients who were uncertain about what change would mean for them, and with ourselves as an organisation navigating new ground.

Support at Home is, at its core, a better model. It is more person-centred, more flexible and designed to keep people at home for longer.



"The transition to Support at Home has been one of the most significant changes I have experienced working in aged care. What gives me confidence is that the change has strengthened our ability to deliver consistent, needs-based support, grounded in the rights of older Australians to be heard, to choose and to be treated with dignity at every interaction."

Pilar, Care Partner

Aged care at home

Support at Home

This year, Holdsworth Aged Care supported 386 clients through Home Care Packages, Support at Home and fee-for-service. Our clients included older people living independently at home, those recovering from a hospital stay and people with complex needs requiring coordinated clinical and daily living support.

Care was delivered by a team of skilled support workers and Care Partners who knew their clients well, their routines, their preferences and what mattered most to them. That continuity of relationship was what allowed older people to feel secure and respected in their own home.

From 1 November 2025, Holdsworth began delivering aged care under the new Support at Home program, structured around three categories of support tailored to each person's individual needs. Private home care was also available for people who chose to fund their own support, whether by personal preference or while awaiting government funding.

This year Holdsworth achieved a Net Promoter Score of +60, a result we are proud of, as industry benchmarks rate scores above 50 as excellent. This reflects how confidently clients and families would recommend our services to someone they love. This result is a reflection of the dedicated work of every person on our team.



> Before Holdsworth, we had been through three providers. I was exhausted, distrustful and frightened that navigating aged care would force Mum into residential care before the time was right. I was spending more time managing the system than being her daughter. Then Charlie arrived, and I began to breathe again. She answers, calls back, follows through and keeps us informed without us having to chase. Because of Charlie, Mum can remain in the home she knows, surrounded by the familiar things that help her feel safe, for as long as it is right for her.
>
> **Daughter and family carer of a Holdsworth client**

Commonwealth Home Support Program (CHSP)

Holdsworth Aged Care delivered six core services under the Commonwealth Home Support Program (CHSP) across South East Sydney.

Transport

Getting to a doctor, a specialist or a dialysis appointment requires reliable, accessible transportation, and for many older people it is the difference between managing independently and falling behind on their health. Holdsworth's transport service provided safe, assisted travel to medical appointments, allied health visits and social activities.

267 clients

16,833 trips delivered

Allied Health & Therapy

Holdsworth's Wellbeing group exercise classes brought older people together for sessions focused on strength, balance and falls prevention, delivered by qualified professionals. Alongside the physical activity, sessions incorporated cognitive exercises including puzzles and memory games, supporting both physical and mental wellbeing.

57 clients

5,063 hours delivered

Domestic Assistance

When everyday household tasks become physically difficult or unsafe, Holdsworth's Domestic Assistance service step in. Our support workers provided practical help with cleaning and laundry, allowing older people to live safely and with dignity.

20 clients

247 hours delivered

Group Social Support

Our Group Social Support service took clients on organised outings and activities to galleries, gardens, cafes, shows and places across Sydney.

263 clients

14,555 hours of group social support

Meal Delivery

Holdsworth's Home Cuisine service delivered nutritious meals to older people at home through our partnership with Lite n' Easy.

156 clients

9,314 meals delivered

Individual Social Support

Our Individual Social Support service connected older people with a dedicated support worker for regular one-to-one visits, offering conversation, companionship and support to stay engaged with the things that mattered most.

263 clients

14,321 hours of one-to-one support

Woollahra Council partnership

For years, Holdsworth and Woollahra Council have worked side by side to build a more connected, supported and inclusive community. This year that work was given new shape and new momentum with a new three-year funding agreement covering 2025 to 2028.

The agreement brought together four programs that collectively reached residents of all ages across the Woollahra Local Government Area: Woollahra Connect!, supporting residents to navigate services and find community connection; Woollahra Life!, delivering vibrant wellness and social activities; the Woollahra Playgroup program, welcoming families with young children; and Dementia Friendly Woollahra, building understanding and inclusion for people living with dementia and their carers.

What makes this partnership distinctive is the quality of the working relationship behind it. Holdsworth and Woollahra Council share a vision for an inclusive and connected local community.



Woollahra Connect!

Finding the right support is not always straightforward. With so many services, programs and eligibility pathways available, knowing where to start and who to call can feel overwhelming for older people, carers and families alike. Woollahra Connect! is there to help residents find their way.

Woollahra Connect! is open to anyone in the Woollahra area, including older residents aged 65 and over (or 50 and over for Aboriginal and Torres Strait Islander residents), carers and anyone seeking to connect with local programs, services and community groups.

This year, the service supported 833 residents through 523 one-to-one sessions and 40 group information sessions and pop-ups. It reached people at libraries, community centres, local venues, by phone and in their own homes.

> ***"The team explained how to access government aged care funding and walked me through everything I needed to know. I am so grateful for the advice and support."***
>
> **Woollahra Connect! participant**

402
residents connected to aged care services

788
residents connected to local services or community programs

Woollahra Life!

Community is built in small moments. A shared class, a conversation after choir, a discussion that lingers long after the session ends. Woollahra Life! creates the conditions for those moments, offering residents across Woollahra a rich and varied program of classes and groups that keep people active, creative and connected to their community.

This year Woollahra Life! reached 4,481 attendances across 432 sessions, offering 18 different activities at 8 venues throughout the Local Government Area. It brought people Together through exercise, creativity and conversation. For many participants, it became the part of the week they looked forward to most.

> ***"Woollahra Life! connected me with like-minded people. Great to see my Woollahra rates in action."***
>
> **Woollahra Life! participant**

530.5
hours of classes

40
specialised facilitators and guest speakers

Dementia Friendly Woollahra

A dementia diagnosis touches not just the person living with it, but everyone around them: partners, families, friends and carers. Living with dementia is easier in a community that understands. When a local cafe worker knows how to respond with patience, when a neighbour has learned what it means to be a Dementia Friend, when a carer finds a room full of people who truly get it, something important shifts. Dementia Friendly Woollahra works to make that kind of community a reality.

This year the program engaged 367 people across community information sessions, and 107 carers attended Carers Network sessions. 20 community partners (businesses and schools) engaged in dementia-friendly practices, and 10 new Dementia Friends registered across the community. The Carers Network met 12 times, offering carers a space to connect, share and feel less alone.

> ***"Inclusive, friendly and extremely helpful in navigating the complexities of dementia. I am so glad to be involved."***
>
> **Dementia Friendly Woollahra participant**

56
Dementia Friendly Woollahra participants

16
expert presenters

Woollahra Playgroup

The Woollahra Playgroup program has been part of family life in Woollahra and the Eastern Suburbs for many years. While the early years of parenthood can be wonderful, finding a place where children can play freely and parents can connect, talk and feel less alone is not always easy. Woollahra Playgroups at Holdsworth and Rose Bay Cottage have been that place for hundreds of families across the local area.

This year the program delivered 271 sessions across two locations, with 6,378 attendances. Throughout the year, 20 special sessions added something extra to the program, including the Bug Show, music sessions, parent talks and expert sessions on early childhood development. The annual Family Fun Day brought 149 families together for a joyful end of-year celebration.

> ***"Social bonding for my child and for me as a parent, a sense of community, a routine that helps with sleep and toys that support development. Playgroup gives our family all of this, every week."***
>
> **Woollahra Playgroup at Holdsworth parent**

1,216
unique families supported across both locations

815
hours of playgroup programming

Special programs

Bub Hub

New parenthood is one of the most demanding and disorienting experiences a person can go through. Sleep deprivation, feeding challenges, the feeling of not knowing whether you are getting it right, adjusting to a completely new life and, often, a sense of social isolation that takes many parents by surprise. Having a knowledgeable, calm professional to turn to — one who listens without rushing and explains without judging — can make all the difference. That is what Holdsworth Bub Hub is for.

Funded by the NSW Department of Communities and Justice, Bub Hub delivered 120 free early parenting sessions this year, with 1,004 attendances supervised by a registered nurse. Bub Hub offers personalised guidance and a space to connect with other local parents.



> ***"As a first-time mum, I found Bub Hub to be an incredible resource and community, a place to meet other mums going through the same experience, with team members who go out of their way to check on your family's wellbeing. I've since recommended Bub Hub to every new mum I've met, and I'm proud to be part of this community."***
>
> **Bub Hub participant**

8
attendances on average per group session

Age range of babies and children seen

3%	12%	58%	27%
0–3 months	3–6 months	6–12 months	12 months and over

How to Become a Senior Cyber Hero

Being online today means being able to video call a grandchild, book a medical appointment, access government services and stay connected to the world. It also means navigating a landscape that is not always straightforward or safe. For older people who did not grow up with this technology, stepping into that world with confidence takes support. The right guidance, delivered with patience and respect, makes all the difference.

As part of the Australian Government's Act Now, Stay Secure campaign, Holdsworth ran four sessions this year at Goodwin Village and Gaden Community Centre, including a special presentation by Holdsworth CEO Craig Rutherford on how technology can help older Australians stay safe, connected and independent. Each session built on the last, taking participants from their first steps online through to understanding cyber threats and knowing how to respond. Sixty-two participants gained practical online safety skills across eight hours of training.

Our people

The work Holdsworth does is only possible because of its people. Support workers who know their clients by name and by preference, Care Partners and the Service Delivery team who handle every situation with care, responsibility, and professionalism, Program Coordinators who run classes and groups and reach into the community every day. These are the people Holdsworth is built on.

This year, 112 employees contributed to Holdsworth's work across aged care and community programs, in roles spanning direct care, program delivery, coordination, administration and organisational support. Together, the team speaks 15 languages, allowing Holdsworth to connect with clients and participants in the language they felt most at home in. The diversity of the team, in background, culture, language, identity and experience, is one of Holdsworth's greatest strengths.

Holdsworth's 31 volunteers gave 6,516 hours this year, and every one of those hours provided presence, kindness and community. Paid workers and volunteers worked side by side throughout the year, and together they made Holdsworth more than just an organisation.



112 total employees	**67%** female	**32%** male	**1%** other
Employment type	**25%** full-time	**53%** part-time	**22%** casual

73% retention rate	**3.6** years average length of service	**12** employees received formal recognition throughout the year

Education & training

In FY2025–26, Holdsworth invested significantly in the learning and development of its team. Mandatory compliance training addressed sector reforms, including the new Aged Care Act and Strengthened Quality Standards, requiring team members to deepen their understanding of obligations, rights and client rights. Additional training covered cultural safety, trauma-aware care, LGBTIQ+ inclusion, hand hygiene, manual handling, WHS and workplace bullying and discrimination. The year also included substantial specialist training tailored to sector and client needs.

Team members attended external conferences and sector events, bringing new ideas and connections back to the organisation. Several team members completed formal qualifications during the year, advancing their professional credentials while continuing to work in the community.

Investment in our people is investment in the people they serve. Every hour of training is ultimately an hour in service of a client's safety, dignity and independence.



616
total training hours

5.5
average training hours per employee

Client feedback & satisfaction

Our aged care Quality Care Advisory Body (QCAB) met twice during the year, and our Consumer Advisory Body (CAB) met once, bringing together clients and carers to share their experiences and perspectives directly with Holdsworth. These were some of the most valued conversations of the year.

Client surveys also ran across our aged care services and Woollahra Council partnership programs throughout the year. Positive feedback was consistent across every program, with clients and participants repeatedly highlighting the people behind the services. Team members were described as caring, knowledgeable and reliable.

Feedback is essential because it tells us what we cannot always see from the inside. Holdsworth is committed to keeping those lines of communication open and demonstrating that what people share with us is taken seriously through real actions to improve our services.



Financial overview

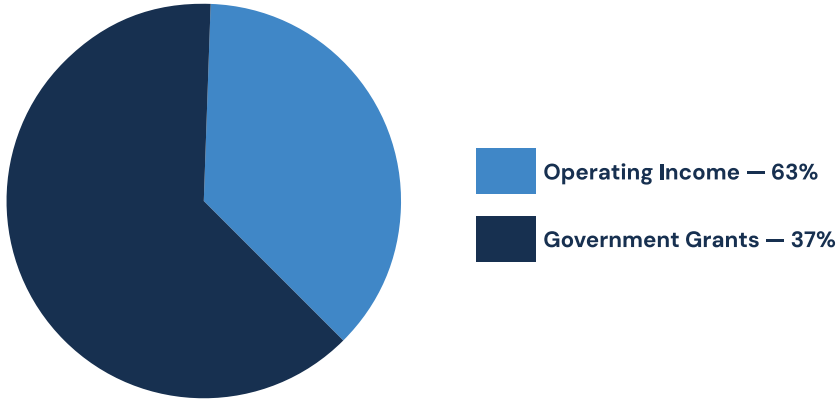
Holdsworth's finances in FY2025–26 reflected an organisation that is growing carefully, spending responsibly and maintaining the stability that long-term community service requires.

Total revenue for the year was $10,533,674. The majority of this, approximately 37%, came from government sources: the Support at Home program and the Commonwealth Home Support Program, and grants from Woollahra Municipal Council under the three-year partnership agreement. Client fees, donations and fundraising contributed the balance, including the proceeds from this year's two fundraising campaigns, which helped refresh Gaden Community Centre and the rooms at Holdsworth St.

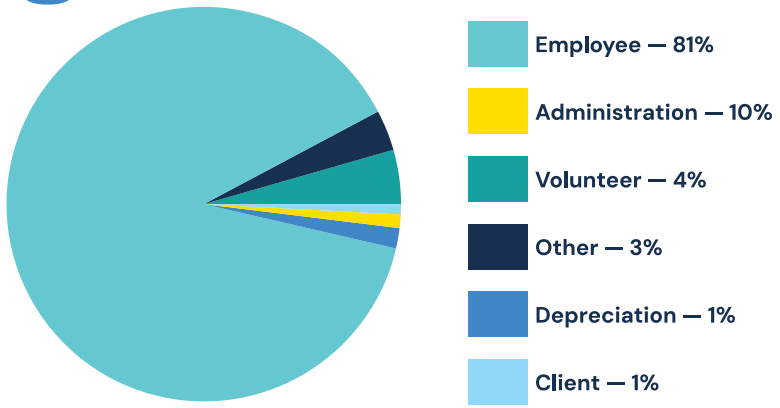
Total expenditure was $10,284,858. The largest share, 81% of total expenditure, went to employee costs: the wages and entitlements of the team that delivered direct care and community programs every day. The remainder covered operational costs, professional services, fleet maintenance and facilities.

The net result for the year was a surplus of $248,816. This will allow us to maintain the capacity to keep serving the community, to respond when demand grows, and to absorb the inevitable pressures of a changing funding environment without compromising care. These were uncertain times with government reforms and world events putting significant pressure on financial management to ensure the ongoing sustainability of services.

Revenue: FY2025-2026



Expenses: FY2025-2026



Holdsworth has worked hard to anticipate the significant financial impacts of government reforms and external events. During the year, Holdsworth made strategic updates to its fleet and operational infrastructure to support service delivery and long-term sustainability. Full audited Financial Statements are available separately and provide a complete and detailed account of Holdsworth's financial position.

Year ahead: FY2026–27

The year ahead is one Holdsworth approaches with confidence, clarity and purpose.

Holdsworth's aged care services continued to grow throughout FY2025–26, and that growth will accelerate in the year ahead. Support at Home will welcome more clients and expand the team supporting service delivery, building on the strong foundation established during the transition year. The Commonwealth Home Support Program will also see significant expansion across its service streams, with client numbers and hours of support continuing to grow in response to increasing demand across Sydney's Eastern Suburbs.

We will welcome a new program in partnership with Woollahra Council: Our Place, Our Woollahra. Focused on diversity, inclusion and belonging, the program will create new opportunities for people of all backgrounds and identities, opening new pathways to connection and participation across the Woollahra community. This new program reflects a shared belief between Holdsworth and Woollahra Council that an inclusive community is one where everyone, regardless of background, identity or circumstance, has a place and a voice.

Woollahra Life! will expand its reach in the year ahead, and is expected to treble the volume of attendances, with a particular focus on growing opportunities for younger people to participate. The program has always been open to adults of all ages, and FY2026–27 will see a deliberate effort to bring young people into the fold, through new activities, new venues and new ways of engaging people who may not yet know what Woollahra Life! has to offer.

Woollahra Connect! will keep taking its free service directly to the community, visiting libraries, community centres and local venues across Woollahra. The focus in the year ahead will be reaching more residents and growing awareness of the service among people of all ages and backgrounds.

Dementia Friendly Woollahra will deepen its work with local businesses, welcoming more organisations into its dementia-friendly network and building a community where people living with dementia feel seen, supported and included wherever they go.

The Woollahra Playgroup program will expand in Term 3 2026, with Woollahra Playgroup at Rose Bay Cottage moving to five days a week. This expansion has been made possible by the generous support of Woollahra Municipal Council and reflects the strong and growing demand from local families for this much-loved program.

Throughout all of this, we will invest in our people: in training, in culture, in the conditions that make Holdsworth a place where skilled, compassionate people want to build a career.

Acknowledgements

Holdsworth is grateful for the support of the partners, funders and individuals who make our work possible.
We thank Woollahra Municipal Council for their long-standing partnership and ongoing commitment to the community.
We acknowledge the Australian Government and the NSW State Government for their funding of aged care and community programs.

We thank our Board of Directors for their leadership and dedication, and our donors and supporters for their generosity throughout the year. To our team members whose tireless efforts make it possible to achieve and deliver the support our clients and families rely on, we share our thanks and appreciation. We also thank our clients, families, participants and volunteers who trust Holdsworth with some of the most important moments of their lives.

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

Woollahra Municipal Council

Australian Government
Department of Health, Disability and Ageing

NSW Government Communities & Justice

NSW Transport for NSW

Dementia Australia®



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