


Breaking Barriers and Building Bonds

Inner West
Neighbour Aid 
Annual Report 2023/2024



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Team Building Day with Koori Kinnections

We acknowledge the Traditional Custodians of Country throughout Australia, in particular the Wangal people of the Eora nation, whose land we walk on with respect as we live, learn and work, while recognising their continued connection to land, waters and culture. We pay our respects to their Elders past and present. Always was, always will be Aboriginal Land.

*Front Cover: Helen and preschooler
Back Cover: Sarah and preschoolers*

Breaking Barriers and Building Bonds

The theme of *Breaking Barriers and Building Bonds* is a powerful statement describing inspirational role models and a community that values connection. We call this community ~ Inner West Neighbour Aid.

Seniors breaking barriers exemplify the resilience and vitality of the human spirit. Society often imposes age-related limitations, seeing older adults through a lens of decline rather than potential. However, when seniors challenge these preconceived notions, they not only dismantle stereotypes but also inspire others to reimagine what ageing can look like.

Seniors building bonds with each other and across generations strengthens the fabric of compassionate communities. When people come together, they share stories and make memories, fostering a sense of belonging and validation. These connections affirm that our voices and perspectives still matter, creating a respectful and supportive network.

Through our programs, we learn new skills, embrace physical activities, share valuable life lessons and cultural traditions, and reflect on our experience and wisdom. Every day at Inner West Neighbour Aid, we witness seniors defying the misconception that ageing marks the end of growth. It is never too late to reinvent oneself, embrace change, and contribute meaningfully to the world.

In our community, we demonstrate that ageing is a time of possibility, not limitation. Self-discovery, achievement and connection continues throughout life, no matter the age.

Allison Yee-Brogan, General Manager



5th Birthday at the 5 Senses Garden

Vision

A community where seniors connect and share their knowledge to lead active, social and independent lives.

Purpose

Supporting seniors to live independently, build friendships and thrive in their local community.

Values

- Choice:** Everyone has a voice, so we listen, we include and we see you.
- Kindness:** We are present and connect with empathy, compassion, dignity and respect.
- Integrity:** We are honest, reliable, trustworthy and fair.
- Diversity:** People with different ideas, strengths, interests and backgrounds make our community vibrant and special. We encourage learning and open mindedness.
- Community:** Is that feeling of belonging, everyone is welcome.
- Innovation:** We are continuously moving forward, innovating and improving.



Emel and Danica, 'A Day in My Life' Photo Exhibition

2023-2024 Highlights

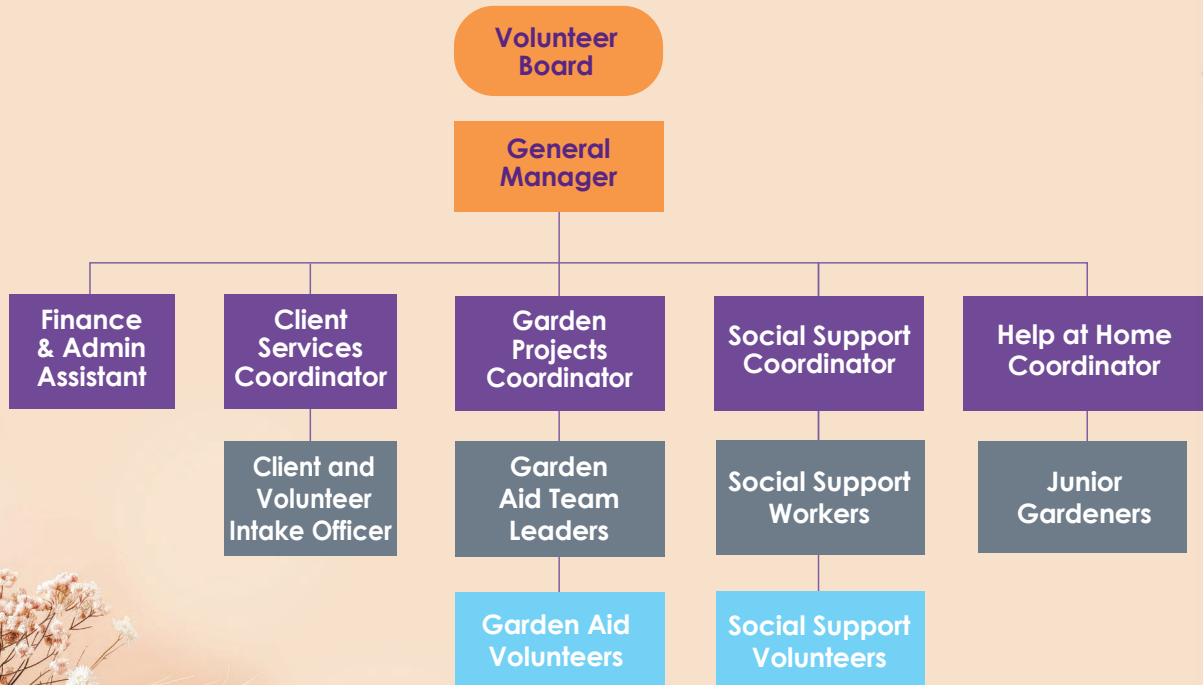
- 368** Clients assisted
- 42** New clients welcomed
- 32,110** Program hours
- 215** Gardens transformed [increase of 4% from prior year]
- 34** Lawns mowed, 142 services
- 187** Outings and centre-based sessions
- 134** Health and wellbeing sessions: Alive & Kicking, DanceMoves, Stand Tall [increase of 44% from prior year]
- 40** Workshops at the 5 Senses Garden [increase of 21% from prior year]
- 19** Living Well with Dementia Workshops [increase of 12% from prior year]
- 23** Community working bees at the 5 Senses Garden [increase of 28% from prior year]
- 3** Corporate working bees at the 5 Senses Garden [increase of 300% from prior year]
- 40** Assisted shopping sessions: Online and Trolley Talk
- 4** Intergenerational partnerships [increase of 33% from prior year]
- 166** Total volunteers throughout the year, including corporate volunteers [increase of 73% from prior year]
- 21** New volunteers
- 61** Volunteers up to 5 years of service
- 11** Volunteers over 5 years
- 4** Volunteers over 10 years
- 1** Volunteer over 20 years
- 106** Help at Home clients serviced [increase of 54% from prior year]



Monica and Roger, Trolley Talk

Our Organisation

Active since 1992, our programs support seniors stay active, healthy and connected to the community.



Our Board of Directors



Our board's strength lies in its diversity of skills and backgrounds, bringing expertise in areas like government administration, information technology, finance, law, accounting, executive management, small business and community work. This variety ensures that the board can offer comprehensive oversight and support, addressing Neighbour Aid's needs from multiple perspectives.

We thank our volunteer board members for their strong governance, strategic direction and leading our community with transparency and ethical integrity.

From top left:

Steven Takacs-Gal, Chairperson

Jeanette Gilbert, Volunteer Representative

Samantha Guthleben

Tina Higgins

Dorothy Jamieson, Client Representative (resigned July 2023, board member 4 years, continuing volunteer)

Simon Leong, Client Representative

Margaret Lergessner, Client Representative (joined October 2023)

Benjamin Lever

Peter Malhotra, Treasurer (joined January 2024)

Alison Muir, Secretary

Suzanna Pawley

Wendy Turner (resigned October 2023, board member 8 years)



2023 Xmas Party, from left to right, Nicholas Robinson, Stuart Blundell, Natesha Somasundaram, Joanne Santas, Maja Sorensen, Allison Yee-Brogan, Indah Kusumawati, Karen Paige, James Wohlfel, Josslien Sadtler, Jake Lackner, Emel Jurd, Chantel Jurcevic, Mikali Anagnostis, Emma-Lee Torres Bernal

Our Team

Working alongside a team that is open-hearted and open-minded is a privilege. Our team at Inner West Neighbour Aid is a respectful, knowledgeable, genuine, supportive and caring group of people. It is a special environment where kindness flows naturally, and everyone contributes to making our workplace feel like a community.

Mikali Anagnostis

Stuart Blundell

Chantel Jurcevic

Emel Jurd

Indah Kusumawati

Jake Lackner

Karen Paige

Anthony Palade (resigned October 2023, 1.5 months)

Jacque Plavsic (resigned August 2023, 3 months)

Nicholas Robinson

Josslien Sadtler

Natesha Somasundaram

Joanne Santas

Maja Sorensen

Emma-Lee Torres Bernal

James Wohlfel

Allison Yee-Brogan

Joyce, Breaking Barriers

This year we celebrate Joyce, our one and only centenarian. Born and bred in the inner west, Joyce is remarkable, an inspiration and role model to other people who dream of staying in their home and living independently for as long as they can. She has been with Neighbour Aid since 2014 and has used our Garden Aid service and attended Outings.

Joyce has experienced many changes in her life and the world around her, but she admits "the biggest change has been in me". After several recent hospital stays due to falls, Joyce has learnt resilience and how to navigate life's challenges. Despite these setbacks, she is proud of the life she has built, working at Berlei and making bras for the nurses in the American Army, living through and marrying during the war, adopting a son and then having her own son, and of course, working hard to own her home in the inner west.



Joyce at 100



Joyce and Valerie, Outing 2019

One of Joyce's most cherished moments was her 100th birthday celebration. Joyce said "I had a lovely party in the garden. They turned it out like Paris. People I knew came, it was very nice."

For the past decade, Inner West Neighbour Aid has been a constant source of joy and connection in Joyce's life. "I used to go on outings, and my son Wayne was part of the Saturday Social Group, which brought us even closer. The laughter, the Christmas parties, and the friendships I've formed over the years have meant a lot. One day, I made my gardener, Stuart, a tuna salad (he doesn't eat meat), but when I leant on the table, it fell right into his lap!" These little moments of humour and connection have kept Joyce going, making every day a little brighter.

What's Joyce's secret to reaching 100?

"No secrets. When I was in rehab doing exercises, people would stop and ask me, *are you really 100?*" Joyce would tell them, with a sparkle in her eye, "You could say I've been around."

Our Programs

Around the Home

Assisted Online Shopping: A temporary or ongoing fortnightly service for clients who find it difficult to get out to the supermarket. The order is discussed confidentially over the phone, placed online with the preferred supplier, so that orders can be delivered directly to clients.

Dog Walking: We match clients with a passionate volunteer dog walker who take them for an extra walk each week. Many clients and dog walkers bond over their mutual love of pets.

Pet Adoption: We partner with the RSPCA to help clients find the right dog or cat to match their needs. Pets bring unconditional love and in return receive a new home life.

Gardening: For clients who have gardens that need attention and receive limited support. Our qualified staff members work with clients to plan a garden they will enjoy and lead a team of volunteers to help restore gardens so they are safe, easy to maintain and look great. This includes weeding, trimming, pruning, laying mulch and clean up.

Subsidised Lawn Mowing: Working with approved contractors, we help maintain the external beauty of client's homes with our subsidised lawn mowing program.

Help at Home: Help at Home is a private program of Inner West Neighbour Aid, it is not government funded and proceeds from Help at Home support other programs at Inner West Neighbour Aid. We provide services around the home including gardening, lawn mowing, landscaping, high pressure cleaning, window cleaning and cleaning light fittings, assembly of flat pack furniture, minor home maintenance.



Natesha, Garden Aid



Before, Garden Aid



After, Garden Aid

Out and about

Outings: A great way to meet new friends and explore Sydney during the week. Outings include concerts, movies, cultural experiences, new cafes, garden spaces, galleries, fish and chips by the sea, exhibitions, tours, clubs and more.

Strong Together: Mainly a centre-based program that includes light exercise, lunch and afternoon activities, including bingo, puzzles and brain teasers, health and wellbeing guest speakers, art and craft and story-telling. This group also includes a monthly outing.

Health and wellbeing

Alive & Kicking: Seniors form friendships, stay independent and mobile by exercising their mind and body at our weekly program including: gentle exercise with a qualified dance and movement instructor, art, trivia, brain training games and healthy ageing guest speakers.

DanceMoves: A weekly seated or standing dance class that focuses on self-expression and movement through dance. A qualified dance instructor demonstrates inclusive guided movements so that seniors can explore their creativity, coordination, fitness and flexibility as well as sharpen their mind and memory.

Stand Tall: This balance and strength program supports seniors to have a go, build their strength and confidence, reduce the likelihood of falls and meet new people. Delivered weekly by personal trainers at a local mainstream gym, sessions are safe and tailored to individual's needs.

5 Senses Garden Workshops: Inclusive weekly workshops focusing on health and wellbeing, creativity, cultural celebrations, food, nature and sustainability. These workshops are a great way to stay connected to the community and to continue to develop skills in a welcoming environment.

Living Well with Dementia Workshops: These therapeutic workshops are tailored for people living with dementia and their carers. The workshops are held twice a month and based around meditation, horticulture, music, art and dance in the beautiful surrounds of our 5 Senses Garden with qualified facilitators.



Visiting

Home Visiting: Clients are carefully matched with a volunteer according to interests, experiences and outlook on life. Fortnightly visits are relaxed and informal with strong, lasting friendships formed.

Intergenerational Programs

Alive & Kicking: Students from Rivendell School visit the Alive & Kicking program once a month. Student volunteers and seniors are encouraged to connect and engage over activities and interests.

Trolley Talk: Students from Ashfield Boys High School are paired with clients who are independent but require physical help with their grocery shopping. Students may help with reading labels or lifting heavy items or remembering the location of items within the supermarket. This program takes place twice a month at Ashfield Mall. Stories are shared and students and seniors make a difference in each other's lives.

5 Senses Garden Working Bee: Students and teachers from Rivendell School participate in a monthly working bee at the 5 Senses Garden led by a qualified staff member. The 5 Senses Garden is transformed and students walk away with knowledge and an increased appreciation of the benefits of garden therapy.

Macquarie University, Professional and Community Engagement (PACE) Program:

This program matches 3rd year Psychological Science students (undergraduate) to a workplace that is aligned with their course. Students must complete 32 hours in one semester and Neighbour Aid has been involved with this program for over 12 years. This is regarded as an intergenerational connection for our clients as well as a great way to show case Neighbour Aid's programs, volunteer roles and organisational culture to a group of young people who are about to embark on their careers.

Seeds to Trees: Pre-schoolers from Concord West Rhodes Preschool join seniors at the 5 Senses Garden Workshops for art and craft activities, story-telling and music time. An opportunity for children and seniors to connect, learn and work together in a shared space.

CALL US ON (02) 9799 5099 TO FIND OUT MORE ABOUT OUR PROGRAMS

Our Volunteers

Inner West Neighbour Aid's programs bring together seniors and volunteers, creating a vibrant tapestry of shared experiences, learning and growth. Volunteers are the heart of our community, creating a ripple effect of positivity and kindness.

We recognise the diverse personalities, passions and talents everyone brings to the act of volunteering.

We thank our volunteers for their contribution, no matter how big or small, one off or regular, with us for a day, a season or many years.

20+ years' service

Trisha Molinari

10+ years' service

Stella Angelo

Valda Day

Gary Kearns

Joseph Szima

5+ years' service

Annette Ellison

Sharon Filippi

Columille Garvey

Jeanette Gilbert

Dorothy Jamieson

Heidi Lau

Ben Lever

Robert Matthews

Josephine Penkala

Lauren Rice

Kate Vincent

Lynn Cohen

Caitlin Croucamp

Michael Davidson

Quinn Donnelly

Camille Elmir

Ethen Franks

Alfred French-Jenkins

Renee Georgaklis

Soma Gupta

Samantha Guthleben

Owen Hanson

Phyllis Heggie

Tina Higgins

Nilima Hor

Will Johnston

Simon Le Breton

Simon Leong

Margaret Lergessner

Enid Leung

Christina Li

Gary Lynch

Dinah McClelland

Harvey McLachlan

Kyan Meade

Pamela Moitie

Alison Muir

Celia Murphy

Miranda Noakes

Cassandra Norton

Frances Notman

Daniel Paterson

Suzanna Pawley

Heidi Penkala

David Rollinson

Jiana Saada

Abdula Bejan Safi

Arran Seex



National Volunteer Week, Wests Ashfield Leagues Club

Up to 5 years' service

Shaleah Ah-Tive

Salma Begum

Sonia Bellon Rico

Max Bennett

Danielle Bragg

Maryanne Bezzina

Kim Bold

Melissa Carey

Lianne Carter

Peter Ceschin

Pearic Chhor

Al-Adeed Chowdhury

Salwa Semaan

Sinead Smith-Coghlan

Emma Stanton

Dharma Surridge

Steven Takacs-Gal

Barbara Taylor

Lena Tennent

Robyn Thomas

Michelle Ung

Evangelin Valdaris

Henry Winters

Zubeen Zaman

We welcomed the following volunteers this financial year

Poornima Ajetrao

Cecilia Bardach

Daniel Clarke

Imelda Craglietto

Luke Dintignana

Ruby Elkan

Jo-ann Gates

Sebastian Glansbeek

Ting Huang

Nazar Kucheruk

Peter Malhotra

George Martirosov

Kevin McGeechan

Miryan Mikovic

Steven Pham

Jenny Pimenta

Georgia Russell

Pratisha Shah

Emily Shipton

Giuseppe Triolo

Roger Xue

**We also thank and
farewell the following
volunteers this
financial year**

Janice Adam
Zakariah Ammar
Cassidy Arthur
Maria Bird
Cindy Boonyong
Carmel Boyle
Shonagh Briscoe
Colin Buckman
Nicola Burdan
Danille Comandante
Aoife Cosgrove
Richard Crass
Alice Craven
Laura Deal
Alexander Egana
Alexander Eldridge
Robert Fielden
Lauren Fitzgerald
Xinyi Gao
Ace Gooding
Maya Guden
Yu Guo
Colm Headford-Nolan
Lynnette Hewitt
Jace Hoffman
Finley Hough
Toni Hume
Sally James
Lily Ji
Somy Kazemi
Val Kudrna
Helen Kudrna
Sarah Lindsay
Isabella Low
Ethan Luc
Josephine Macken
Nicole Mackenzie
Natalie Mander
Mandy Marks
Angelique Mastoroudes



Jack McJarrow
Jennifer Mines
Brendan Murray
Fiona Nash
Erica Newton
Jessica Orr
Andrew Papantoniou

Emma Petrillo
Ryan Philippe
Marian Prasad
Deidre Punjau
Marcus Rummier
Pranav Shah
Lewis Sherman

Alexandra Shirvington
Michael Small
Neil Smallbone
David Thomas
Sam Thompson
Pauline Trenerry
Wendy Turner

Oliver Walsh
Jackie Walters
Sarah Watkins
David Wilke
Simon Wong
Zihan Xu
Lin Xu

Daniel, Building Bonds



Daniel

Daniel, one of the student volunteers from Rivendell School, started with our Alive & Kicking program in April 2023. He has displayed compassion and dedication, and shown maturity by balancing his study and volunteer commitments. We asked Daniel about his volunteer experience and the importance of intergenerational connections.



“When I first heard about this program, I was drawn to the idea of making someone's day a little brighter. The thought of connecting with someone I wouldn't normally cross paths with felt special. It's always been important to me that older people stay active and engaged, and I wanted to be part of something that made that happen. Especially since I've faced my own challenges with mental health, I saw this as an opportunity to help others overcome their barriers, even if they weren't exactly the same as mine.

What I've enjoyed most is the connection that forms while doing activities together. There's something about crafting or working on a project that makes conversation flow naturally. You're not putting all the pressure on the words, you have the shared task in front of you, and that takes the pressure off. It makes the whole experience more relaxed and enjoyable. Plus, the people I've met are incredibly quick-witted and fun, always making me laugh.

I've noticed that when other student volunteers first come to the program, they're often a bit nervous. But after the session, everyone leaves saying how much fun they had. It's rewarding to hear from other students and volunteers too, knowing that they're getting just as much out of it as the clients.

The program is simple at its core, but the connections it builds are powerful, not just for the people we serve, but for us as volunteers too.



Daniel, Dorothy, Joyce, Renee and David at Alive & Kicking

One of the most valuable aspects of this experience has been hearing the stories of older generations. They've lived through so much, and if you take the time to listen, you can learn so much from their experiences. It's given me comfort, especially during stressful times, to hear how they navigated challenges in their lives. It's reminded me to slow down and be okay with where I am, and that has been one of the most meaningful lessons I've taken away from this experience."

Daniel, Student Volunteer

"Daniel was extremely kind and willing to help me, which made me feel good. It seemed to be in his nature to help people. I wish him all the luck in the world."

Monica, client



*Carmen, Lynn and Therese
at Alive & Kicking*



Fleur and clients at Alive & Kicking

Our Providers and Partners

We work with like-minded people and organisations who share our values. Together we provide a welcoming community where seniors are respected and supported to stay independent, healthy and socially connected.

Schools and Partners

- Complete House and Garden (*Subsidised Lawn Mowing*)
- CSP Inner West (*Stand Tall*)
- Dance Health Alliance (*DanceMoves, Living Well with Dementia Workshops, Strong Together*)
- Emma Maye Gibson (*5 Senses Garden Workshops*)
- Fleur Denny (*Alive & Kicking*)
- Health and Happy Heart (*5 Senses Garden Workshops*)
- IndigiGrow (*5 Senses Garden Workshops*)
- Just Lawn Mowing Sydney (*Subsidised Lawn Mowing*)
- Koori Kinnections (*5 Senses Garden Workshops*)
- Michael's Music Therapy (*Living Well with Dementia Workshops, Strong Together*)
- Soul Earth Therapies (*5 Senses Garden Workshops*)
- Strathfield Council (*Alive & Kicking*)

Schools and Partners

- Ageing and Disability Commission (*Alive & Kicking*)
- Art Gallery of NSW (*5 Senses Garden Workshops*)
- Ashfield Boys High School (*Trolley Talk*)
- Burwood Council (*DanceMoves*)
- Carer Gateway, Benevolent Society (*Alive & Kicking*)
- City of Canada Bay Council (*5 Senses Garden and 5 Senses Garden Workshops*)
- Concord West Rhodes Preschool (*5 Senses Garden Workshops*)
- Croydon Park Club (*Strong Together, Team and Board Meetings*)
- Decluttering Solutions (*Alive & Kicking*)
- Harbour Trust (*Alive & Kicking*)
- Combined Pensioners & Superannuants Association, Health Promotion Service for Older People (*Strong Together*)
- Inner West Nutrition (*Strong Together*)
- Kokoda Track Memorial Walkway (*5 Senses Garden Workshops*)
- Macquarie University, Professional and Community Engagement (PACE) Program
- OzHarvest (*Alive & Kicking*)
- Rivendell School (*Alive & Kicking, Working Bee*)
- Royal Botanic Gardens Sydney, Community Greening (*5 Senses Garden Workshops*)
- RSPCA NSW (*Neighbour Aid Pets*)
- Seniors Rights (*Alive & Kicking*)
- Stroke Recovery Association (*Alive & Kicking*)





Stand Tall



Stand Tall



5 Senses Garden Workshop



DanceMoves



Concord West Rhodes Preschool, Breaking Barriers and Building Bonds



Marnie Omeragic

Inner West Neighbour Aid partners with Concord West Rhodes Preschool at the 5 Senses Garden Workshops - bringing together 2 community organisations, who have a joint commitment to ensuring seniors and youngsters not only have intergenerational connections but authentic, meaningful interactions.

"Children and seniors are often overlooked in the fast-paced flow of community life, making them feel marginalized in environments that don't always cater to their specific needs. Bringing them together creates a space where they can build connections, support one another, and feel valued. For children, interacting with seniors helps them gain confidence, while the seniors enjoy watching the children's growth and energy. This interaction creates bonds that bring smiles, laughter, and a deepening sense of connection, helping both groups feel more integrated and appreciated.

The preschoolers thrive in this program, eagerly participating in activities that allow them to share their knowledge and creativity. They form connections through gardening, storytelling, and artistic expressions, which instills a strong sense of identity and community involvement. Gifts are exchanged, from crocheted items made by seniors to painted rocks and handmade books from the children, fostering a mutual appreciation and respect. These interactions not only provide joy but also give the children an opportunity to see themselves as active, contributing members of the community.

What makes this program special is the genuine friendships that form in familiar, inclusive spaces like the 5 Senses Garden. The activities, whether it's gardening, sharing stories, or even interacting with a blue-tongued lizard, are designed to be accessible and engaging for all.

The commitment from the staff at both Inner West Neighbour Aid and Concord West Rhodes Pre School ensures that each gathering is meaningful and enjoyable, providing moments of curiosity, joy, and deeper understanding between participants.

This program is not just about the activities, but about the lasting impact it has on building community and creating cherished relationships."

Marnie Omeragic, Director Concord West Rhodes Preschool



Seeds to Trees

What does friendship look like at the 5 Senses Garden?

"We planted together. There were purple and white flowers. I remember doing music in the garden and we played bowling."

Freya, preschooler

"A friend is people that we play with. They do nice things and share with me."

Kayla, preschooler

"Older people and young children can be friends. Because we all just play together."

Susie, preschooler

"Being a friend makes you happy because they are a person I know I can play with. We play games you know with the old friends. We talk together, play, laugh and be kind."

Michael, preschooler



Robyn and preschooler



Jo and preschoolers

"My favourite part is seeing the preschoolers growing in confidence and willingness to interact with us each time we see them. We feel they are comfortable with us now which is special."

Robyn, client

"Each time we meet the preschoolers in the 5 Senses Garden, it's beautiful to witness the joy they have and seeing their smiling faces - that makes it so special."

Jo, client

General Manager's Report



Allison Yee-Brogan

It is with great pride that I present the General Manager's Report for Inner West Neighbour Aid's 2023/2024 Annual Report. Our achievements this year reflect the dedication of our staff and volunteers, the trust placed in us by our clients, and the ongoing support from our funding bodies, donors, partners and providers. We remain focused on fostering inclusion, improving wellbeing, and building a stronger, more connected community for all. Notable highlights this year include Inner West Neighbour Aid's enhanced presence in the inner west, the solidification of our organizational values within the team, and initial progress in improving information systems and processes.

Enhanced Presence

Networking, profile raising, and community involvement are essential pillars for any not for profit organisation to thrive. Our effective networking has helped foster strategic partnership with other community organisations, schools, councils and clubs. This has promoted the efficient use of resources, sharing knowledge, best practices and ultimately enhancing social capital. Raising

Inner West Neighbour Aid's profile is crucial in building awareness, attracting clients, volunteers, donors, and supporters, and establishing credibility within the sector, strengthening our impact, visibility, and long-term sustainability. Highlights for the year included:

- Participation in an aged care workforce video commissioned by the Inner West Sector Support and Development Officer ~ Stuart Blundell, Emel Jurd, Nicholas Robinson, Natesha Somasundaram, Maja Sorensen.
- Radio interview with 2SER's Monica Chalmers on her program, The Daily ~ Samantha Anderson, Allison Yee-Brogan
- Distribution of media release for National Volunteer Week: Gen Z Inner Westies Bucking Youth Volunteer Trend: Intergenerational Programs Bridging Wisdom and Enthusiasm ~ Allison Yee-Brogan
- Member of working group with 6 Sector Support Development Officers and consultants Enkindle on an Information and Communications Technology project for the future Support at Home program ~ Allison Yee-Brogan.
- Member of Burwood Club Grants Committee, Allison Yee-Brogan.
- Member of Inner West Region Dementia Friendly Community Alliance, Maja Sorensen.
- Sally Sitou, MP, Member for Reid accepting our invitation to be guest speaker at the 2022/2023 Annual General Meeting.

- Meeting with Jason Yat-Sen Li, MP, Member for Strathfield ~ Simon Leong, Allison Yee-Brogan.
- Invitation by Ms Sally Sitou MP to a Volunteer Thank You Afternoon Tea with Minister for Social Services, Amanda Rishworth MP ~ Simon Leong, Margaret Lergessner, Suzanna Pawley, Steven Takacs-Gal, Allison Yee-Brogan.
- Presentation for residents of The Brighton, Croydon ~ Maja Sorensen, Emma-Lee Torres Bernal.
- Presentation for "Step into Volunteering" event run by Burwood Council and Canterbury City Community Centre ~ Heidi Lau, Allison Yee-Brogan.
- Presentation for Strathfield Rotary Club ~ Stuart Blundell, Allison Yee-Brogan.
- Attendance at the launch of 3 Bridges' Mindful Dementia Care Program at Ashfield ~ Maja Sorensen, Allison Yee-Brogan.
- Stall holder at Community Information Hub, an initiative of Burwood Strathfield Multicultural Network ~ Emma-Lee Torres Bernal.
- Stall holder and guest speakers at the Inner West Music Fest at Pratten Park Bowling Club ~ Stella Angelo, Lianne Carter, Jeanette Gilbert, Simon Leong, Frances Notman, Natesha Somasundaram, Steven Takacs-Gal, Allison Yee-Brogan.
- Stall holder at Seniors' Morning Tea at Strathfield Girls High School arranged by the Office of Sally Sitou MP ~ Allison Yee-Brogan.
- Stall holder at the Senior Services Expo, NSW Seniors Festival organised by Burwood Council ~ Dorothy Jamieson, Simon Leong, Margaret Lergessner, Enid Leung, Natesha Somasundaram, Maja Sorensen, Allison Yee-Brogan.
- Stall holder at the World Elder Abuse Awareness Day event organised by the City of Canada Bay Council ~ Simon Leong, Margaret Lergessner, Allison Yee-Brogan.
- Partnership with Burwood Council for NSW Seniors Week for a photography exhibition called "A Day in My Life" ~ Emel Jurd, Maja Sorensen.

Client Survey 2023

The 2023 Client Survey, conducted every two years, gathered valuable feedback from our clients to better understand their experiences and make improvements. We reached out to 367 clients and received responses from 89 individuals (24%). Key findings indicated that referrals from friends and My Aged Care are the primary sources of new clients, with 94% of respondents willing to recommend Neighbour Aid. An impressive 96% of clients feel valued, and while 54% have email addresses, only 28% prefer to receive correspondence this way. Importantly, 100% of respondents reported improvements in health and mobility since participating in Neighbour Aid's exercise programs.

The survey also highlighted clients' preferences for activities and outings. While 82% enjoy the variety of outings offered, many expressed a desire for more options, including intergenerational activities. Popular outings include visits to restaurants, gardens, and shows, with requests for more trips to parks and cultural venues. Feedback from the Living Well with Dementia and 5 Senses Garden Workshops underscored the importance of social connection and building skills.

Clients appreciated the warm and supportive atmosphere created by our staff and volunteers, with 89% satisfied with the service from the Help at Home team. Overall, the survey results highlighted our dedication to providing enriching experiences and our ongoing commitment to enhancing our services in response to client feedback. Thank you to Emma-Lee Torres Bernal for her work in developing and collating the results of the Client Survey 2023.



Systems Improvements

Neighbour Aid is a small to medium sized organisation with limited funding and resources. So streamlining any processes creates efficiencies and cost savings. This financial year Inner West Neighbour Aid invested in email software, ActiveCampaign, to assist with automating client and volunteer enquiries from our website, distribution of our quarterly newsletter via email and also email communication with large groups, such as our volunteers, donors, contractors and other contacts. Thank you to Stella Angelo, our volunteer newsletter editor and Victor Fox our IT contractor for their support and assistance with the set up and implementation of this software.

Staff

Inner West Neighbour Aid values the wellbeing of its staff and volunteers, reflected in the recent partnership with MindFit at Work, a new Employee Assistance Program (EAP) provider as of July 2023.

This year we were committed to deepening our connection to Aboriginal culture and fostering genuine respect within both our organisation and the wider community. With the guidance of Aunty Norma Ingram, we enriched our Acknowledgement of Country, ensuring it speaks more meaningfully to the Wangal people of the Eora Nation, whose land we respectfully walk on every day. We are weaving Aboriginal cultural awareness into the fabric of our team and programs, from regular discussions to the visible pride we take in displaying the Aboriginal flag at our office, engaging in NAIDOC Week celebrations, learning from Aboriginal organisations, and updating our email communication to include powerful symbols like the Aboriginal flag and Pride Progress flag. These steps are more than actions and display a commitment to inclusion and a community grounded in respect and understanding.

During the 2024 financial year we farewelled Anthony Palade and Jacque Plavsic and welcomed Mikali Anagnostis, Chantel Jurcevic and Natesha Somasundaram. Thank you to our valued and continuing staff members Stuart Blundell, Emel Jurd, Indah Kusumawati, Jake Lackner, Karen Paige, Nicholas Robinson, Josslien Sadtler, Joanne Santas, Maja Sorensen, Emma-Lee Torres Bernal and James Wohlfiel. I want to extend my heartfelt thanks to all staff for their dedication and professionalism, their honesty and integrity, and for bringing positivity to work every day. Your willingness to share ideas, listen, and show care for each other, our volunteers, and our clients is truly appreciated. A special thank you also to Chairperson, Steven Takacs-Gal, and the Inner West Neighbour Aid Board for their unwavering commitment and guidance throughout the year.

At Inner West Neighbour Aid, our strength lies in the personal connections we build through every program and interaction. At our core, we are a community, and that spirit, guides everything we do. What sets us apart is how deeply our values are embedded at every level, shaping our actions and decisions. We listen, we care, and we remain committed to ensuring that seniors are seen, heard, and valued. It is truly an honour to be part of this incredible community, and I am proud of what we have achieved together.

Allison Yee-Brogan,
General Manager

Chairperson's Report



Steven Takacs-Gal

As Chairperson of Inner West Neighbour Aid, I am pleased to reflect on the achievements and milestones of the past year in our 2023/2024 Annual Report. This year has seen our organisation make meaningful strides in strengthening community connections, enhancing service delivery, and upholding our vision, values and purpose. The tireless efforts of staff, volunteers and partners have enabled us to respond to the changing needs of our community with care, compassion, and resilience. As we move forward, the board and I remain committed to building on this foundation, ensuring Inner West Neighbour Aid continues to be a pillar of support, inclusion and innovation for years to come.

Aged Care Reforms

We started the financial year with some welcome news about the Aged Care Reforms. The Minister for Aged Care, the Hon Anika Wells MP announced that the amalgamation of the Commonwealth Home Support Programme (CHSP), Home Care Package Program and Short Term Restorative Care Program was further extended. This meant that CHSP providers will transition to the new Support at Home program no earlier than July 2027.

This delayed timeline allows organisations like Inner West Neighbour Aid more time to prepare for the reforms and ensure a smooth transition for operations and clients. Readiness for the reforms have included building board governance and staff capability, reviewing systems and information technology needs. We acknowledge that there is more to do. For an organisation our size, this extension is welcome news and also indicative of the challenges and complexities of reforming the existing aged care system.

New Purpose Statement

Inner West Neighbour Aid, like many community organisations, places a high value on collaboration and teamwork. The Neighbour Aid community consists of 15 staff members, around 100 volunteers, close to 400 clients, over 13 contractors and 25 schools and community partners. Effective collaboration goes beyond strong relationships and trust. It requires everyone in our community being dedicated to a shared purpose. The organisation's mission statement was last renewed in 2012 so this financial year, the board developed our new purpose statement in consultation with staff:

"Supporting seniors to live independently, build friendships and thrive in their local community."

We believe that our message is succinct and clear. Inner West Neighbour Aid's primary purpose is supporting seniors. The main outcomes for seniors being independence, friendships or connections and being supported with opportunities to thrive at any age.

2023 – 2025 Strategic Plan

The board has consistently monitored the 3 strategic priorities that will position Neighbour Aid for the Aged Care Reforms:

- 1. Grow and maintain the sustainability of our private Help at Home service:** the board remains committed to the social enterprise model, with a view to a long term goal of establishing a separate income stream and trusted and successful brand.
- 2. Increase organisational efficiencies and improve the client and volunteer experience:** New technology will catapult the organisation to an almost paperless environment, help staff reduce the level of manual effort needed and lead to more quality time to deliver better services and serve more of our community. New technology will help build the foundation for the organisation to monitor and record data for future programs and opportunities, improve the quality and safety of care and services, attract and retain our paid and unpaid workforce in an increasingly competitive labour market.
- 3. Attract and retain active seniors to grow our community that includes current and future:**
 - a) Clients
 - b) Volunteers
 - c) Public participants

Currently over 70% of clients are between 80 – 99 years and almost 30% of volunteers are between 60 – 79 years. The intention is to attract new people to Neighbour Aid, as clients, volunteers and/or public participants. The outcomes of having new people join, are to increase revenue and the volunteer workforce. It is hoped that people who join Neighbour Aid at an earlier age than our current client or volunteer group, will stay with us for a long time and potentially move between volunteer and client status.

The Crucial Role of Good Governance

A great board is characterized by its alignment with the organisation's purpose and its commitment to strategic thinking. We are fortunate to have board members who deeply understand and are passionate about our purpose. Our volunteer board members meet at least once a month and work cohesively, engage actively, and foster open communication. The board has gone from strength to strength in the past 12 months and is committed to continuous improvement, regularly evaluating its own performance and seeking opportunities for growth through training and development.

It has been a privilege and pleasure working with the board this year. Each board member has shared their valuable insight, individual perspective, fresh ideas, relevant experience and strong leadership with the organisation.

2025 is going to be a year full of opportunities, growth, and exciting collaborations. I look forward to working together with the board to further the fantastic work that Inner West Neighbour Aid is already doing.

A heartfelt thank you to our wonderful staff and volunteers, whose dedication and humility shine brightly in our community. To our clients, we are grateful for the stories and life experiences you share with us. It is a genuine privilege to be part of this community alongside you.

Steven Takacs-Gal,

Chairperson

Treasurer's Report



Peter Malhotra

The annual audited accounts to 30 June 2024 are presented for consideration and adoption. A full version of the audited Financial Statements are available on request. This financial year, Inner West Neighbour Aid has reported an operating deficit of \$31,746 and total net assets of \$300,570. This is compared to 2023, where the operating deficit was \$45,360 and total net assets were \$332,316.

Operating Summary

	2024	2023	% Change
Income	\$1,300,195	\$1,164,236	12%
Expenses	\$1,331,941	\$1,209,596	10%
Surplus/(Deficit) before income tax	-\$31,746	-\$45,360	

For an organisation of Inner West Neighbour Aid's size and reach, the operating deficit is considered acceptable and reasonable. Commonwealth Home Support Programme providers continue to face uncertainty, with transition to the new Support at Home Program announced as, no earlier than 1 July 2027. Challenges therefore exist across the sector, with budgeting, resource allocation and strategic planning. The Inner West Neighbour Aid Board has responded by developing a Strategic Plan for 2023 – 2025 to mitigate risks and remain adaptable.

Commonwealth Home Support Programme (CHSP) Funding

CHSP funding represents 84% of Inner West Neighbour Aid's total income. Payment in arrears of CHSP funding commenced in the 2022/2023 financial year whereby Inner West Neighbour Aid received the annual contracted funding amount, divided equally into 12, paid in arrears each month.

For the 2023/2024 financial year, funding receipts unexpectedly and without explanation, reverted back to upfront payments from the Department of Health and Aged Care. Funding was received as follows:

- Upfront receipt of \$547,618 in July 2023 to block fund programs for the 6 months from July 2023 to December 2023; and
- Upfront receipt of \$455,983 in November 2023 to block fund programs for the 5 months from January 2024 to May 2024.
- In arrears receipt of \$91,197 in July 2024 for the June 2024 programs.

Bank Investment Strategy

To counter any unpredictability in the timing of funding payments, the board approved the closure of a \$200,000 term deposit account with the Commonwealth Bank of Australia, to be deposited into an accessible and interest earning business account with AMP.

Income

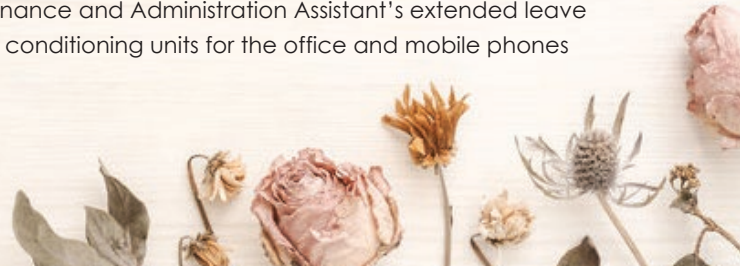
There was a 12% increase in income from 2023 to 2024 mainly due to a:

- 70% increase in Club Grants: After a drastic decline during the 2020/2021 and 2021/2022 COVID-19 affected financial years, availability and allocation of Club Grants has risen.
- 31% increase in Client Fees: The board approved an increase in client fees from 1 July 2023. The increase in client fees helped to offset the increase in fuel prices, purchase of COVID-19 safety and hygiene supplies, increasing staff and related program expenses.
- 17% increase in Help at Home income: As a social enterprise, Help at Home continues to be challenged with rising costs, even though income increased from 2023 to 2024. The costing and pricing model of Help at Home was reviewed during this financial year and the sustainability of the program is a strategic objective of Inner West Neighbour Aid.

Expenses

There was a 10% increase in expenses from 2023 to 2024 due to a:

- 14% increase in Staff Expenses: This included an increase in staff employed on a casual basis and a board directed increase in the General Manager's working hours;
- 14% increase in Office Lease Costs: The lease for the Ashfield office commenced on 18 January 2021 for 3 years with a 3 year option to renew. Neighbour Aid exercised this option and the new lease commenced on 18 January 2024 with a termination date of 17 January 2027;
- Securing Cyber Security Insurance;
- Extraordinary Expenses, including: Agency staff covering the Finance and Administration Assistant's extended leave and purchases of an additional laptop, monitor, 2 portable air conditioning units for the office and mobile phones for staff members.



System Changes

In April 2023, Neighbour Aid expanded online payment options by setting up 3 Smart Mini Readers from Commonwealth Bank in addition to an office based EFTPOS machine. The roaming Mini Readers have reduced administration time, streamlined payments by reducing cash handling and supported a cashless business environment. For the 2023/2024 financial year approximately 80% of clients are utilising these readers to pay program fees. Although this system has associated monthly fees and occasional technology failures, the benefits have outweighed the drawbacks and it has improved the payment experience for clients.

Risk Sub-Committee

At the February 2024 board meeting, the board agreed to establish a Risk Sub-Committee in order to strengthen the board's governance responsibilities and risk review cycle. The inaugural Risk Sub-Committee meeting was convened on 29 May 2024, with myself, Peter Malhotra being appointed as Chair, joined by board members Samantha Guthleben and Tina Higgins and General Manager Allison Yee-Brogan. Achievements of the Risk Sub-Committee included the development of a Charter which was approved by the board, revision of the organisation's risk categories, risk scores and updating of the Risk Register.

I am pleased to deliver the Treasurer's Report for 2023/2024 and would like to thank our auditors, MNSA Pty Ltd, who have worked with Neighbour Aid for over 12 years. We appreciate their professional auditing services and commitment to the community.

Thank you also to Indah Kusumawati, Finance and Administration Assistant for her exceptional work on the financial report.

This is my first year serving on the Neighbour Aid Board, and I am deeply grateful for the support of my fellow board members, who have shown outstanding dedication to the values and purpose of our organisation. It has been a privilege to work alongside, collaborate with, and learn from such a talented and remarkable group of individuals.

Peter Malhotra,
Treasurer



*Before and After,
Help at Home*



*Before and After,
Help at Home*

Audited Financial Statements

Income Statement

for the year ended 30 June 2024

	2024	2023
	\$	\$
Income		
Gross receipts	1,088,240	987,496
Grants received	25,300	14,883
Donations	11,296	17,152
Service Fees - Help at Home	100,394	85,457
HCP & NDIS - Access CHSP	1,505	439
Membership fees	2,025	4,500
Interest received	2,507	1,739
Other income	68,928	52,570
	1,300,195	1,164,236
Expenses		
Audit Fees	3,420	3,197
Board and governance expenses	3,005	2,336
Employee benefits expense	1,017,978	885,653
Insurance expenses	20,410	17,262
Motor vehicle expenses	60,213	61,587
Other expenses	110,976	120,054
Project costs	50,449	62,366
Rent	65,490	57,141
	1,331,941	1,209,596
(Deficit) before income tax	(31,746)	(45,360)
Income tax expense	-	-
(Deficit) after income tax	(31,746)	(45,360)

Audited Financial Statements

Statement of Financial Position for the year ended 30 June 2024

	2024	2023
	\$	\$
CURRENT ASSETS		
Cash and Cash Equivalents	471,120	462,681
Receivables	8,162	4,377
Other current assets	200	10,719
TOTAL CURRENT ASSETS	479,482	477,777
NON-CURRENT ASSETS		
Property, plant and equipment	-	-
Deposits Paid	12,375	9,850
TOTAL NON-CURRENT ASSETS	12,375	9,850
TOTAL ASSETS	491,857	487,627
CURRENT LIABILITIES		
Trade and other payables	29,141	26,064
Provisions	146,873	117,393
TOTAL CURRENT LIABILITIES	176,014	143,457
NON-CURRENT LIABILITIES		
Provisions	15,273	11,854
TOTAL NON-CURRENT LIABILITIES	15,273	11,854
TOTAL LIABILITIES	191,287	155,311
NET ASSETS	300,570	332,316
MEMBERS' FUNDS		
Retained profits	300,570	332,316
TOTAL MEMBERS' FUNDS	300,570	332,316

A copy of our comprehensive audited financial statements for the year ended 30 June 2024 is available on request.

Auditor's Letter

INNER WEST NEIGHBOUR AID INCORPORATED
(ABN 20 500 363 056)



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INNER WEST NEIGHBOUR AID INCORPORATED

We have audited the accompanying financial report, being a special purpose financial report, of Inner West Neighbour Aid Incorporated (the entity), which comprises the Income Statement, Statement of Financial Position as at 30 June 2024, notes comprising a summary of significant accounting policies and other explanatory information, and the Statement by Members of the Board.

Board Members' Responsibility for the Financial Report

The Board Members of the entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in [Note 1](#) to the financial report is appropriate to meet the requirements of the *Corporations Act 2001* and is appropriate to meet the needs of the members. The Board Members' responsibility also includes such internal control as the Board determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board Members, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

Opinion

In our opinion the financial report of Inner West Neighbour Aid Incorporated is in accordance with the *Corporations Act 2001*, including

- giving a true and fair view of the entity's financial position as at 30 June 2024 and of its performance for the year ended on that date; and
- complying with Australian Accounting Standards to the extent described in [Note 1](#) and the *Corporations Regulations 2001*.

Basis of accounting

Without modifying our opinion, we draw attention to [Note 1](#) to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board Members' financial reporting responsibilities under the *Corporations Act 2001*. As a result, the financial report may not be suitable for another purpose.

MNSA 19150
MNSA Pty Ltd


Mark Schilliro
Director

Chartered Accountant & Registered Company Auditor
Director of MNSA Pty Ltd (Registered Audit Company)

Dated this 16th August 2024



Music Therapy at Strong Together



Betty and Lisa



Lois



Kamala



Vasugi

Our Financial Support

The support we receive enables us to continue to develop the programs and connections within our community.
We are grateful for the invaluable contribution of our funding bodies.

Main funding bodies



Australian Government

Department of Health and Aged Care

Grants

ASHFIELD RSL

CLUB *B*URWOOD GROUP

CANADA BAY CLUB 

 Carers
Australia



Australian Government

Department of Social Services

 INNER WEST

Corporate Support and Other Donors



CommonwealthBank




mirvac



Our Donors

Thank you to all of our generous donors.
Your support enables us to connect with more people in our community.

Judith Anderson
Stella Angelo
Gladys Barnes
Helen Brigg
Helen Bryant
Betty Chamberlain
Norman Chin
Beverly Eagles
Audrey Edema
Margaret Forrest
Beverley Garry
Thavamany Gnanasuntharam

Lawrence Graham
Valerie Heath
Clare Herscovitch
Patricia Hill
Mary Ianni
Dorothy Jamieson
Ruth Jeremy
Christine Jorgensen
Joan Kingston
Sarah Kistan
Therese Linehan
Monica Loveridge

Therese McAtamney
Joyce McConnell
Beryl McDonald
Kate McGinnishin
Ian McLeod
Noelene Moriarty
Alison Muir
Jennifer O'Hare
Beverly Palmer
Val Pavlovic
Elettra Piccoli
Aneicia Playford
Antonino Rapisarda

Patricia Ryan
Angela Salvatore
Theresa Samaha
Patricia Sedgman
Galina Strekalovsky
Juliana Stuhl
Janice Sweeney
Richard Thomas
Franca Tomasetta
Hien Tran
Allison Yee-Brogan
Amal Youssef
Georgia Ziakas

Over \$200

Craig Cashman
Samantha Guthleben
Heidi Lau
Joe Szima

Donations In Kind



Pro Bono Services

DA D'ANGELO
SOLICITORS & NOTARY PUBLIC



Outing, Jade Teahouse in the Camellia Gardens

Support us

As a local not for profit we appreciate the support we receive from our volunteers, donors and supporters.

You enable us to grow stronger; offering a wider range of programs, reaching more people in need.

We are keen to connect and work with like-minded people and organisations who want to make a difference in the local community.

Please contact us to find out more.

Inner West Neighbour Aid is an Incorporated Association and registered charity with DGR status.

Donations over \$2 are tax deductible

BSB 062 178 Account Number: 1006 6594

ABN 20 500 363 056

Located at 21 Holden Street, Ashfield NSW 2131

PO Box 247, Croydon Park NSW 2133

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Acknowledgements

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www.mnsa.com.au

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Commonwealth Bank, Ashfield Branch

Ashfield Mall Shopping Centre

www.commbank.com.au

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www.kwikkopy.com.au

Strong Together



