



**People.
Purpose.
Possibility.**

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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.

We embrace and value diversity and inclusion by recognising the unique choices of all individuals.



People. Purpose. Possibility.

People are the strength and spirit of our community: our clients who inspire us with their stories and resilience, our volunteers who show up with heart and purpose, our contractors and partners who bring reliability and expertise, and our staff whose commitment drives meaningful change every day. Together, this network of people makes it possible for us to deliver connection, support, and joy.

Our purpose remains grounded in empowering people to live well, no matter their age ~ with dignity, independence, and belonging. In 2025, we continued to evolve our services and ensured that every decision, change or action was anchored in care and community.

When people and purpose align, possibility becomes a powerful force. This year's achievements show what can happen when we work together with vision and compassion. As we look to the future, we carry forward the stories, strength, and spirit of the people who make Inner West Neighbour Aid not just a service provider, but a community.



Cecilia, Melanie, Stuart, Dinah, Ting, Jo-Ann, Enid and Simon

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.



Inner West Neighbour Aid

Inner West Neighbour Aid supports seniors to stay mentally and physically active and thrive socially through exercise programs, therapeutic workshops, outings and new experiences, online grocery shopping, a centre based program and intergenerational connections. We also support seniors who want to stay living in their homes safely and independently with garden and lawn maintenance and assistance with pets. Through our programs, we learn new skills, embrace physical activities, share valuable life lessons and cultural traditions, and reflect on our experience and wisdom.

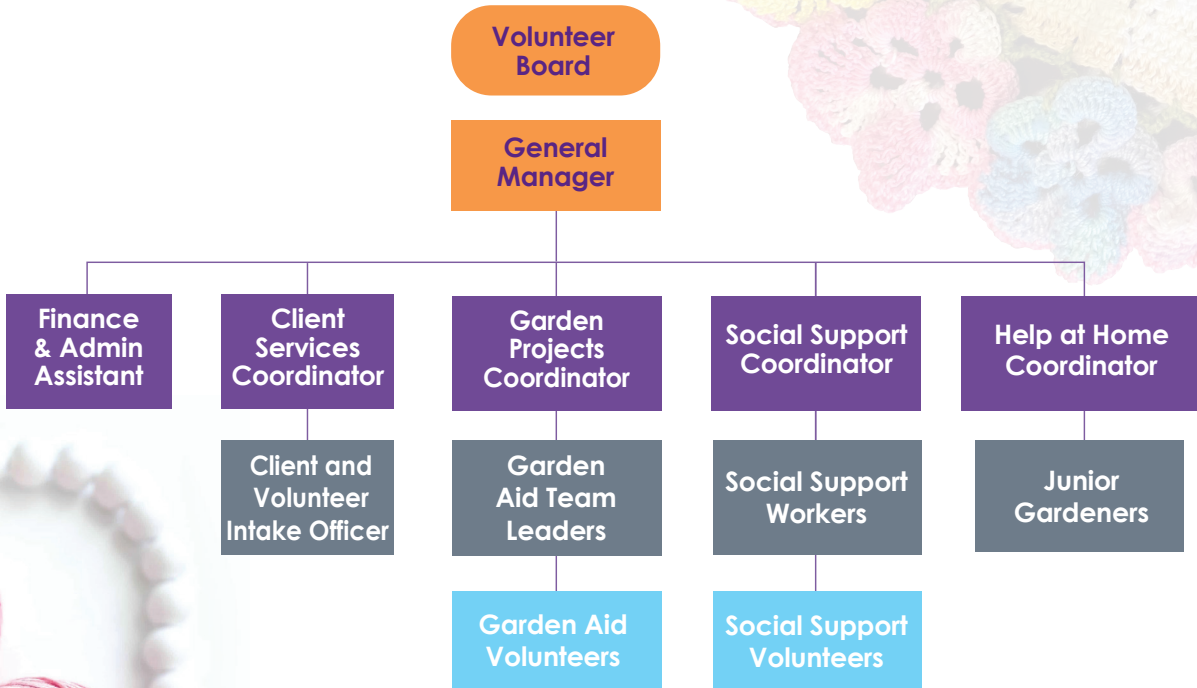
Every day at Inner West Neighbour Aid, we witness seniors defying the misconception that ageing marks the end of growth. It is never too late to reinvent oneself, embrace change, and contribute meaningfully to the world. In our community, we demonstrate that ageing is a time of possibility, not limitation. Self-discovery, achievement and connection continues throughout life, no matter the age.



Alive & Kicking

Our Organisation

Since 1992, our programs have supported seniors to stay active, healthy and connected to the community.



2024 / 2025 Highlights

352	Clients assisted
33	New clients welcomed
28,989	Program hours
203	Gardens transformed
27	Lawns mowed, 73 services
124	Outings and centre-based sessions
133	Health and wellbeing sessions: Alive & Kicking, DanceMoves, Stand Tall
42	Workshops at the 5 Senses Garden
11	Living Well with Dementia Workshops
21	Community working bees at the 5 Senses Garden
2	Corporate working bees at the 5 Senses Garden
43	Assisted shopping sessions: Online and Trolley Talk
5	Intergenerational partnerships
187	Total volunteers throughout the year, including student and corporate volunteers
59	New volunteers
64	Volunteers up to 5 years of service
12	Volunteers over 5 years
9	Volunteers over 10 years
1	Volunteer over 20 years
99	Help at Home clients serviced



Garden Aid: Before



Garden Aid: After

Our Board of Directors

Our board's strength lies in its diversity of skills and backgrounds, bringing expertise in areas such as government administration, information technology, finance, law, accounting, executive management, small business and community service. This variety ensures that the board can offer comprehensive oversight and support, addressing Inner West 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.

The names of board members in office at any time during the financial year are:



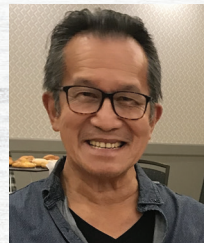
Jeanette Gilbert
Volunteer Representative



Samantha Guthleben
Secretary



Tina Higgins
resigned April 2025



Simon Leong
Client Representative



Margaret Lergessner
Client Representative



Benjamin Lever



Punit (Peter) Malhotra
Treasurer



Alison Muir



Suzanna Pawley



Steven Takacs-Gal
Chairperson

Our Team

Guided by a shared purpose, our team creates an environment where kindness flows naturally, collaboration thrives, and every contribution is valued. This strong sense of community opens the door to new possibilities, allowing us to grow, adapt, and make a meaningful impact together.



From left to right, Mikali, Maja, Stuart, Emma, Indah, Allison, Ruben, Chantel, Melanie, Joanne, Karen, Jake, Emel.

Mikali Anagnostis

Melanie Athan, commenced January 2025

Stuart Blundell

Ruben Hedges, commenced January 2025

Chantel Jurcevic

Emel Jurd

Indah Kusumawati

Jake Lackner

Karen Paige

Nicholas Robinson, resigned February 2025

Josslien Sadtler, resigned November 2024

Joanne Santas

Natesha Somasundaram, resigned November 2024

Maja Sorensen

Emma Torres Bernal

James Wohlfiel, resigned November 2024

Allison Yee-Brogan

Our Programs

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, breathing and flexibility as well as sharpen their mind and memory.

Stand Tall: This strength program supports seniors to have a go, build their cardio, 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 and to continue to develop skills in a welcoming environment.



DanceMoves: Ella, Maja, Diane, Anja, Emel, Karen, Denise, Margaret, Marie, Evette.



Stand Tall: Anne, Linda, Simon, Dorothy, Emel, Aaron (Patch), Susan.

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

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.

Garden Aid: For clients who have gardens that need attention and receive limited support. Our staff members who are qualified horticulturalists, 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.



Denise and Nellie



Outing to Bondi Icebergs

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, longer drives outside of Sydney, 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.

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.

Macquarie University, Professional and Community Engagement (PACE)

Program: This program matches 3rd year Psychological Science students to a workplace that is aligned with their course. Students must complete 32 hours in one semester and Inner West Neighbour Aid has been involved with this program since 2012. This is regarded as an intergenerational connection for our clients as well as a great way to show case Inner West 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 and Living Well with Dementia 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.

Strong Together: Students from MLC School visit the Strong Together programs 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 to assist 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 during school terms at Ashfield Mall. Stories are shared and students and seniors make a difference in each other's lives.



Home Visiting: Michael and Lois

Our Volunteers

Our volunteers understand that real change happens quietly, in gardens, on buses, in conversations and through small, consistent acts of care. Volunteers are the heart of our community, spreading a ripple effect of positivity and kindness. We celebrate the diverse personalities, passions, and talents each person brings to volunteering. We thank our volunteers for their contributions, whether big or small, one-off or ongoing, with us for a day, a season, or many years.

Vale Trisha Molinari

With deep gratitude and affection, we remember and honour Trisha Molinari, Inner West Neighbour Aid's longest-standing volunteer, whose quiet strength and steady presence has left an enduring mark on our community. Since 2001, Trisha brought her no-nonsense attitude, dry wit, and dedication to Garden Aid, embodying the true spirit of service. Whether she was powering through overgrown weeds or braving muddy gardens, Trisha gave her time selflessly, reliably, and always with humility. We thank Trisha and remember her adventurous travels and commitment to helping others.

Senior Volunteer of the Year, Burwood Council

Margaret Lergessner first made contact with Neighbour Aid in July 2023 as a DanceMoves client and 3 months later accepted the role of client representative as a volunteer board member. Margaret attends monthly board meetings,

strategic planning sessions, meetings with local politicians and is often a speaker at Neighbour Aid events. She adds her insights and offers professional feedback to the board so they can govern with a client focus. Margaret is an excellent role model and breaks the stereotype of slowing down as the years progress. She is a shining example of being involved in community, continuing social and professional connections and communicating gratitude and compassion. Margaret was awarded Senior Volunteer of the Year at Burwood Council's 2025 Volunteer Recognition Awards. Margaret inspires others with her humility, generous spirit and life of compassion and service.



Margaret



Trisha Molinari, far left at the 5 Senses Garden Working Bee



Sally Sitou MP, Margaret, Cr John Faker
Mayor of Burwood

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
Danielle Bragg
Valda Day
Jeanette Gilbert
Julie-Anne Hall
Gary Kearns
Heidi Lau
Robert Matthews
Joseph Szima

5+ years' service

Sonia Bellon Rico
Annette Ellison
Sharon Filippi
Columille Garvey
Dorothy Jamieson
Vally Kudrna
Benjamin Lever
Gary Lynch
Alison Muir
Josephine Penkala
Kate Vincent

Up to 5 years' service

Haani Adnan
Poomima Ajetrao
Venkat Arjunan
Ariston Banaag
Cecilia Bardach
Kim Bold
Melissa Carey
Paris Carpenter
Lianne Carter
Al-Adeed Chowdhury
Lynn Cohen
Imelda Craglietto
Caitlin Croucamp
Michael Davidson
Riley Dennis
Ruby Elkan
Camille Elmir
Ethen Franks
Jo-ann Gates
Patricia Ghaly
Soma Gupta
Samantha Guthleben
Owen Hanson
Phyllis Heggie
Nilima Hor
Patricia Howard
Ting Huang
Nazar Kucheruk
Anita Lagarto
Simon Leong
Margaret Lergessner
Enid Leung

Christina Li
Isabella Li
May Liu
Punit (Peter) Malhotra
Gem Matthews
Dinah McClelland
Kevin McGeechan
Miryana Mikovic
Pamela Moitie
Chelsey Nguyen
Frances Notman
Suzanna Pawley
Heidi Penkala
Steven Pham
Jenny Pimenta
Nyah Portingale
Joana Resnitzky
Hamid Rokni
David Rollinson
Jiana Saada
Abdula Bejan Safi
Salwa Semaan
Pratistha Shah
Graham Simmons
Emma Stanton
Steven Takacs-Gal
Barbara Taylor
Myat Theingi
Robyn Thomas
Khanh Vu
Michael Wohlfel
Francesca Wraith



Volunteer Appreciation Event at the Sydney Bus Museum

We welcomed the following volunteers this financial year

Shahan Abyan
Cecelia Addabbo
Sarah Alden
Lexie Bellew
Davorka Bilic
Evangeline Black
Audrey Buck
Narelle Butler
Melissa Cambria
Vanessa Casarotto
Clarissa Dempsey
Emma Edgar
Caleb Figg
Lennox Gil
Freyja Gray
Tristan Hanley



Trolley Talk

Matilda Hardy
Lucinda Ho
Amelia Hodges
Charlotte Holloway
Sarah Jauncey
Benjamin Kioko
Hana Lee
Francesca Masters
Danielle Morris
Marlow Murray
Olivia Pattison
Elizabeth Pidcock
Samantha Rodriguez Montes

Sophia Ronan
Aurora Sharma
Camille Sheehan
Radhika Shrinivas
Alina Su
Charlotte Sweeney
Angela Tay
Melinda Tran
Nayana Vanza
Caitlin Ward
Clare Wei
Wolfgang Zavodnyik
Ella Zraika

We also thank and farewell the following volunteers this financial year

Shaleah Ah-Tive
Miriam Almansur
Samantha Anderson
Salma Begum
Max Bennett
Maryanne Bezzina

Peter Ceschin
Socheatey Chan
Peanic Chhor
Daniel Clarke
Kay Couzens
Luke Dintignana
Quinn Donnelly
Alfred French-Jenkins
Renee Georgaklis
Sebastian Glansbeek
Tina Higgins
Cassandra Houlihan
Will Johnston
Helen Khoury
Simon Le Breton
Leondre Lentros
George Martirosov
Harvey McLachlan
Kyan Meade
Celia Murphy
Klaudia Nemeh
Miranda Noakes
Cassandra Norton
Daniel Paterson
Lily Petrovic
Ramil Plata
Lauren Rice
Georgia Russell
Myrene Sangil
Arran Seex
Emily Shipton
Sinead Smith-Coghlan
Dharma Surridge
Lena Tennent
Giuseppe Triolo
Michelle Ung
Evangelin Valdaris
Henry Winters
Roger Xue
Zubeen Zaman



Board Strategic Planning Day

"I Made it!" Exhibition

The I Made It! exhibition was a powerful expression of Inner West Neighbour Aid's commitment to celebrating the people we support - our clients. It was held for 3 weeks across June and July 2025 at the McGlade Gallery, Australian Catholic University with generous support from Strathfield Council. Designed to challenge the outdated notion that creativity belongs only to the young, the exhibition showcased the incredible depth of talent, resilience, and life experience that older adults can offer. Each artwork reminded us that creativity does not fade with age, it evolves, deepens, and finds new meaning.



"I Made it!" Client Exhibition Zine Cover

Through solo pieces that captured personal reflections and collaborative works that celebrated connection and shared purpose, I Made It! exemplified how creative expression can become a vehicle for both mindfulness and storytelling. Many of the featured artists drew from their lived experience to produce works that were meditative, grounded, and intentional, offering a gentle reminder of the power of presence and reflection in our fast-paced world. In this way, our older generation became role models of mindful living, showing that purpose can be found not just in achievement, but in process, expression, and connection.

The exhibition brought to life the core theme of this year's report — People. Purpose. Possibility. It honoured the richness of older people's stories and talents, gave purpose to their voices through artistic expression, and opened up new possibilities for how society views ageing.



Frances and Tess



Living Well with Dementia Workshop



Nellie, Kamala, Anasuya, Lois and Vasugi



Denise and Dorothy



Irene



Anne and Diane



Evette, Robyn and Pre-schooler



Danica



Beverley



Johan



Lisa



Betty

Our Service 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.

Service Providers

- Alice McKaig (5 Senses Garden Workshops)
- Gabriela Green (5 Senses Garden Workshops)
- Art Therapy with Karen Burns (5 Senses Garden Workshops)
- Complete House and Garden (Subsidised Lawn Mowing)
- Creating Balance (Living Well with Dementia Workshops, Strong Together)
- CSP Ashfield (Stand Tall)
- Delta Therapy Dogs (5 Senses Garden Workshops)
- Dance Health Alliance (DanceMoves, Living Well with Dementia Workshops, Strong Together)
- Fleur Denny (Alive & Kicking)
- Health and Happy Heart (5 Senses Garden Workshops)
- Just Lawn Mowing Sydney (Subsidised Lawn Mowing)
- Koori Kinnections (5 Senses Garden Workshops)
- Michael's Music Therapy (5 Senses Garden Workshops, Living Well with Dementia Workshops, Strong Together)
- McGlade Gallery, Australian Catholic University (I Made It! Exhibition)
- Moss House (5 Senses Garden Workshops)
- Strathfield Council (Alive & Kicking, I Made It! Exhibition)

Partners

- Art Gallery of NSW (5 Senses Garden Workshops)
- Ashfield Boys High School (Trolley Talk)
- Burwood Council (DanceMoves)
- Burwood RSL, Croydon Park Club (Strong Together, Team and Board Meetings)
- Canada Bay Heritage Society (5 Senses Garden Workshops)
- City of Canada Bay Council (5 Senses Garden and 5 Senses Garden Workshops)
- Combined Pensioners & Superannuants Association, Health Promotion Service for Older People (Strong Together)
- Commonwealth Bank of Australia (5 Senses Garden Workshops)
- Concord West Rhodes Preschool (5 Senses Garden Workshops, Living Well with Dementia Workshops)
- David Rollinson (Alive & Kicking)
- Harbour Trust (Alive & Kicking)
- Kokoda Track Memorial Walkway (5 Senses Garden Workshops)
- Life Rites (5 Senses Garden Workshops)
- Macquarie University, Professional and Community Engagement (PACE) Program
- MLC School (Strong Together)
- NSW Police Force (Alive & Kicking, Strong Together)
- Rivendell School (Alive & Kicking, Working Bee)
- Royal Botanic Gardens Sydney, Community Greening (5 Senses Garden Workshops)
- RSPCA NSW (Neighbour Aid Pets)
- Stroke Recovery Association (Alive & Kicking)
- Sydney Local Health District, Older Persons Mental Health Team (Alive & Kicking)
- Sydney Zoo (5 Senses Garden Workshops)



Trolley Talk: L-R: Ruth, Pam, Ruben and Monica with Ashfield Boys High School students



Johan and MLC School students



Diane and Anne with Concord West Rhodes Pre-Schoolers

General Manager's Report



Allison Yee-Brogan

It is my honour to present the General Manager's Report as part of Inner West Neighbour Aid's 2024 / 2025 Annual Report. This year at Inner West Neighbour Aid has been defined by people, guided by our purpose, and energised by new possibilities.

People

Our clients, volunteers, staff, and board remain at the heart of everything we do. At our February Team Meeting, 4 clients, Beth, Christine, Simon and Margaret, joined a Client Panel to share their experiences of Inner West Neighbour Aid. Their feedback was overwhelmingly positive, describing a service where they feel acknowledged, treated as equals and with kindness, always. This affirmation reinforces the value of our person-centred approach and our commitment to respect and inclusion.

Our workforce has continued to evolve. We welcomed new team members including Garden Aid Team Leader Melanie Athan and Social Support Worker Ruben Hades, while farewelling valued colleagues James Wohlfel, Jossien Sadler, Natesha Somasundaram and Nicholas Robinson as they moved to new opportunities. We thank them all for their

dedication and passion. To strengthen our team for the future, we created a Senior Coordinator, Staff and Volunteers role. This key position will drive workforce development and support, allowing my role as General Manager to focus on strategy, partnerships and sector reforms.

Purpose

Neighbour Aid exists to reduce social isolation and create meaningful connections for older people. Throughout 2024 / 2025, we continued to grow programs that reflect this purpose. Highlights include:

- Exploring a hybrid model with our Help at Home and Garden Aid programs, to increase flexibility and service reach.
- New and renewed partnerships with Ashfield Boys High School, Rivendell School, MLC School, Concord West Rhodes Pre-School, Macquarie University and organisations like the RSPCA, to foster intergenerational connection and inclusion.
- Participation in World Elder Abuse Awareness Day and the Inner West Dementia Friendly Community Alliance, raising awareness and breaking down ageist stereotypes.
- Showcasing our team through workforce promotion videos to attract new talent to the aged care sector.





Possibility

Preparation for the upcoming Support at Home Program and the new Aged Care Act has opened new possibilities for service delivery and advocacy. We have begun reviewing systems, piloted new staffing models and explored new database technology to enhance reporting and client outcomes. While implementation challenges remain, we continue to work constructively with providers to ensure that our systems will meet future needs.

The year ahead brings great opportunity. With our talented team, engaged board, and strong community partnerships, Neighbour Aid is well placed to embrace reform, remain client-focused, and continue delivering services that enable older people to stay connected, valued and independent.

Allison Yee-Brogan,
General Manager



Chairperson's Report



Steven Takacs - Gal

I am delighted to present my report for the 2024 / 2025 financial year. As I reach the close of my 3rd year in the Chairperson's role, I reflect on the special spirit and community of Inner West Neighbour Aid. I am genuinely, most proud of how we support clients to reach their goals, because it is their priorities that shape our purpose and drive the work we do.

This year, the Board has focused on strategic direction, governance, and keeping abreast of sector reforms to ensure our organisation remains strong and future-ready. Inner West Neighbour Aid enters 2026 poised for change, innovation and growth.

Organisational Structure

Our 2024 / 2025 priorities centred on preparing for the Australian Government's aged care reforms while strengthening organisational capacity. The Board endorsed a succession plan for the General Manager and created a new Senior Coordinator, Staff and Volunteers role to ensure sustainable leadership and a positive workplace culture. We also reviewed key policies, including the Staff Leave Policy, and continued to improve board induction and recruitment processes.

We farewelled Tina Higgins, whose legal and policy expertise has been invaluable in strengthening our governance and risk management. We thank Tina for her outstanding contributions to strategic planning and policy development.

Funding and Partnerships

Neighbour Aid continues to operate in a challenging funding environment, but our position remains stable. The Commonwealth Home Support Program (CHSP) has been extended to June 2027, providing important continuity of grant funding during the transition to the new Support at Home model. This allows us to plan confidently for service delivery while adapting to the upcoming reforms.

Our partnerships remain central to our sustainability and impact. Highlights include collaborations with local schools, as well as our involvement in Falls Prevention Roundtables and regional elder abuse prevention initiatives. Meetings with representatives from the Prime Minister's Office and invitations to connect with local MPs demonstrate growing recognition of Neighbour Aid's leadership in social inclusion and ageing well.



Aged Care Reforms

The commencement of the Aged Care Act will transform the sector. Key changes include a new regulatory model, strengthened quality standards, a Statement of Rights for older people, and clearer pathways for complaints and consumer choice. Neighbour Aid has already begun aligning systems, policies, and reporting to meet these requirements.

The reforms bring both challenges and opportunity. They affirm the values we hold, respect, dignity, and client voice, while encouraging providers to innovate and strengthen quality. With the Board's continued focus on governance, financial stability and strategic planning, Neighbour Aid is well prepared to navigate this transition and seize the possibilities ahead.

As we look to the future, I would like to acknowledge the incredible dedication of our staff and volunteers and my fellow board members. I feel confident we will step into the next chapter with clarity, momentum, and a strong sense of what's possible.

Steven Takacs-Gal,
Chairperson



Treasurer's Report



Peter Malhotra

I am pleased to present the Treasurer's Report for the 2024 / 2025 financial year. The annual audited accounts to 30 June 2025 are presented for consideration and adoption. A full version of the audited Financial Statements are available on request. I am proud that we have continued to manage our funds in a financially sustainable and risk-aware way, ensuring every financial decision and dollar delivers meaningful impact for our community. This financial year, Inner West Neighbour Aid has reported an operating surplus of \$94,558 and total net assets of \$395,128. This is compared to 2024, where the operating deficit was \$31,746 and total net assets were \$300,570.

Operating Summary

	2025	2024	% Change
Income	\$1,442,868	\$1,300,195	11%
Expenses	\$1,348,310	\$1,331,941	1%
Surplus/(Deficit) before income tax	\$94,558	(\$31,746)	

Commonwealth Home Support Program (CHSP) Funding

The significant difference in operating result from the 2024 to 2025 financial year was primarily due to the timing of CHSP funding. Inner West Neighbour Aid receives monthly payments in arrears with the annual contracted funding amount divided into 12 equal monthly instalments. There have been inconsistencies in the timing of payments from the Department of Health and Aged Care under the arrears system. Notably, the June 2025 funding amount of \$103,827 (GST inclusive) was received unannounced and prior to month end on 26 June 2025. This payment would ordinarily be received after month end. This means, Inner West Neighbour Aid received 13 months of CHSP funding in the 2024 / 2025 financial year.

Database Software

In November 2024, Inner West Neighbour Aid implemented Nightingale software to replace the existing Microsoft Access database for client management and Data Exchange (DEX) reporting. However, following a thorough review, the Board approved the termination of the Nightingale agreement after the end of the financial year, with formal notice issued on 29 July 2025. This decision was based on concerns about the software's functionality, suitability, and overall alignment with our operational needs. Moving forward, we are committed to applying the insights gained from this experience to inform future technology decisions and ensure they support our service delivery effectively.

Risk Sub-Committee

The Risk Sub-Committee, established in February 2024 has now been in operation for a full 12 month cycle. It has achieved what it set out to do, which is to strengthen the board's governance responsibilities and risk review role. As Chairperson of this Sub-Committee, I would like to thank board members Samantha Guthleben and Tina Higgins and General Manager Allison Yee-Brogan for their valuable contribution and support.

Diversifying Our Funding

In 2024 / 2025, Inner West Neighbour Aid actively diversified its funding to strengthen financial sustainability and support program growth. We secured grants and donations from a range of sources, including local councils, clubs, government programs, and community partners. Key highlights included:

- \$145,501 over two years from the Community Benefit Payment Scheme, Office of Responsible Gambling Hospitality & Racing. (Funding received from July 2025)
- \$10,000 for a Community Development Program from Acciona Ferrovia Joint Venture with Sydney Metro West.
- \$10,000 in CHSP Transition Support for IT improvements.
- Targeted funding from Burwood RSL, Club Ashfield, Canada Bay Club, and Strathfield Council for dementia support, intergenerational activities, Trolley Talk, DanceMoves, Home Visiting and our Xmas Lunch.

This diverse funding mix ensures we remain responsive, resilient, and ready to meet evolving community needs.

Bank Investment Strategy

In August 2024, a term deposit of \$200,000 held with the Commonwealth Bank of Australia was closed and the funds were transferred to an AMP Cash Manager account. As at 30 June 2025, the interest rate on the AMP Cash Manager account was 4.5% per annum. This move formed part of a broader strategy to improve liquidity while maximising interest returns, providing Inner West Neighbour Aid with greater flexibility and a more effective use of its cash reserves.

I would like to thank our auditors, MNSA Pty Ltd for their professional auditing services and commitment to the community. Thank you to my fellow board members, Allison Yee-Brogan and Indah Kusumawati, Finance and Administration Assistant for her work on the Financial Report. As we move forward, my hope is that we remain financially resilient, continue using our resources wisely, and stay focused on making a real and lasting difference in people's lives.

Peter Malhotra,
Treasurer



Audited Financial Statements

Income Statement

for the year ended 30 June 2025

	2025	2024
	\$	\$
Income		
Gross receipts	1,235,585	1,088,240
Grants received	37,683	25,300
Donations	8,318	11,296
Service Fees - Help at Home	85,397	100,394
HCP & NDIS - Access CHSP	7,088	1,505
Membership fees	1,300	2,025
Interest received	1,266	2,507
Other income	66,231	68,928
	1,442,868	1,300,195
Expenses		
Audit Fees	3,620	3,420
Board and governance expenses	5,555	3,005
Employee benefits expense	985,474	1,017,978
Insurance expenses	21,343	20,410
Motor vehicle expenses	66,099	60,213
Other expenses	131,442	110,976
Project costs	68,177	50,449
Rent	66,600	65,490
	1,348,310	1,331,941
Surplus/(Deficit) before income tax	94,558	(31,746)
Income tax expense	-	-
Surplus/(Deficit) after income tax	94,558	(31,746)

Audited Financial Statements

Statement of Financial Position as at 30 June 2025

	2025	2024
	\$	\$
CURRENT ASSETS		
Cash and Cash Equivalents	543,724	471,120
Receivables	6,500	8,162
Other current assets	24,916	200
TOTAL CURRENT ASSETS	575,140	479,482
NON-CURRENT ASSETS		
Property, plant and equipment	-	-
Intangible Assets	15,319	-
Deposits Paid	12,376	12,375
TOTAL NON-CURRENT ASSETS	27,695	12,375
TOTAL ASSETS	602,835	491,857
CURRENT LIABILITIES		
Trade and other payables	50,157	29,141
Provisions	154,023	146,873
TOTAL CURRENT LIABILITIES	204,180	176,014
NON-CURRENT LIABILITIES		
Provisions	3,527	15,273
TOTAL NON-CURRENT LIABILITIES	3,527	15,273
TOTAL LIABILITIES	207,707	191,287
NET ASSETS	395,128	300,570
MEMBERS' FUNDS		
Retained profits	395,128	300,570
TOTAL MEMBERS' FUNDS	395,128	300,570

A copy of our comprehensive audited financial statements for the year ended 30 June 2025 is available on request.

Auditor's Report



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INNER WEST NEIGHBOUR AID INCORPORATED (ABN 20 500 363 056)

Opinion

We have audited the financial report of Inner West Neighbour Aid Incorporated, which comprises the statement of financial position as at 30 June 2025, Income Statement, and notes to the financial statements including a summary of material accounting policy information, and the directors' declaration.

In our opinion, the accompanying financial report of the registered entity is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- (i) giving a true and fair view of the registered entity's financial position as at 30 June 2025 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ACNC Act, the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact. We have nothing to report in this regard.

Emphasis of Matter – Basis of Accounting

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 registered entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Directors for the Financial Report

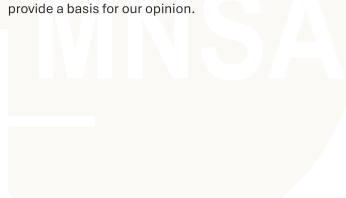
The directors of the registered entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:





Auditor's Report



- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

MNSA ٢١٧٤٥
MNSA Pty Ltd

Mark Schiliro
Director

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

12th September 2025

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



Corporate Support and Other Donors



Our Donors

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

Gladys Barnes
Joan Bedwell
Helen Bryant
Patricia Bywaters
Maria Calabro
Kerry Cortese
Jeanette Gilbert
Lawrence Graham

Dorothy Jamieson
Megan Jones
Marija Krsloviv
Kyonghae Lee
Joyce McConnell
Mary McRae
Christine Mancini
Shirley Motbey

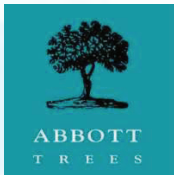
Alison Muir
Beverley Palmer
Irene Peat
Gaye Pitt
Maria Prada
Anja Savelainen
Patricia Sedgman
Noela Skillman

Richard Thomas
Hien Tran
Anasuya Vamathevan
Janet Yee
Allison Yee-Brogan
Herbert Young
Amal Youssef
Georgia Ziakas

Over \$200

Tae Ahn
Tanith Bryce
Christine Jorgensen
Margaret Lergessner
Elsie Tan
Joseph Szima

Donations In Kind



Abbott Trees,
mulch for Garden
Aid clients
Simon Leong,
Red Garbage Bin



DanceMoves

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

ABN 20 500 363 056

Located at

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Acknowledgements

Registered Company Auditor

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Bank:

Commonwealth Bank, Ashfield Branch

Ashfield Mall Shopping Centre

www.commbank.com.au

Annual Report, Design and Printing:

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www.kwikkopy.com.au