



*Achieving more together*

Annual Report **2017/2018**

Inner West  
**NeighbourAid** 

# About us

Inner West Neighbour Aid supports older people and people with disability to stay independent, healthy and socially connected.

A trusted part of the community since 1992, we have a small team of professional staff who work closely with dedicated volunteers to provide personal, practical client focused programs.

## Our programs

### HEALTH AND WELLBEING

- Alive & Kicking
- Exercise & Strength
- Hydrotherapy

### AROUND THE HOME

- Garden Aid
- Lawn Mowing
- Minor Home Maintenance
- Pet Adoption
- Dog Walking
- Assisted Online Shopping

### OUT AND ABOUT

- Outings
- Grocery Shopping

### VISITING

- Home Visiting
- Community Visiting

*"The whole is greater than the sum of its parts."* Aristotle



**Our Board:** (L-R) Francesca Grace, Jeanette Gilbert (Treasurer and Volunteer Representative), Jean Burkinshaw (Client Representative), Wendy Turner (Chairperson), Mercy Splitt, Wayne Ardley (Secretary). Away: Alex Maitland and Fiona Fischer



**Our Team:** (L-R) Lara Allen, Natalie Ciccio, Allison Yee-Brogan, Roman Deguchi, Anne-Lee Hakkennes, Emma Torres, Indah Kusumawati, Stuart Blundell, Rochelle Self, Jackie Walters

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# Achieving more together

The Inner West Neighbour Aid community has been built on the spirit of working together. By sharing skills and resources we create a strong group, galvanise people and organisations, we do not stand alone. 'Achieving more together' goes beyond the physical notion of strength in numbers and defines those unique partnerships that inspire, maximise impact, co-exist seamlessly and add value at every level.

Our reach and reputation across the inner west is enhanced by our strong partnerships, which add richness and diversity to our programs because of our partners' specialities and differences. By working together with other well matched professionals, we continue to focus on what we do best, to provide innovative, value for money, relevant services to older people and people with disability who wish to remain independent, healthy and connected in the community. The common thread binding our successful partnerships is our shared values of respect, empathy, honesty and putting clients first.

With our volunteers, staff members, contractors and partners, supporters, donors and funding bodies, we support over 600 clients and demonstrate that together we achieve more.

We are proud to present our 2017-2018 Annual Report, which highlights how our special partnerships substantially contribute to the success of our programs, projects and events.



# Celebrating together

The 2018 NSW Seniors Festival provided an ideal opportunity to bring together the younger generation with the young at heart. There were many heart-warming moments during the lunch, dance performance, speeches and interviews which highlighted the magic of intergenerational relationships.

**“What makes Neighbour Aid so unique is that it values social interaction regardless of age, background and circumstance. Through the relationships created from these intergenerational activities I have seen the opportunity to engage with others so that we can truly do more together.”**

Jordan, Year 12 student

**“Events like today fill me with hope for the future. From us, I hope the young learn tolerance and empathy.”**

Valerie, client



# Highlights for 2017-2018

**609**

.....  
Clients  
assisted

**47**

.....  
New clients  
welcomed

**286**

.....  
Gardens  
transformed

**216**

.....  
Lawns mowed  
(1,787 services)

**23**

.....  
Dog walking  
clients with 29  
volunteers

**174**

.....  
Outings

**83**

.....  
Health and  
wellbeing  
sessions

**20**

.....  
Ashfield Boys High  
School shopping  
trips

**26**

.....  
Assisted online  
shopping  
days

**26**

.....  
Pet adoption  
clients

**35**

.....  
Home & community  
visiting clients

**185**

.....  
Volunteers

**54**

.....  
New  
volunteers

**33**

.....  
Volunteers  
over 2 years

**18**

.....  
Volunteers  
over 5 years

# Building a community together

Community inclusion, social wellbeing and healthier lifestyles are at the heart of the 5 Senses Garden, Rhodes Park opening late 2018.

Our vision to create an active, beautiful public green space, designed for inclusion and accessibility was embraced by the City of Canada Bay Council who provided the much needed resources for the project to go ahead. Clients, community members and interested stakeholders have been consulted to ensure the Garden will benefit all.



**"I enjoyed the focus group. It made me feel I mattered. Everyone was very accommodating."**

**Victoria, client**

**"Thanks to the ideas and inspiration from Neighbour Aid this will be so much more than a new playground next to a community garden. They provided invaluable input so it can meet the wants and needs of the broadest range of our community, including groups that can sometimes be overlooked. The partnership established and cemented through this project has brought us closer to our community."**

**Samantha Bones, City of Canada Bay Council**

# Manager's report



The 2017/2018 financial year has been a year of renewed focus for Inner West Neighbour Aid. With over 80% of our income coming from the Federal Government, consideration

of timelines, program direction and opportunities to diversify funding is high on our agenda. The Federal Government announced a two-year funding extension for the Commonwealth Home Support Programme in the 2017-2018 Federal Budget. Although providing funding certainty until 30 June 2020 there is still lack of clarity on how the Government plans to merge the Commonwealth Home Support Programme and Home Care Packages Program.

Inner West Neighbour Aid is in a strong position to prepare for various scenarios due to its committed people and partnerships. We have mastered the art of bringing people and organisations together to create that special sense of purpose and community. In times of change and funding

uncertainty, collaboration is vital. Partnering with like-minded organisations who are specialists in their field, has meant that our funding dollar is spent more effectively on the services that we need to provide.

2018 highlights included:

- Profile-raising with the Neighbour Aid Pets program featuring on the ABC's Compass and an interview for lifestyle magazine, 'Yours'. Community Radio 2SER interviewed Neighbour Aid to discuss isolation and mental health issues for older people living by themselves in the community.
- New fundraising opportunities with a charity event held by the Lady Hampshire Pub in Camperdown, a BBQ at Ashfield Bunnings and a successful direct appeal to clients and their families to support the BBQ.
- The Australian Aged Care Quality Agency conducted their three-year Quality Review of our organisation in January 2018. The Review

checked our performance against all of the Home Care Standards. In 2017 we were subject to two contact visits that reviewed our performance on only a few particular standards relating to Client Service Agreements and Reassessments. The final report indicated we met all standards and clients and volunteers who were interviewed were overwhelmingly complimentary.

- Conducting and collating responses from our bi-annual Volunteer and Client Surveys.
- Holding an Aged Care Information Session for Board Members, clients, volunteers and staff.
- The Minor Home Maintenance Program officially commenced on 1 July 2017.
- The 5 Senses Garden reached the final design stage and gained community support and momentum over the past twelve months.
- The Board approved the establishment of Inner West Help at Home, a non-government subsidised program, to commence in the 2018/2019 financial year.

- The Board also approved supporting people on Home Care Packages to access our gardening, Alive & Kicking program and social outings at full cost recovery.

Our people and partnerships are our strength. When we come to work we want to be with people we respect and can have fun with, we want to contribute to our community, we want to work in a great environment with great people who share our values, and we want to work with people who consider their responsibility to others. Ultimately we want to be with people who aspire to be the best they can be, so that we too, can be the best versions of ourselves.

I thank our Board, staff, volunteers, partners and service providers for staying committed to our mission to support people to stay healthy, active and safe in the community and for working together to achieve more for our clients.

**Allison Yee-Brogan, General Manager**

# Chairperson's report



In my first year in the role of Chair it has been an honour and pleasure to lead a group of skilled and committed people working together to advance the aims of Inner West

Neighbour Aid and making the community a better place to live and work. I joined the Board of Inner West Neighbour Aid in November 2016 because I was keen to become involved with a not for profit organisation providing practical assistance to people in need within a local community.

Over the past 12 months the Board has been deliberate in our planning and budgeting to ensure that Neighbour Aid is in a solid position to handle the aged care reforms looming from 1 July 2020. This financial year, we achieved a surplus of \$3,671 bouncing back from a deficit of \$33,354 in the previous year, which demonstrates strong management and financial decisions in an uncertain funding environment.

The Board was sad to farewell Joshua Grimm who held the position of Board Member and Treasurer for two and a half years. Joshua's strong accounting skills and critical analysis of financial reports contributed to improved reporting and systems. We welcomed three new Board Members throughout the year, Francesca Grace, Mercy Splitt and Jeanette Gilbert, who later accepted the role of Treasurer.

I thank the committed Board, hardworking staff and all the wonderful volunteers for their efforts and contributions this year. I love the energy and enthusiasm generated by the volunteers and staff at Neighbour Aid, as well as the strength of our professional partnerships. It is a unique community model that we are passionate about sustaining and showcasing to future generations.

**Wendy Turner, Chairperson**

# Treasurer's report



The annual audited accounts to 30 June 2018 are presented for consideration and adoption. The financial information that follows is an abbreviated version of our full

Financial Statements, a copy of which is available on request.

This financial year, Inner West Neighbour Aid has reported an operating surplus of \$3,671 (2017: operating deficit of \$33,354), and total net assets of \$255,657 (2017: \$251,985).

## Operating Summary

	2018	2017	% Change
Income	\$947,513	\$906,679	4.5%
Expenses	\$943,842	\$940,033	0.4%
Surplus/(deficit) before income tax	\$3,671	(\$33,354)	

Our major funding source is the Commonwealth Department of Health, comprising 86% of our total funding. During the 2017/2018 financial year, the NSW Department of Family and Community

Services transitioned funding for people under the National Disability Insurance Scheme (NDIS) to the National Disability Insurance Agency in the inner west. Inner West Neighbour Aid is registered as an NDIS Provider under Community Participation and Home Maintenance.

The 4.5% increase in income from 2017 to 2018 included a substantial focus and increase in club grants as well as greater support from individual donors, including clients and their families. Total expenditure over the 2018 financial year was curtailed by accessing subsidised or free training/ workshops through sector contacts as well as a cost review which resulted in changing some suppliers, installation of an electronic hand dryer, a reduction in mobile telephone usage, cleaning rates and printing rates, and close monitoring of phone/data and petrol usage.

I am very pleased to deliver our financial report, and would like to thank the Board, staff and auditors for their support and advice during the year.

**Jeanette Gilbert, Treasurer**

# Audited financial statements

## Income Statement for the year ended 30 June 2018

	2018 \$	2017 \$
<b>INCOME</b>		
Gross receipts	815,252	806,876
Grants received	76,000	47,000
Donations	8,857	16,770
Service fees	15,744	11,356
Membership fees	3,725	1,827
Fundraising	1,508	0
Interest received	6,695	3,239
Other income	19,732	19,611
<b>TOTAL INCOME</b>	<b>947,513</b>	<b>906,679</b>
<b>EXPENSES</b>		
Administration expenses	31,486	33,298
Management expenses	117,238	133,938
Program expenses	91,452	94,884
Staff expenses	692,824	666,144
Volunteer expenses	10,842	11,770
<b>TOTAL EXPENSES</b>	<b>943,842</b>	<b>940,033</b>
Surplus (deficit) before income tax	3,671	(33,354)
Income tax expense	0	0
<b>Surplus (deficit) after income tax</b>	<b>3,671</b>	<b>(33,354)</b>

## Statement of Financial Position as at 30 June 2018

	2018 \$	2017 \$
<b>CURRENT ASSETS</b>		
Cash assets	297,010	238,829
Receivables	707	1,697
Other current assets	4,399	3,730
<b>TOTAL CURRENT ASSETS</b>	302,116	244,256
<b>NON-CURRENT ASSETS</b>		
Property, plant & equipment	41,835	77,356
<b>TOTAL NON-CURRENT ASSETS</b>	41,835	77,356
<b>TOTAL ASSETS</b>	343,951	321,612
<b>CURRENT LIABILITIES</b>		
Trade and other payables	8,427	10,812
Provisions	29,830	27,429
<b>TOTAL CURRENT LIABILITIES</b>	38,257	38,241
<b>NON-CURRENT LIABILITIES</b>		
Provisions	50,037	31,385
<b>TOTAL NON-CURRENT LIABILITIES</b>	50,037	31,385
<b>TOTAL LIABILITIES</b>	88,294	69,626
<b>NET ASSETS</b>	255,657	251,986
<b>MEMBERS' FUNDS</b>		
Retained profits	255,657	251,986
<b>TOTAL MEMBERS' FUNDS</b>	<b>255,657</b>	<b>251,986</b>



INNER WEST NEIGHBOUR AID INCORPORATED  
(ABN 200 500 363 056)

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 2018, 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 2018 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 Pty Ltd

MNSA Pty Ltd

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

Dated in Sydney this 31st day of August 2018

# Volunteering together

As a small not for profit with a team of ten, we would not be able to reach the clients we do and make the impact we make, without the ongoing support of all of our passionate volunteers. Volunteers are at the heart of our gardening services as they are for outings, visiting and dog walking. With the help of individual and corporate volunteers we have the ability to transform clients' gardens in a day.



**"You can see the impact a garden can have on clients' wellbeing. It feels like an important element of mental health that could easily be forgotten. Clients are very appreciative of the small contribution we make."**

Shaun, NAB

**"It was nice to get out of the office and muck in to help those who need it. Neighbour Aid is an amazing organisation for those who like to give back, get dirty and garden! Go team!"**

Sophia, AON



**"I want to commend your staff and volunteers who do such a great job and make such a difference and impact in elderly people's lives. It has truly restored my faith in human kindness."**

Angela, client's daughter

# Our financial support

As a small not-for-profit we are grateful for the financial support of our funders. Your investment enables us to continue to deliver innovative programs and projects that benefit the community. Thank you for your invaluable contribution.

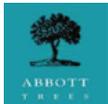
## Main funding bodies



## Grants



## Our corporate support



kevin o'toole group



## Our donors

We are grateful for all donations – they help us extend our services to more people in need. Thank you to everyone who supported us this year.

Adrianna Denardi  
Aida Rubiera  
Aidree Cotterill  
Aileen Williams  
Alfia Trazzera  
Alfred Gabriel  
Allison Yee Brogan  
Amanda Aung  
Ana Horvat  
Andrew Psarianos  
Aneicia Playford  
Angela Mazzeo  
Angela Mazzurco  
Angelo Catalano  
Angelo Cucinotta  
Anna Migliore  
Anna Politi  
Antonino Rapisarda  
Barbara Psiroukis  
Beryl Stephenson  
Beryl Thurston  
Beverley Garry  
Beverly Eagles  
Bruce Durham  
Carmel Leacy  
Carmela Di Cola  
Carmela Ferraro  
Carmela Seminara  
Carol Calabrese

Carol Henson  
Cecily Culligan  
Chris Rogers  
Clare Schmitzer  
Con Strathopulos  
Connie Scott  
Damiana Scardigno  
Danielle Nasr  
Dawn O'Toole  
Domenica Antonutti  
Domenica  
Punturiero  
Doris May Hogarth  
Dorothy Barker  
Dorothy Bourke  
Dorothy Jamieson  
Edna Goodwin  
Edna Green  
Effie Vernicos  
Elizabeth Beggs  
Elizabeth Dahora  
Ellanjean Mitchell  
Elsie Tan  
Eva Lazucki  
Eva Mach  
Eve Taylor  
Fay Cocks  
Fiona Fischer  
Fortunata Donato

Franca Tomasetta  
Frank Gormley  
Galina Strekalovsky  
Gaye Pitt  
George Nadtotchei  
George Tryfon  
Gladys Barnes  
Grace Ebbutt  
Graham Burland  
Gwen Hodges  
Gwen Stackpool  
Gwendoline Smith  
Harry Van-Holst  
Hazel Tansley  
Heather Burbidge  
Heather Mulder  
Heidi Lau  
Helen Collier  
Irena Williams  
Irene Knight  
Irene Panagakis  
Isabella Ciccollitto  
Isis Said  
Ivan Laus  
Jack Nolan  
James O'Conner  
Janice Sweeney  
Jean Burkinshaw  
Jean MacKenzie  
Jeff Northam  
Jennifer O'Neill  
Jill Prentice  
Jiva Chapman  
Joan Hutchinson  
Joan Kingston  
Joan Miller  
Jodie-Anne Yaari  
John Hehir

John Redfern  
Josephine Tabone  
Joy Kay  
Joyce Duncan  
Joyce Lawrance  
Joyce McConnell  
Juliana Stuhl  
June Barret  
June Stephenson  
June Watts  
Kamala Siva  
Kamelia Nassar  
Katie Bowie  
Kevin Hennessy  
Krishnan Sungaran  
Leela Rasiah  
Lois Casinader  
Lorna Clifford  
Madeleine Andrews  
Marc Delorie  
Margaret Blackman  
Margaret Forrest  
Margaret Heddle  
Maria Famularo  
Maria Houteas  
Maria Kufner  
Maria Lalic  
Marie Winfield  
Marilyn Walters  
Marjorie Foot  
Marjorie Seddon  
Marla Cranston  
Mary Eade  
Mary O'Hare  
Maureen Ciardi  
Maureen Duck  
Mavis Andrews  
Melissa Watt

Merry Splitt  
Meryn Slater  
Michael Palmieri  
Morgan Threlfall  
Natalie Bamber  
Noelene Hoy  
Noelene Mackay  
Noreen Keoghan  
Norma Lesley Cruise  
Norma McLeane  
Norma Payne  
Orazio Salanito  
Patricia Mitchell  
Paul Savvas  
Pushpa Pulendiran  
Putchayamah Nair  
Rae Lewis  
Rebecca Tsang  
Regina Colantonio  
Rita May Young  
Robert Dreher  
Roger Gobran  
Roma St Anne  
Rosa Andreacchio  
Rosalie Wooldridge  
Rosemary  
Caltabiano  
Rosina Pirota  
Rosy Fichera  
Ruth Jeremy  
Ruth Payne  
Sadie Chidgey  
Sally James  
Salvatore Scalia  
Sarah Kistan  
Sheelagh Good  
Shirley Austin  
Shirley James

Shirley McKinnery  
Shirley Motbey  
Sik Chow Tsang  
Silvio Tomat  
Speranza Catasta  
Susanne Liang  
Susanne Sharron  
Sylvana Ferraro  
Teresa Maressa  
Teresa Yim  
Theresa Schembri  
Tracey Forrest  
Tracy Black  
Usha Gupta  
Val Day  
Valerie Elvy  
Valerie Heath  
Veronica Carey  
Veronica McColl  
Victoria Barthus  
Walter Tuchin  
Wilson Aste  
Yim Lai Han  
Yun Wang  
Yvonne Dobbs

### Over \$200

Alexander Maitland  
Eve Mullen  
Janice Adam  
Jeremy Chan  
Joe Szima  
Maria Prendergast  
Miriam Muniz Tomita  
Rosina Marson  
Shannon Tong

# Staying healthy together

Neighbour Aid's healthy ageing program encourages clients to continue to challenge their minds and their bodies. Our holistic approach includes: strength and balance development, dance, gentle aerobics, laughter yoga, hydrotherapy, brain training, games, art and information sessions.

To enable us to offer this variety we are proud to work with service providers who share our value of enhancing community spirit.



**"I absolutely love working with Neighbour Aid's clients. It is a privilege to be able to connect and enjoy a laugh together. It is wonderful to see their smiling faces."**

Shari, Laughter Yoga Facilitator

**"Working with Neighbour Aid staff and volunteers is special because there is a sense of community and everyone is friendly. I love seeing clients grow and make changes towards a better life."**

Fleur, Alive & Kicking Instructor

**"I love the people and the feeling. My bones benefit from all the effort."**

Client

**"It has encouraged me to be much more active as it is more enjoyable to exercise with a group of friends."**

Client



# Our team

## Board

We are grateful for the leadership and support provided by our Volunteer Board who strengthen Inner West Neighbour Aid with their experience and empathy.

## Volunteers

We are thankful for our 185 community minded volunteers who chose to spend their time and dedicate their skills to support our clients. Thank you for your dedication to make our world a better place.

## CLIENTS

Together we provide a welcoming community where clients are supported to stay independent, healthy and socially connected.

## Supporters

We are proud to work with like-minded organisations to deliver our programs and projects in a way that benefits the community.



MACQUARIE  
University

## Service providers

We develop enduring partnerships with people who align with Neighbour Aid's vision. Thank you:

- Complete Strength and Performance Gym (Exercise & Strength)
- Fleur Denny (Alive & Kicking)
- Shari Coventry (Laughter Yoga)
- Mario Caruso (Lawn Mowing)
- Elio Vigorito (Lawn Mowing)
- Tom Badarani (Lawn Mowing)
- Kelly Armstrong (Lawn Mowing)
- Neal Coyte (Lawn Mowing)
- Ian Hull (Lawn Mowing)
- Angela and Peter Moniaci (Lawn Mowing).

## Staff

Our ten staff members are passionate about improving our clients' lives. Every day they make a difference with their personal, professional service.

## Acknowledgements

### Registered Company Auditor

MNSA Pty Ltd  
Level 1, 283 George Street, Sydney NSW 2000  
T: 02 9299 0901  
[www.mnsa.com.au](http://www.mnsa.com.au)

### Bank

Commonwealth Bank of Australia  
210 Burwood Road, Burwood NSW 2134  
T: 02 9747 5900

### Annual Report

Design: Ken Haywood, Clik Creative  
M: 0405 505 276  
[www.clikcreative.com.au](http://www.clikcreative.com.au)

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T: 02 9713 8224  
[www.kwikkopy.com.au](http://www.kwikkopy.com.au)

## Support us

As a local not for profit we appreciate the support we receive from our volunteers, donors and supporters. Your support enables 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 on the grounds of Croydon Park Public School  
Entry via Beresford Avenue carpark  
PO Box 247, Croydon Park NSW 2133  
T: 02 9799 5099 | E: [admin@iwna.com.au](mailto:admin@iwna.com.au)

[www.iwna.com.au](http://www.iwna.com.au)

