



# BETTER TOGETHER

Inner West  
Neighbour  
Aid 

ANNUAL REPORT 2019/2020

# BETTER TOGETHER

**Our lives changed dramatically in the opening months of 2020. A global pandemic was declared, impacting everyone's way of life. As we faced this crisis together, we searched for positive ways to look after ourselves and each other.**

'**Better Together**' celebrates the power of community and companionship and the strength of our connection to one another that carries us through challenging and uncertain times.

At Inner West Neighbour Aid we provide the means for our clients and volunteers to connect with each other and the wider community.

Our community and all of our programs are an important part of our lives. In 2020 our focus shifted from 'being together' to 'being together apart'.

Innovation and passion enables an organisation of our size to respond, adapt and continue to make a positive impact in the community.

**Call us on 9799 5099 to find out more about our programs.**



**Board** (L-R): Wendy Turner, Ben Lever (Chairperson), Lorna Clifford (Client Representative), Janice Adam, Dorothy Jamieson (Client Representative), Fiona Fischer, Mercy Splitt, Francesca Grace (Secretary), Jeanette Gilbert (Treasurer and Volunteer Representative). **Not pictured:** Lesley Hambusch



**Staff** (L-R): Lara Allen, Rochelle Self (resigned March 2020), Stuart Blundell, Allison Yee-Brogan, Roman Deguchi, Anne-Lee Hakkennes (resigned November 2019), Indah Kusumawati, Michael Wohlfiel, Natalie Ciccio (resigned March 2020), Jackie Walters, Emma Torres. **Not pictured:** Jacqueline Elliott (commenced March 2020), Tina Craigen (commenced June 2020)

# CONTENTS

About Inner West Neighbour Aid .....	02
2019-2020 Highlights .....	04
Our Programs .....	05
Our Volunteers.....	07
General Manager's Report.....	08
Chairperson's Report .....	12
Treasurer's Report .....	14
Audited Financial Statements .....	16
Auditor's Letter.....	18
Our Financial Support .....	19
Our Donors .....	20
Our Neighbour Aid Community .....	21
Support Us and Acknowledgements.....	22

# ABOUT INNER WEST NEIGHBOUR AID

Active since 1992, we run targeted programs to help older people and people with disability stay active, healthy and connected to the community. Our small team of professional staff work closely with committed volunteers who contribute their time and skills to enhance the lives of clients.



## Vision

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



Neighbour Aid friends Mary O'Hare and Sheelagh Good

## Mission

Inner West Neighbour Aid enhances community spirit by providing social support and home assistance to older people, people with disabilities and carers in our local area. We connect people who are passionate about helping others with people who need support to live safely and independently at home and remain active in our community.

## Values

- Clients are central to our services and everything we do
- We show respect and empathy in all relationships
- We are honest and transparent
- We accept our individual responsibilities and value team work
- We create a safe and supportive environment for people in our community
- We embrace innovation so that we can continue to provide outstanding services.

# 2019-2020 HIGHLIGHTS

596

.....  
Clients assisted\*

52

.....  
New clients welcomed

222

.....  
Gardens transformed

169

.....  
Lawns mowed (758 services)

10

.....  
Dog walking clients with 36 volunteers

87

.....  
Help at Home clients

125

.....  
Outings

63

.....  
Health and wellbeing sessions\*\*

12

.....  
Ashfield Boys High School shopping trips

26

.....  
Assisted online shopping sessions

6

.....  
Pet adoption clients

27

.....  
Five Senses Garden workshops

12

.....  
Home & community visiting clients

205

.....  
Volunteers in total

25

.....  
New volunteers

48

.....  
Volunteers up to 2 years of service

45

.....  
Volunteers over 5 years

5

.....  
Volunteers over 10 years

From 23 March 2020 to 30 June 2020 programs were suspended due to COVID-19.

\* Total client numbers were affected as a result of Phone Reassessments and updating records for changes in circumstances, including moving to a Home Care Package, moving out of area or a change in living arrangements. \*\*Alive & Kicking, Stand Tall

# OUR PROGRAMS

## Around the Home

**Gardening:** For clients who have gardens that need attention and receive limited support. Our professional team works with clients to plan a garden they will enjoy. Volunteers help restore gardens so they are safe, easy to maintain and look great.

**Lawn mowing:** We help maintain the external beauty of client's homes with our subsidised lawn mowing program. Services are provided by an approved professional.

**Pet Adoption:** We work 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 second chance at life.

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

**Assisted Online Shopping:** A temporary or ongoing fortnightly service for clients who find it difficult to get out to the supermarket. We discuss the order over the phone, place it online with our preferred supplier and have it delivered direct to client.

## Out and About

**Outings:** Clients discover Sydney on outings full of fun and friendship. Our weekday outings are extremely popular including: picnics, movies, ferry rides, gardens, galleries, fish and chips by the sea, exhibitions, parks, shows, clubs and more.

**Grocery Shopping:** Select students from Ashfield Boys High School are paired with local clients who are independent but require physical help with their grocery shopping. This program also supports intergenerational and cross-cultural connection.

**Saturday Social Group:** Clients under 65 living with disability enjoy discovering Sydney every second Saturday on outings including: ferry rides, movies, gardens, exhibitions, bowling, galleries, art and craft, lunches out and more.

## OUR PROGRAMS (CONT'D)



Neighbour Aid connections Beverley Garry and Valda Day

### Health and Wellbeing

**Alive & Kicking:** Clients stay independent and mobile by exercising their mind and body at our weekly program of fun supported activities including: gentle exercise, laughter yoga, art, brain training, healthy ageing talks and games.

**Stand Tall:** This balance and strength program supports clients to have a go, build their strength and confidence, reduce the likelihood of falls and meet new people. Delivered by professional

trainers at a local gym, sessions are safe, friendly and fun.

**5 Senses Garden Workshops:** Inclusive workshops focusing on: health and wellbeing, creativity, culture, food and sustainability. Open to clients and the public, workshops are a great way to stay connected to the community and to continue to develop skills in a welcoming environment.

### Visiting

**Home and community visiting:** Clients are carefully matched with a volunteer on the basis of interests, experiences and outlook on life. Fortnightly visits are relaxed and informal with strong, lasting friendships formed.

### Social Enterprise

**Help at Home:** Our competitive fee-for-service program includes lawn mowing, gardening, window and gutter cleaning and minor repairs around the home. It is open to people living in the inner west regardless of age, financial situation. Income generated supports our subsidised programs.

# OUR VOLUNTEERS

We are grateful for the diversity and contribution of our amazing volunteers who choose to spend their time and use their skills to support our clients. Our community is richer from your involvement.

## 10+ years' service

Valda Day  
Colin Dunn  
Jennifer Mines  
Trisha Molinari

## 5+ years' service

Janice Adam  
Stella Angelo  
Sean Bradley  
David Braund  
Shonagh Briscoe  
Simon Bromage  
Cheryl Carpenter  
Sharron Chen  
George Cooley  
Dianne Couch  
Warren Farrell  
Fiona Fischer  
Amy Fisher  
Jeanette Gilbert  
Clive Gilmore  
Francesca Grace  
Jeff Graham  
Julie-Anne Hall  
Shaun Herat  
Elissa Howie  
Janette Ireland  
Sally James  
Gary Kearns

Francesca Koovouis  
Liao Kuo  
Daphne Lackner  
Heidi Lau  
Susanne Liang  
Terry Lockyer  
Isabella Low  
Jacqueline Martins  
Robert Matthews  
Melanie Mence  
Anthony Moody  
Jeff Northam  
Josephine Penkala  
Maria Prendergast  
Leianne Ross  
Joseph Szima  
Miriam Tomita  
Wendy Turner  
Kate Vincent  
Melissa Watt  
Prasad Wijesekera  
Pamela Williams

## Up to 2 year' service

Oliver Ashcroft  
Nicole Bondoc  
Debra Brown  
Colin Buckman  
Chelsea Chan  
Cherylyn Channell

Lorna Clifford  
Richard Crass  
Peter Dale  
Michael Doyle  
Columcille Garvey  
Carlo Gilchrist  
Emily Goldenstein  
Lesley Hambusch  
Lynnette Hewitt  
Jace Hoffman  
Cassandra Houlihan  
Dorothy Jamieson  
Kimberley Jenkins  
Ellen Kearns  
Anna Kelly  
Simon Kennedy  
Rosanna Kerwan  
Karina Kouck  
Nicha Kuanpadoong  
Catherine Larcombe  
Ka Shin Leona Leung  
Ben Lever  
Jetty Lim  
Sarah Lindsay  
Andrew Lummow  
Melanie Morningstar  
Holly Neely  
An Minh Thi Nguyen  
Jade Pretorius  
Ashley Reed

Kani Shan  
Ilikini Sorova  
Mercy Splitt  
Kristina Strangers  
Rodney Strangers  
Cheryl Sumady  
Claire Thompson  
Camilo Torres  
Lisa Tran  
Brittney Van Saarloos  
David Wilke  
Yin Xu

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

Madeleine Andrews  
Connor  
Anagnostopoulos  
Kirsty Azzopardi  
Myriam Baghnaqui  
Natalie Bamber  
James Bradley  
Jean Burkinshaw  
Sarah Buxton  
Joseph Cabusas  
Ella Callan  
Benjamin Cantelo  
Christine Carter  
Jeremy Tsz Yim Chan  
Geethu George  
Chenginiyadan  
Marla Cranston  
Peter Crawford  
Paul D'Arcy

Adrianna De Nardi  
Jordan Dean  
Roman Donovan  
Fiona D'Souza  
Stephen Edwards  
Daniel Fechner  
Selina Foo  
Kate Foran  
Helen Forstmann  
Marijcke Gibson  
Isabelle  
Goodenough  
Jean Hanna  
Deborah Harris  
Mirsina Houvardas  
Melissa Jimenez  
Jack Johansson  
Nicole Jones  
Dolly Kachwaha  
Lachlan Kadrian  
M M Imran Khan  
Shannon Kiernan  
Kristina Kresic  
Nick Kulevski  
Primrose Madziva  
Harley Mahon  
Alexander Maitland  
Vimala Mariappan  
Gibson Marijcke  
James McGill  
Daniela Mrencevski  
Eve Mullen  
Danielle Nasr  
Alvin Nath

Thuy Van Ngo  
Tri Nguyen  
Daniel O'Reilly  
Vishal Patel  
Moana Peai  
Thufail Rafeekh  
Lauren Rice  
Stephen Rosser  
Queenie Saguin  
Jenida Satem  
Marc Schroder  
Angus Shum  
Vijendra Singam  
Meryn Slater  
Alexander Stoker  
Nicole Sultana  
Warunee  
Tantiarunrung  
Sivathmajan  
Tharmanathan  
Van Brian To  
Shannon Tong  
Leesa Torrington  
Stephen Trickey  
Chloe Wagenknecht-Reid  
Suzanne Weinert  
Deborah White  
Tim Wilkinson  
Louisa Wilson  
David Wood  
Anna Xue  
Jodie-Anne Yaari  
Kizzy Yang  
Henry Yeung

# GENERAL MANAGER'S REPORT



Who could have predicted that 2020 would be such a challenging year for so many people and organisations, right across the world? Challenging times can bring out the best and the worst in organisations, but looking back over the past few months at Neighbour Aid, 2020 can only be defined as a period of strength, commitment to quality, continuity, and resilience.

We celebrate our achievements for the financial year ended 30 June 2020:

- We received a grant for over \$50,000 by the NSW Department of Premier and Cabinet under the My Community Project to deliver Dementia Wellness Workshops at the 5 Senses Garden in partnership with Sydney Local Health District.
- The SBS Social Media Department developed an article and video on the 5 Senses Garden Workshops and filmed the Rivendell School Gardening Program (November 2019).
- We were nominated as the successful organisation to take over Commonwealth Home Support (CHSP) funding for Strathfield Aged Day Care, to commence operations from 1 July 2020. This cemented our organisation as a strong performer in social support services.
- Our new website went live in September 2019.
- Staff members were invited to present at the Rivendell Flower Show (September 2019) and the NSW CHSP Conference (March 2020).
- From 1 September 2019 we no longer provided Subsidised Minor Home Maintenance services. After reviewing the program for over 2 ½ years, we found limited demand for the subsidised service and difficulty in securing long term contractors. By ceasing the Subsidised Minor Home Maintenance Service, one door closed and another door opened. It was our plan that any minor handyman work required by our clients could be achieved through our new Help at Home service.



A Very Merry Christmas breakfast

## GENERAL MANAGER'S REPORT (CONT'D)

- Help at Home was established in April 2019 and operated for its first full financial year. This service came as a direct response to a growing need within the community for extra home support services by trusted, professional organisations in the local area. By June 2020, Help at Home had provided services to almost 90 clients.
- We held a Very Merry Christmas Breakfast for the first time on Christmas Day 2019 with the support of the Canada Bay Club. Clients, volunteers and staff made the event special because of their kindness and generosity.
- The 5 Senses Garden Workshops commenced in March 2019 and also ran through its first full financial year. Prior to COVID-19 program suspension, there were over 50 people attending workshops per month. The success of the Workshops culminated in a feature story on ABC's Gardening Australia with Costa Georgiadis being filmed in February 2020.
- Under government directive due to COVID-19, Neighbour Aid suspended all programs from 23 March 2020. Throughout this process, Neighbour Aid took a calm, measured approach. Staff remained informed and employed, volunteers, contractors and clients remained informed.
- As a response to suspended programs, we introduced Hello Neighbour Drive by Parties to provide meaningful social contact whilst social distancing. The purpose was to check in with our clients regarding their mental health and wellbeing, to be present for our clients and remind them they are not forgotten.
- Phone Bingo Parties were introduced, as a new weekly program that can be played safely in the comfort of people's homes. Clients call the Neighbour Aid office using a teleconference facility with a staff member facilitating bingo and trivia. The purpose of this program is to invite people to play and stay playful, to provide a purposeful indoor activity with a set time and day and encourage a return to structure.



ABC's Gardening Australia with Christalla Michael and Costa Georgiadis

- We conducted Phone Reassessments and Wellbeing Checks with over 500 clients.

During the financial year we farewelled Anne-Lee Hakkennes (Nov 2019), Rochelle Self (March 2020) and Natalie Ciccio (March 2020). We thank them for their special contribution to the Neighbour Aid

story. To our other staff members Lara Allen, Stuart Blundell, Tina Craigen (commenced June 2020), Roman Deguchi, Jacqueline Elliott (commenced March 2020), Indah Kusumawati, Emma Torres, Jackie Walters and Michael Wohlfiel thank you for your continued support and commitment. Thank you for delivering exceptional programs and for consistently upholding the values of Neighbour Aid. We are not a team because we work together, we are a team because we respect, trust and support each other.

It is a pleasure to work with such a skilled and dynamic board. During a unique and challenging year, the board showed outstanding adaptability and capability. Thank you for giving your time to help others, sharing your strengths and making a difference in our community.

Our Inner West Neighbour Aid community has a strong and kind spirit.

**Allison Yee-Brogan**  
General Manager

# CHAIRPERSON'S REPORT



My first year as Chairperson has been steeped with external challenges that have been met admirably and successfully by a skilled group of fellow board

members and a committed team of staff and volunteers.

The financial year began on a positive note, with the Australian Government announcing the extension of funding arrangements for the Commonwealth Home Support Programme (CHSP) from 1 July 2020 to 30 June 2022. This provided reassurance that entry level home support for older Australians is seen as relevant in the continuum of care. The board proceeded to lay the foundations for a year of consolidation. The board and staff teams met at an inaugural Connect and Grow Team Building Session to discuss the key strategic issues facing the organisation. The Constitution was reviewed and adopted at the 2019 Annual General Meeting

(October 2019) and our new vision statement was launched in early 2020. The vision statement reflects our respect for seniors in our community, our desire to create a space to listen to their stories and acknowledge their lived experiences.

When COVID-19 hit our shores on the tail end of the lengthy drought then devastating bushfire season, the decision was made to suspend all of Neighbour Aid's programs from 23 March 2020. This decision was not taken lightly and was in the best interests of older and more vulnerable members in our community and those people who support them. Thankfully, our funding body confirmed that our funding would continue during the suspension period and that organisations would not be penalised for any reduction in service hours. Neighbour Aid responded swiftly and strategically by directing resources towards delivering critical services, such as ensuring clients had access to meals and groceries, undertaking welfare checks and conducting phone calls.



Our 5 Senses Garden, Rhodes Park

During the financial year, the board welcomed 2 new Client Representatives, Dorothy Jamieson and Lorna Clifford in August 2019 and farewelled Mercy Splitt in February 2020. I would like to take this opportunity to thank all current board members for their commitment and continued

support this year, particularly as decisions and close communication was required as government guidelines changed almost daily from March 2020 – June 2020. Thank you also to our incredible team of staff and volunteers who continued to support clients in many different shapes and forms, during the period from program suspension to the safe and steady resumption of programs.

Whilst some uncertainties may remain ahead, we remain committed to providing safe and innovative programs for seniors and people with disability in our community. I close with the all too oft heard phrase “we’re all in this together”. We draw upon the strength and resilience of our seniors and our role is to lead with positivity and strength and shine a light forward.

**Ben Lever**  
Chairperson

# TREASURER'S REPORT



The annual audited accounts to 30 June 2020 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 \$65,697 (2019: operating surplus of \$147) and total net assets of \$321,501 (2019: \$255,804).

## Operating Summary

	2020	2019	% Change
Income	\$1,075,598	\$967,999	11%
Expenses	\$1,009,901	\$967,852	4%
Surplus before income tax	\$65,697	\$147	

The 11% increase in income from 2019 to 2020 was attributed to the following:

- Canada Bay Council COVID-19 donation of \$3,333.

- Cash Flow Boost of \$48,512 received from the Australian Taxation Office due to COVID-19. Legislation was passed to provide temporary cash flow support to small-medium business and not for profit organisations.
- Department of Health COVID-19 grant of \$6,000.
- Inner West Council COVID-19 grant of \$25,000.
- NSW Department of Premier and Cabinet grant of \$53,231 for the Dementia Wellness Workshops being held at the 5 Senses Garden in partnership with Sydney Local Health District.

Client contributions were reviewed and aligned with industry averages. The pet adoption fee increased from \$25 to \$30 per pet adoption (last increase 2018), the daily transport fee increased from \$10 to \$12 for outings, exercise and workshops (last increase 2018) and the Lawn Mowing Subsidy reduced to \$15 per cut from \$20 per cut (last review in 2005).

We commend the ongoing development of the Help at Home program, which commenced in

April 2019. June 2020 marked the first month that direct income exceeded direct costs resulting in Help at Home reaching breakeven point. Contributing factors to the surplus for the month of June included returning customers, improved quoting procedures, a fee review, Home Care Package clients using their funding to pay for Help at Home services, increasing service offerings to include window and gutter cleaning.

The suspension of services from 23 March 2020 due to COVID-19 impacted financial operations as follows:

- Reduction in client contribution and service fees.
- Reduced project, petrol, volunteer, contractors, board and staff training expenditure.
- The Department of Education waived rental of the office space for April to June 2020 due to COVID-19.
- Increased postage, printing and marketing expenditure due to special edition client newsletters.

- Reduction in staff expenditure due to non-replacement of 3 staff positions (pre-COVID-19 resignations).
- Increased recruitment expenditure for hire of temporary staff.
- Increased IT expenditure due to upgrade of workstations, monitors, mobile phones and landlines.
- Increased vehicle expenditure due to replacement of van decal, repairing minor damage to vehicles, removal of 2 seats from van to become an all-licence vehicle.
- Improved office health and safety, including expenditure on kitchen and flooring renovation, window cleaning and installation of a staff notice board.

I am very pleased to deliver our financial report, and would like to thank the Board, our General Manager and Finance and Administration Assistant and auditors.

**Jeanette Gilbert**, Treasurer

# AUDITED FINANCIAL STATEMENTS

## Income Statement for the year ended 30 June 2020

	2020 \$	2019 \$
<b>INCOME</b>		
Gross receipts	889,751	821,648
Grants received	61,600	81,000
Donations	8,974	9,753
Service fees	19,269	17,793
Membership fees	2,160	5,900
Interest received	1,375	2,752
Other income	92,469	29,153
	<b>1,075,598</b>	<b>967,999</b>
<b>EXPENSES</b>		
Audit Fees	3,045	3,045
Bad debts	50	0
Board and governance expenses	5,585	9,009
Depreciation expense	9,436	32,399
Employee benefits expense	728,372	716,738
Insurance expenses	14,065	12,676
Motor vehicle expenses	34,128	26,609
Other expenses	133,014	79,315
Project costs	66,642	71,592
Rent	15,564	16,469
	<b>1,009,901</b>	<b>967,852</b>
Surplus before income tax	65,697	147
Income tax expense	0	0
<b>Surplus after income tax</b>	<b>65,697</b>	<b>147</b>

## Statement of Financial Position as at 30 June 2020

	2020 \$	2019 \$
<b>CURRENT ASSETS</b>		
Cash assets	445,096	349,892
Receivables	2,256	3,512
Other current assets	24,209	998
<b>TOTAL CURRENT ASSETS</b>	471,561	354,402
<b>NON-CURRENT ASSETS</b>		
Property, plant & equipment	0	9,436
<b>TOTAL NON-CURRENT ASSETS</b>	0	9,436
<b>TOTAL ASSETS</b>	471,561	363,838
<b>CURRENT LIABILITIES</b>		
Trade and other payables	57,850	8,912
Provisions	32,610	32,108
<b>TOTAL CURRENT LIABILITIES</b>	90,460	41,020
<b>NON-CURRENT LIABILITIES</b>		
Provisions	59,600	67,014
<b>TOTAL NON-CURRENT LIABILITIES</b>	59,600	67,014
<b>TOTAL LIABILITIES</b>	150,060	108,034
<b>NET ASSETS</b>	321,501	255,804
<b>MEMBERS' FUNDS</b>		
Retained profits	321,501	255,804
<b>TOTAL MEMBERS' FUNDS</b>	<b>321,501</b>	<b>255,804</b>

A comprehensive copy of our audited financial statements for the year ended 30 June 2020 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 2020, 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 2020 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 Schiliro (Chartered Accountant & Registered Company Auditor)  
Director of MNSA Pty Ltd (Registered Audit Company)

Dated this 31<sup>st</sup> day of August 2020

# OUR FINANCIAL SUPPORT

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

## Main funding bodies



## Grants



## Corporate Support



# OUR DONORS

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

Margaret Alvares  
Stella Angelo  
Gladys Barnes  
Lois Bennett  
Tracy Black  
Maxwell Blackman  
Gwen Boucher  
Julie Buchanan  
Heather Burbidge  
Jean Burkinshaw  
Carol Calabrese  
Veronica Carey  
Lois Casinader  
Elena Catasta  
Maureen Ciardi  
Natalie Ciccio  
Lorna Clifford  
Helen Collier  
June Combe  
Kathy Conlon  
Norma Cooke

Aidree Cotterill  
Val Day  
Carmela Di Cola  
Fortunata Donato  
Robert Dreher  
Valerie Elvy  
Carmela Ferraro  
Sylvana Ferraro  
Pina Franchi  
Lois George  
Sheelagh Good  
Rosaria Gullotha  
Gwen Hodges  
Maria Houteas  
Noelene Hoy  
Sally James  
Shirley James  
Ruth Jeremy  
Sarah Kistan  
Ivan Laus  
Ben Lever

Susanne Liang  
Silvana Mantellato  
Teresa Maressa  
Angela Mazzurco  
Jo McAlinden  
Delores McAndrew  
Joyce McConnell  
Anna Migliore  
Beryl Mowbray  
Eve Mullen  
Kamelia Nassar  
Mary O'Hare  
Jennifer O'Neill  
Ruth Payne  
Norma Piper  
Maria Prendergast  
Jill Prentice  
Finette Psarianos  
Pushpa Pulendiran  
Tina Sacco  
Nirmala Santhiran  
Caterina Scarfo  
Clare Schmitzer  
Marie Shang  
Mike Small  
Gwen Stackpool  
Clare Storos

Margaret Swift  
Hazel Tansley  
Eve Taylor  
Isobel Taylor  
Anne Tunks  
Melissa Watt  
David Wilke

Marie Winfield  
Rosalie Wooldridge  
Carmelina Zappala  
**Over \$200**  
Fiona Fischer  
Joseph Szima

**Corporate and Other Donors**  
Drummoyne Probud Club  
Therapeutic Gardens Australia  
Strathfield Council



Phone Bingo with Jackie Walters

# OUR NEIGHBOUR AID COMMUNITY

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

## Volunteers

Our amazing volunteers are integral to the success of Neighbour Aid and our community is richer from your involvement. In addition to our over 200 volunteers we are thankful for the assistance from our corporate volunteers:

<b>AON</b>	<b>NAB</b>	<b>Wells Fargo</b>
<b>Big Lift (UTS)</b>	<b>United Way</b>	<b>Zurich</b>

## Board

Our board members contribute to the overall strategic direction, legal, contractual and compliance decisions. We are thankful for your guidance and for sharing your experience to make Neighbour Aid stronger.

## Staff

Our staff members are committed to improving our clients' lives. Every day you make a difference with your empathetic, kind, professional service.

## Service Providers

We are proud to work with contractors who support Neighbour Aid's Mission. Thank you:

**Coaching Zone Five Dock**  
(Stand Tall)

**Fleur Denny** (Exercise and Movement, Alive & Kicking)

**Shari Coventry** (Laughter Yoga, Alive & Kicking)

**Yoshiko Ito** (Art Therapy, Alive & Kicking)

**Angela & Peter Moniaci**  
(Lawn Mowing)

**Elio Vigorito** (Lawn Mowing)

**Ian Hull** (Lawn Mowing & Minor Home Maintenance)

**Mario Caruso** (Lawn Mowing)

**Neal Coyte** (Lawn Mowing)

**Peter Harvie** (Lawn Mowing)

**Tom Badarani** (Lawn Mowing)

## Schools and Partners

We understand the value of intergenerational and community connections. Thank you for sharing life experiences with us:

**Ashfield Boys High School**  
(Shopping Program)

**Macquarie University Participation and Engagement Program**  
(Volunteer Program)

**Rivendell School**  
(Garden Aid)

**RSPCA NSW** (Neighbour Aid Pets)

**Sydney Local Health District** (Dementia Wellness Workshops)

**Western Sydney University**  
(Volunteer Program)

## 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 on the grounds of Croydon Park Public School  
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Inner West  
**Neighbour  
Aid** 

## Acknowledgements

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### Annual Report

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