

Program Name	Regularity and Who To Go To	Description	Eligibility	Venue/ location	Transport Fee	Program Fee
Membership Fee	Annual optional fee Staff: Indah Kusumawati, Finance and Administration Assistant	Inner West Neighbour Aid is a membership based organisation, governed by a Constitution. The membership fee is optional and covers a financial year from 1 July to 30 June. Tax receipts are issued. Members are invited to and entitled to vote at the Annual General Meeting which is held in October each year. The purpose of the Annual General Meeting is to present our audited financial reports and a report on our services for the financial year. Membership fees contribute to our services and enable us to provide more services to more people.	<ul style="list-style-type: none"> Any person or organisation can become a paying member, it is not linked to age, address, services used. 	N/A	N/A	\$25 pa
Around the Home						
Dog Walking	On request Staff: Emma Torres, Client Services Coordinator	We match clients with a volunteer dog walker who takes their dog for a walk or an extra walk each week. Many clients and dog walkers bond over their mutual love of pets. Partner: RSPCA	<ul style="list-style-type: none"> My Aged Care referral required (Social Support Individual). CHSP clients are subsidised. HCP clients used to be funded under the Community Visitors Scheme (CVS funding ceased from 1.7.2023). We prioritise: <ul style="list-style-type: none"> People who have difficulty with their mobility and have zero or limited contact with family, neighbours or friends. CHSP clients. 	Near client's home	N/A	CHSP: No client fee HCP: to be reviewed
Pet Adoption	On request Staff: Emma Torres, Client Services Coordinator	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. Partner: RSPCA	<ul style="list-style-type: none"> My Aged Care referral required (Social Support Individual). CHSP clients are subsidised 50%. HCP clients to pay full cost recovery price. 	N/A	N/A	CHSP: \$50 per cat adoption \$120 per dog HCP: \$100 per cat adoption \$240 per dog
Home Visiting	On request Staff: Emma Torres, Client Services Coordinator	Clients are matched with a volunteer on the basis of interests, experiences and outlook on life. Fortnightly phone calls or home visits are relaxed and informal.	<ul style="list-style-type: none"> My Aged Care referral required (Social Support Individual). CHSP clients are subsidised. HCP clients used to be funded under the Community Visitors Scheme (CVS funding ceased from 1.7.2023). We prioritise: People who cannot get out by themselves or have zero or limited contact with family, neighbours or friends. 	By phone	N/A	CHSP: No client fee HCP: to be reviewed

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Help at Home (private)	<p>Monday to Friday</p> <p>For all enquiries and quotes contact helpathome@iwna.com.au or 9799 5099</p> <p>Staff: Joanne Santas, Coordinator</p> <p>Jake Lackner, Junior Gardener</p> <p>Mikali Anagnostis, Junior Gardener</p>	<p>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.</p> <p>We recognised the growing need for extra home support services by trusted, professional organisations in the local area.</p> <p>We provide services around the garden and home including:</p> <ul style="list-style-type: none"> • Garden – horticulture services • Garden – tidy up • Lawn mowing • Landscaping (project work) • High pressure outdoor cleaning • Window cleaning and cleaning light fittings • Assembly of flat pack furniture, installing shelving, installing door/gate hinges • Hanging pictures and mirrors, hanging curtains/blinds, brackets for hanging flower basket • Minor home maintenance/ handyman work 	<ul style="list-style-type: none"> • Minimum 2 hour call out. • Able and willing to pay agreed quote. • My Aged Care referral not required. Therefore not linked to age. • HCP clients are able to pay for services using their HCP funds. • We prioritise people who live in the local government areas of Ashfield, Burwood, Canada Bay or Strathfield. • Help at Home caters for people who are unable to access government funded programs and/or people who would like “top up” services and are willing to pay for extra services at a private rate. 	At client's home	N/A	\$90 per hr
Garden Aid (subsidised)	<p>Monday to Friday 8.30am – 1pm</p> <p>Staff: Stuart Blundell, Garden Projects Coordinator</p> <p>Nicholas Robinson, Garden Aid Team Leader</p> <p>Natesha Somasundaram Garden Aid Team Leader</p>	<p>The Garden Aid program helps people live safely in their own home for longer by doing some garden tasks they are no longer able to do.</p> <p>A qualified staff member leads a team of experienced volunteers and ensures the client's garden is tidied up, made safe, easy to care for and beautiful.</p> <p>We provide up to 2 garden services per annum. Clients are encouraged to ring to book in their garden service. Gardens are booked and planned 2—3 months in advance. We try to plan around the number of volunteers available, the size and complexity of the garden, public holidays and the weather.</p> <p>The service includes weeding, trimming, pruning, laying mulch and clean up.</p> <p>All weeded ornamental garden beds will have mulch applied to suppress weed growth.</p> <p>This service does not include lawn mowing or tree lopping.</p>	<ul style="list-style-type: none"> • My Aged Care referral required (Home Maintenance). • CHSP clients only. • This program is not available for HCP clients. • We prioritise people who: <ul style="list-style-type: none"> ○ Have difficulty performing daily tasks in their yard safely and independently and have zero or limited support from family, neighbours or friends. ○ Live in the local government areas of Ashfield, Burwood, Canada Bay or Strathfield. ○ Are in receipt of a 'maximum rate' of an Australian pension. ○ Live alone or with a carer who is in receipt of the Carer Allowance. 	At client's home	N/A	\$75 for one garden service

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Green waste removal (off site)	As required	<p>The green waste from the client's garden is placed in the client's green bin, then the green bins of any consenting neighbours.</p> <p>The client is provided with 2 options for any additional green waste:</p> <ol style="list-style-type: none"> 1. Neighbour Aid rents an oversized commercial green waste bin at their office. Additional green waste can be bagged at the client's house. The bag is then taken to Neighbour Aid's green waste bin for collection. 2. Excessive amounts of additional green waste can be taken directly to a commercial tip or resource recovery centre. We use Cleanaway (Auburn) and the cost is determined by weight. The current minimum charge is \$84.25 (source: Brochure) 	<ul style="list-style-type: none"> Any client can request this service. Staff members must be able to safely load the green waste onto the Neighbour Aid ute, within their physical limits. 	N/A	N/A	\$25 per bag OR current rate at commercial tip
Rivendell School Gardening Program	<p>1st and 3rd Wednesday of the month, only in school term</p> <p>Staff: Nicholas Robinson, Garden Aid Team Leader</p>	<p>This intergenerational connection is incorporated into the Garden Aid program twice a month.</p> <p>Our Garden Aid/Rivendell School collaboration began in November 2018 to assist clients in their gardens, offer a community service program to students, and create an intergenerational learning experience for all involved.</p> <p>Partner: Rivendell School</p>	Refer Garden Aid (above).	At client's home	N/A	\$75 for one garden service
Lawn Mowing (subsidised)	<p>Lawn mowing cuts arranged between client and contractor. Up to 12 cuts are subsidised per financial year.</p> <p>Staff: Nicholas Robinson, Garden Aid Team Leader</p>	<p>We have reached capacity with this program and funding is no longer available for new clients or enquiries.</p> <p>The service is provided by an approved contractor and Neighbour Aid provides a subsidy of \$15 for each cut, with 12 cuts available per financial year. This means that once clients have had a total of 12 lawn mowing services they will no longer receive a subsidy for that financial year. If the client requires more than 12 cuts per year, the extra cuts need to be negotiated with their lawn mowing contractor on a private basis.</p>	<ul style="list-style-type: none"> My Aged Care referral required (Home Maintenance). CHSP clients only. This program is not available for HCP clients. We prioritise people without support from family, friends or other community organisations 	At client's home	N/A	As agreed with lawn mowing contractor

Program Name	Regularity and Who To Go To	Description	Eligibility	Venue/ location	Transport Fee	Program Fee
Shopping						
Trolley Talk	<p>1st and 3rd Wednesday of the month, only in school term</p> <p>Pick up from 8.30am</p> <p>Shopping 9.30 – 10.30am</p> <p>Drop home 10.30 – 11.30am</p> <p>Staff: James Wohlfiel, Social Support Worker</p>	<p>Select students from Ashfield Boys High School (Year 10 – 11) are paired with local clients who are able to shop independently but require physical help with their grocery shopping. The students may help reading labels or lifting heavy items in the trolley or remember the location of items within Coles. Students and clients use this time to share stories, get to know each other and catch up while walking through the shopping aisles. This program supports intergenerational and cross-cultural connections.</p> <p>Door to door transport is available.</p> <p>Partner: Ashfield Boys High School</p>	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Group). • CHSP clients are subsidised. • New (not pre-existing) HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ Clients living in the Ashfield council area. ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. 	Coles at Ashfield Mall	<p>CHSP: \$15</p> <p>HCP: \$15</p>	<p>CHSP: no program fee</p> <p>HCP: \$40 per session</p>
Assisted Online Shopping	<p>Every 2nd Wednesday</p> <p>Clients are allocated a timeslot.</p> <p>Staff: Emma Torres, Client Services Coordinator</p>	<p>A temporary or ongoing grocery shopping service for clients who have limited support and find it difficult to get out to the supermarket. The staff member calls the client at an agreed timeslot and the client will request their delivery day/time and shopping items over the phone whilst the staff member navigates the online order and any sale items for the week. Coles delivers the order directly to the client and the order is paid for by the client.</p> <p>Chosen provider: Coles</p>	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Individual). • Able and willing to pay full order by card and minimum of \$50 • All HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. 	Phone call to office	N/A	<p>CHSP: \$15 per shopping order</p> <p>HCP: \$40 per session</p>

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Health & Wellbeing						
Alive & Kicking	Every Tuesday Pick up 10 – 11am Program 11 – 12pm Lunch (BYO) 12pm Afternoon program 12.30 – 1.30pm Drop home 1.30 – 2.30pm Staff: Josslien Sadtler and James Wohlfel, Social Support Workers	A seated or standing gentle exercise and movement session in the morning with a vibrant and passionate instructor, followed by lunch (BYO) then an afternoon program that may consist of brain training games, healthy ageing guest speakers, art and craft or personal story telling. Door to door transport is available. Partner: Fleur Denny	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Group). • CHSP clients are subsidised. • New (not pre-existing) HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. 	Centre based Strathfield Community Centre, 1B Bates St Homebush	CHSP: \$15 HCP: \$15	CHSP: \$5 HCP: \$140 per session
Rivendell School Alive & Kicking Program	2 nd Tuesday of the month Staff: Josslien Sadtler, Social Support Worker	This intergenerational connection is incorporated into the Alive & Kicking program once a month. Student volunteers and clients are encouraged to connect and engage over activities and interests. Partner: Rivendell School	Refer Alive & Kicking (above).	Refer Alive & Kicking (above).	Refer Alive & Kicking (above).	Refer Alive & Kicking (above).
DanceMoves	Every Friday Pick up 10.45 – 11.45am Program 11.45am – 12.30pm (45 min program) Drop home 12.30 – 1.30pm Staff: Maja Sorensen, Social Support Coordinator Emel Jurd, Mikali Anagnostis, Social Support Workers	A seated or standing dance class that focuses on self expression and movement through dance. A qualified dance instructor demonstrates inclusive guided movements so that clients can explore their creativity, coordination, fitness and flexibility as well as refresh their mind and body. No dance experience is necessary however this program is designed for people who have an existing and moderate level of movement in their daily lives. Door to door transport is available. Partners: Dance Health Alliance and Burwood Council	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Group). • CHSP clients are subsidised. • New (not pre-existing) HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. • Public Member: <ul style="list-style-type: none"> ○ Must live in the Ashfield, Burwood, Canada Bay, Strathfield council areas. ○ My Aged Care referral not required. ○ If public member is over 65 they are encouraged to register with My Aged Care. ○ Transport is not provided for public members. 	Centre based Woodstock Community Centre Burwood, 22 Church St Burwood	CHSP: \$15 HCP: \$15 Public: own transport	CHSP: \$5 per session HCP: \$40 per session Public: \$20 per session

PROGRAM INFORMATION effective from 1 July 2023

Updated: 06/05/2024

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Stand Tall	<p>Every Thursday</p> <p>10.45am – 11.45am session</p> <p>Staff: Chantel Jurcevic, Social Support Worker</p>	<p>A weights and fitness program supporting clients to have a go, build their strength and confidence, reduce the likelihood of falls and meet new people in a mainstream gym environment.</p> <p>Led by a qualified personal trainer at a local gym, it is for people with a pre-existing level of fitness. The personal trainer provides a 6 week program leading towards a goal and then the program is reset and upgraded at the end of each program cycle. Exercises and weights can be adapted based on each client's level of ability, injury or safety.</p> <p>Door to door transport is available.</p> <p>All new clients must have an initial physio assessment through CSP at agreed rate of \$50:</p> <ul style="list-style-type: none"> Neighbour Aid will subsidise \$25 and client pays \$25. If client has private health cover, we encourage them to claim the physio assessment. If clients are not registered with My Aged Care – they pay the full \$50. <p>Partner: CSP Gym</p>	<ul style="list-style-type: none"> My Aged Care referral required (Social Support Group). CHSP clients are subsidised. New (not pre-existing) HCP clients to pay full cost recovery price. We prioritise: <ul style="list-style-type: none"> People who cannot get out by themselves or have limited support from family or friends are prioritised. CHSP clients. Public Member: My Aged Care referral not required. If public member is over 65 and lives in Ashfield, Burwood, Canada Bay, Strathfield council areas, they are encouraged to register with My Aged Care. Transport is not provided for public members. 	<p>Gym based</p> <p>CSP Gym, Wests Ashfield</p>	<p>CHSP: \$15</p> <p>HCP: \$15</p> <p>Public: own transport</p>	<p>CHSP: \$15 per session</p> <p>HCP: \$40 per session</p> <p>Public: \$25</p>

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Group Programs						
Outings	<p>2 Wednesdays per month (minimum), Thursdays and every 2nd Friday</p> <p>Pick up 10 – 11am Program 11am – 1.30pm Drop home 1.30 – 2.30pm</p> <p>Staff: James Wohlfel, Social Support Worker</p>	<p>Weekday outings around Sydney: concerts, picnics, movies, ferry rides, gardens, galleries, sea visits, museums, parks, shows, clubs and more. Clients pay for associated outing costs, entry tickets and own lunch.</p> <p>Calendar of outings provided in the Newsletter every 3 months and clients call 9799 5099 to book.</p> <p>All clients are put on the waitlist and clients will be called by the Social Support Coordinator to confirm their bookings, one month in advance.</p> <p>Door to door transport is available.</p>	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Group). • CHSP clients are subsidised. • New (not pre-existing) HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. 	<p>Various locations – refer Newsletter</p>	<p>CHSP: \$15</p> <p>HCP: \$15</p> <p>Public: \$15</p>	<p>CHSP: no program fee</p> <p>HCP: \$180 per outing</p> <p>Public: \$15</p>
Strong Together – Centre Based	<p>Every Tuesday</p> <p>Every Wednesday (except last Staff Development Day once a month)</p> <p>Every Friday</p> <p>Pick up 10 – 11am Morning Tea 11am Program 11.30am Lunch 12pm Afternoon program 12.30 – 1.30pm Drop home 1.30 – 2.30pm</p> <p>Staff: Emel Jurd and Mikali Anagnostis, Social Support Workers</p>	<p>This program includes morning tea, light exercise, lunch and afternoon activities, including bingo, brain training games, guest speakers, health and wellbeing discussions, self care activities, self expression through art and craft and story telling. There is a strong focus on friendship and conversation as people attend on a regular basis on the same day of the week.</p> <p>Door to door transport is available.</p>	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Group). • CHSP clients are subsidised. • New (not pre-existing) HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. 	<p>Centre based</p> <p>Croydon Park Club, 55 Seymour St Croydon Park</p>	<p>CHSP: \$15</p> <p>HCP: \$15</p>	<p>CHSP: \$5 program fee</p> <p>HCP: \$140 program fee</p>
Strong Together – Outings	<p>Once a month – dates in Newsletter</p> <p>Pick up 10 – 11am Outing 11am – 1.30pm Drop home 1.30 – 2.30pm</p>	<p>Refer Outings (above).</p>	<p>Refer Outings (above).</p>	<p>Outings: Various locations, refer Newsletter.</p>	<p>CHSP: \$15</p> <p>HCP: \$15</p>	<p>CHSP: no program fee</p> <p>HCP: \$180 program fee</p>

Program Name	Regularity and Who To Go To	Description	Eligibility	Venue/ location	Transport Fee	Program Fee
Workshops						
5 Senses Garden Workshop	<p>Every Monday 11am – 1pm</p> <p>Pick up 10 – 11am Program 11 – 12pm Lunch 12 - 1pm Drop home 1 – 2pm</p> <p>Staff: James Wohlfiel, Social Support Worker Maja Sorensen, Social Support Coordinator, Chantel Jurcevic, Social Support Worker</p>	<p>Workshops focus on: friendship, health and wellbeing, creativity, nature, horticulture, cultural celebrations, food and sustainability. These Workshops are a great way to stay connected to the community, meet new people with similar interests and to continue to learn new things in a welcoming environment.</p> <p>Light lunch is provided.</p> <p>Door to door transport is available.</p> <p>Partner: Canada Bay Council and various facilitators</p>	<ul style="list-style-type: none"> • My Aged Care referral required (Social Support Group). • CHSP clients are subsidised. • New (not pre-existing) HCP clients to pay full cost recovery price. • We prioritise: <ul style="list-style-type: none"> ○ People who cannot get out by themselves or have limited support from family or friends are prioritised. ○ CHSP clients. • Public Member: My Aged Care referral not required. If public member is over 65 and lives in Ashfield, Burwood, Canada Bay, Strathfield council areas, they are encouraged to register with My Aged Care. Transport is not provided for public members. 	5 Senses Garden Rhodes Park, Killoola St Concord West	<p>CHSP: \$15</p> <p>HCP: \$15</p> <p>Public: own transport</p>	<p>CHSP: \$5 per workshop</p> <p>HCP: \$160 per workshop</p> <p>Public: \$25 per workshop</p>
Living Well with Dementia Workshop (LWWD)	<p>1st Thursday of the month. 11am – 1pm</p> <p>Staff: Emel Jurd, Social Support Worker</p>	<p>The Living Well with Dementia workshops include art, eco and music therapy as well as dance. The program brings together people living with dementia and their carers.</p> <p>Light lunch and morning tea is provided.</p> <p>Transport is not provided.</p> <p>Partner: Canada Bay Council and various facilitators</p>	<ul style="list-style-type: none"> • My Aged Care referral not required. • If participant is over 65 and lives in Ashfield, Burwood, Canada Bay, Strathfield council areas, they are encouraged to register with My Aged Care. 	5 Senses Garden Rhodes Park, Killoola St Concord West	N/A	\$20
Morning tea for LWWD	<p>3rd Thursday of the month. 11am – 1pm</p> <p>Staff: Emel Jurd, Social Support Worker</p>	<p>The morning teas in the garden incorporate conversation, informative talks, music and song, allowing participants to connect over music.</p> <p>Morning tea is provided.</p> <p>Transport is not provided.</p>	My Aged Care referral not required.	5 Senses Garden Rhodes Park, Killoola St Concord West	N/A	\$5