# **Neighbour News**

# **Building Trust**

At Inner West Neighbour Aid, trust is essential to all the relationships we want to build to deliver our vision, whether that be with clients, volunteers, carers, referrers, supporters or our program partners.

This extends further as we hope to see new connections build between our clients. This was a key finding from our 2025 Client Survey. To find out about other client feedback/ results, see Emma's article on page 10 of this newsletter.

All these connections require trust in order to flourish and then give us the confidence to share our stories. I was reminded of this when I visited the ''I Made It!'' Exhibition a few months ago.

Trust also gives hope that together we can create thoughtful, positive and inspiring moments. I particularly adore the intergenerational programs that build trust to unite us regardless of age.

In this edition, we ask our team to explore how they build trust in their everyday interactions with our clients and stakeholders.

We hope that in 2026, our clients trust us to try programs that they haven't yet been involved with.

In the meantime, I wish everyone a peaceful and wonderful time with family and friends over the Christmas 13. Trolley Talk period.

May 2026 be a year of new adventures with Neighbour Aid!

Stella Angelo, Editor (volunteer)

**Summer Edition** 

Nov 2025 **Issue 129** 

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#### **Building Trust**

At Inner West Neighbour Aid, trust sits hand in hand with respect and grows through kindness, reliability and genuine care for others. I see trust displayed through eye to eye contact, active listening either in person or on a phone call. I see it in the language of volunteers and staff. At Inner West Neighbour Aid, it is evident that when trust is strong, connections deepen and people feel truly seen and supported.

Our Annual Report for 2024 2025 is now available on our website and has been distributed amongst our community. The theme is **People. Purpose. Possibility**. In 2025, our clients, volunteers, partners and staff came together with care and commitment to create meaningful connections and support independence and belonging. Every action was guided by our shared purpose, to help people live well at every age. 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.

#### **Annual General Meeting**

Our Annual General Meeting was held at the Ralph Honner Education Centre, 5 Senses Garden, Rhodes Park on 15 October 2025. We were honoured to have members of our community attend, including clients, volunteers, board members and staff.

Our guest speaker was Cr John Faker, Mayor of Burwood. Along with our longstanding relationships with other local councils, we value our partnership with Burwood Council for their ability to connect us with like minded schools and community organisations. Mayor Faker spoke of his reverence for seniors, their rich history and encouraged our clients to continue sharing their stories, as legacies of their lived experiences.

We sincerely thank our Board Members for standing for another term. Your dedication, insight and ongoing support are invaluable to the growth and impact of Inner West Neighbour Aid. In particular, we congratulate the following board members on their election to office bearing positions:

Alison Muir, Chairperson

Peter Malhotra, Treasurer

Samantha Guthleben, Secretary

We also thank outgoing Chairperson Steven Takacs-Gal who has served for 3 terms. Steven has lead the board of directors with humility, always mindful of valuing contributions from those individuals who have a particular expert skill set, as well as holding space for the group as a whole. Steven has demonstrated outstanding commitment to his leadership role.



#### Welcome to new board member



In September we welcomed Tara Sarathy as a new board member. Tara is currently working at PwC Australia as a Director in their Diversity, Equity and Inclusion Advisory

Department and has experience working at various positions at the Australian Human Rights Commission, United Nations (Department of Peace Operations, Action Against Sexual Violence in Conflict, Office of the High Commissioner for Human Rights, Office of Legal Affairs). Tara has qualifications in Arts/Law and International Law, has had prior board experience and has ties to MLC School, one of our valued intergenerational partnerships.

# Welcome to new Risk Sub-Committee member

We also welcome Shabnam
Gill as a volunteer on the Risk
Sub-Committee. The Risk SubCommittee comprises of
Treasurer Peter Malhotra, board
members Samantha Guthleben

and Jeanette Gilbert and Allison Yee-Brogan.

Shabnam holds a Bachelor of Arts/ Bachelor of Law (University of Sydney), as well as an Executive Master of Public Administration through the ANZ School of Government. Her current role is Head, Compliance and Assurance at the University of Technology Sydney. Shabnam has worked in executive roles across the NSW Department of Premier and Cabinet, NSW Office of Environment and Heritage, NSW Environment Protection Authority and Sydney Water.

Shabnam says she "understands the importance of empowering and supporting seniors to remain active, social and to live

independently for as long as they can." She is enthusiastic about being on the Risk Sub-Committee as a way to use her skills and experience to make a contribution to the operations and governance of Inner West Neighbour Aid. She adds, "To me, community means connection, belonging and mutual care. It's the feeling of being part of something bigger than myself, where people look out for each other, share their time and strengths and celebrate each other's differences."

#### Office Closure

Our office will close on the afternoon of Thursday 18 December 2025 and re-open on Monday 5 January 2026.

#### Farewell to 2025

As 2025 draws to a close, I want to extend my heartfelt thanks to everyone who has been part of the Inner West Neighbour Aid community this year, our wonderful clients, dedicated volunteers, partner organisations, contractors and passionate team. Together, we have connected, shared stories, laughed, built connections and made a real difference in each other's lives.

Acts of kindness, generosity and the spirit of community continue to inspire me every day. Wishing everyone a bright and joyful 2026, filled with new opportunities to connect, care, and grow together.

#### Allison Yee-Brogan, General Manager

#### **Acknowledgement of Funding**

Inner West Neighbour Aid is primarily funded by the Department of Health, Disability and Ageing. Although funding has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

#### **Staff News**

Guided by a shared purpose, our team continues to grow and evolve. We value kindness, collaboration, and the unique contributions each person brings. With this spirit of community, we welcome Maja Sorensen to her new role and 2 new team members David Wilson and Ruth Njogah.

We also thank and farewell Jake Lackner who is moving on and acknowledge his contribution to strengthening our Help at Home program. Jake has been a consistent and dedicated team member who has valued the opportunity to connect with clients and colleagues, developing his skills along the way.



Congratulations to Maja Sorensen, who moves into her new role of Senior Coordinator, Staff and Volunteers. This role is responsible for the leadership, coordination, and development of our people –

both staff and volunteers. This role plays a key part in fostering a positive and inclusive organisational culture, ensuring we attract, retain, support, and develop a skilled and motivated workforce aligned with the purpose, vision and values of Inner West Neighbour Aid. This will allow me to focus on projects, strategic priorities, funding, networking and the Aged Care Reforms. The board and I believe this re-alignment of my roles and responsibilities will better position and prepare Inner West Neighbour Aid, leading up to the introduction of the Support at Home Program, no earlier than 1 July 2027.

Hi, my name is David and I started as a Garden Aid Team Leader in September. I have close to 20 years' experience in the gardening and landscaping industry, working for both private



companies and most recently in local government.

I am a qualified horticulturalist with a Bachelor of Social Science and this year I completed a Certificate IV in Community Services. I have also worked in the community sector in the area of child protection.

I am a keen rugby union fan and when I have spare time I enjoy attempting to homebrew beer.

What attracted me to this role was the opportunity to support clients and have a positive impact within the community. I look forward to contributing to the work of Inner West Neighbour Aid.

David Wilson, Garden Aid Team Leader



Hi! I'm Ruth, delighted to introduce myself as the newest member of the team, stepping into the role of Social Support Coordinator.

I grew up in Nairobi, Kenya, where the spirit of community

and connection was woven into everyday life. That early foundation continues to shape who I am today. I find deep meaning in the stories of others, in music that uplifts, in the beauty of nature, and in the strength of my faith.

Professionally, I bring a background in Chaplaincy and Pastoral Care, supported by a Bachelor of Arts with Honours in Psychology and Community Development. Over the past few years, I've served as a Chaplain at Ashfield Baptist Homes and as a Pastoral Care Coordinator at Southhaven Aged Care, and volunteering with Baptist Care.

My passion lies in nurturing meaningful social connections that support well-being and self-discovery—especially within aged care communities. I've had the privilege of leading volunteer teams and creating spaces where people feel seen, heard and valued.

As I begin this new chapter, I'm reminded of a quote that resonates deeply with me: "To care for those who once cared for us is one of the highest honours." – Tia Walker

I'm truly excited to work alongside you all and contribute to a culture of kindness, collaboration and purpose. I'm excited for the journey ahead!



It has been a wonderful 3 years working for Help at Home. I have met many wonderful people, both the staff and clients, and have made many great memories. I have been lucky enough to

spend time working under Jo Santas who is a wealth of knowledge, as well as the Garden Aid team, on occasion alongside some great volunteers. All the clients have been so wonderful and appreciative in my time here that it just made the work so enjoyable. So thank you all for kind words and support.

Inner West Neighbour Aid is a truly wonderful organisation and I'm very fortunate to have had the opportunity to spend my time here.

Jake Lackner, Junior Gardener, Help at Home

Ruth Njogah, Social Support Coordinator

#### Help at Home

Help at Home is our private program that



falls under the umbrella of Inner West Neighbour Aid. This program is not government funded so any fees charged, go back into supporting the organisation.

The Inner West Neighbour Aid Board has a strong commitment to ensuring Help at Home meets the growing need within the community for extra home support services by trusted professionals. Help at Home also needs to be a financially sustainable program. For that reason, from 1 January 2026 the Help at Home rate will increase slightly to \$115 per hour (including GST). We feel this is a reasonable change, given increases in operating expenditure, including petrol, insurances, Award rate increases and general garden supplies.

Ordinarily fees are reviewed every 12 months but we extended this, as we know the cost of living has been difficult for many people during 2025. Our last increase was in July 2024.

Services offered by Help at Home include lawn mowing, gardening, pressure cleaning and window cleaning. We are proud of the professional, quality service delivered by our friendly Help at Home team, led by qualified horticulturalist Joanne Santas, who has had close to 3 decades of experience. We know the reason that clients continue to use our Help at Home program is because we have experienced, hardworking and caring staff they can trust.

If you have any feedback or questions on how to best manage your Help at Home booking, please contact Jo or myself on 9799 5099.

#### Falls Prevention Alliance Australia

We are excited to share the launch of the Falls Prevention Alliance Australia, which was formed in 2025 following a roundtable involving key stakeholders, health professionals and community members, who are focused on collaboration, evidence-based strategies and policy action. Inner West Neighbour Aid is a proud supporter and was invited to attend the roundtable discussions.

The Alliance was launched to:

- Advocate for policy change
- Promote evidence-based intervention
- Foster cross-sector collaboration

Raising awareness about falls prevention is key to reducing injuries and hospitalisations among older Australians. The Alliance provides expert insights, data, and compelling stories to highlight the urgency of this issue.

https://www.fallspreventionalliance.org.au/





# Statement of Rights under the new Aged Care Act

In October we sent out a copy of the new **Statement of Rights**. This explains what rights older people have when accessing aged care services funded by the Australian Government. The Statement of Rights will replace the former Charter of Aged Care Rights on 1 November 2025.

It is very important that clients who are under the Commonwealth Home Support Program sign and return the acknowledgement slip once you have read and understood the Statement of Rights.

If you need assistance or have any questions, please call the office on 9799 5099.



#### You have the right to:

- · make your own decisions about your own life
- · have your decisions not just accepted, but respected
- get information and support to help you make decisions
- · communicate your wishes, needs and preferences
- · feel safe and respected
- have your culture and identity respected
- · stay connected with your community.

#### If you are not happy with your aged care, you can:

- talk to your aged care provider
- contact the Aged Care Quality and Safety Commission: 1800 951 822 or AgedCareQuality.gov.au
- speak with an advocate on 1800 700 600 or at OPAN.org.au









# **Gardening and Nature**

#### Lessons to be learnt from Heat Adaptive **Australian Plants**

During the hot days of summer, many garden plants often suffer in the baking conditions. Leaves wilt, soil in pots becomes too hot and even leaves on established plants can wilt. You methods developed by experienced may think there is nothing that can be done except hope for the best. After all, you can't change the weather and hot summer days are part of living in Sydney. However if you are keen enough, or crazy enough to take a walk through one of our national parks that surround the city, you will find plants that look quite content even on the hottest of days. Why is there such a difference between our garden plants and the natives that grow unaided in the bush?

#### Survivorship bias

When we look at the many and varied native plants growing in the bush, we may be tempted to think ourselves terrible gardeners. After all, these native plants don't get handwatered, fertilised and tip pruned and they still look healthy. But what we should keep in mind is that these plants are the ones that have evolved to live there. And furthermore, any plants that are too weak or germinate in the wrong spot, don't survive. When you look at plants growing in native bushland, you are looking at the survivors.

#### You can have almost any plant you want, if you are willing to work for it

This doesn't mean that most of our non-native garden plants are destined to fail. It just means that you need to be aware of how much work or how clever you will need to be to keep them healthy.

Hydrangeas are beautiful deciduous shrubs with large leaves and blooms. But if you want to grow them in Sydney, you need to keep the water up to them and avoid afternoon sun. Likewise, you can have your rose garden, but be prepared to fertilise, water, prune and

apply ant-fungal agents throughout the year to get those beautiful flowers.

#### Low effort but not No effort

To minimise the work needed to keep our plants happy, we look to tried and trusted gardeners over the years.

For potted plants, the risk of heat stress is multiplied. Not only can the soil in the pot dry out on a hot day, but the sides of the exposed pot heat up, cooking the roots of the plant. A simple way to reduce this is to move the plants to a shady spot. Or place something in front of the pot, like a plank of wood or even another empty pot. Another overlooked task for potted plants in hot weather is to repot them after 11/2 to 2 years. Repotting adds fresh potting mix which will hold more water for longer and the new fluffier soil will act as an insulator.

Plants growing in the ground, once established, are much more resistant to hot weather and dry periods. Their roots remain cool under the surface and they generally have access to more reliable soil moisture. However there are 3 main things you can do to help your favourite shrubs get through summer in good condition. Firstly, make sure your plants have a good layer of mulch over their roots. Typically at least 5cm think out to the edge of the canopy where possible. Secondly, in hot weather, water deeply once or twice per week in the mornings or evenings. And lastly, fertilise your plants spring and autumn to keep them healthy and heat resistant.

Summer in Sydney is a season of extremes. Heat, humidity, storms and lots of growth. Just like us, many of our plants, including many natives, require extra protection from the extreme weather conditions. By remembering these simple rules, you and your plants should make it through summer in excellent shape.

# **Gardening and Nature**

#### A Seasonal Recipe - Kale Pesto

Now that the weather is warming up and winter veggie crops are coming to an end, I found myself asking "what on earth am I going to do with all this kale?!?"

Planted enthusiastically during the cooler months in the hope that I would be using it regularly in cooking, I ended up with a glut of this green leafy veg and I was determined to figure out what to do with it.

Unfortunately, many people turn their noses up at kale as it has been promoted as a hyped up "superfood" and used in horrible tasting smoothies, juices and bland salads. But when you know how to use it properly, kale is a cheap, nutritious veggie that can be used in various flavourful ways and easily boost the vitamin C and fibre content of your meal.

This kale pesto recipe is so easy to whip up and so delicious through fresh pasta hot or cold-I think I actually prefer it to the traditional basil pesto (apologies to our Italian clients!) as it has a bit more of a tangy bite to it.

#### Kale Pesto (makes around 1 cup of pesto)

2 packed cups of finely chopped kale (any variety is fine but best to remove the thick stem of the leaf before chopping)

½ cup extra virgin olive oil

1/4 teaspoon salt

Good crack of fresh pepper

2 tablespoons lemon juice

1 garlic clove

½ cup nuts (can choose any type really but cashews, pine nuts or macadamias are my favourite!)

1/4 cup Parmesan cheese (can substitute for 1 tablespoon nutritional yeast for vegans)

Add everything into a food processor/blender and blitz together- if still dry, add a bit more olive oil or a bit of water to get it to a smooth consistency. Taste and adjust as you go- if you are finding it a little bitter, add small amount of honey and blend together.

If adding to pasta, I like to save some of the pasta water as it is cooking and put this through when adding the pesto to the pasta so it coats the pasta nicely.

Store in a sterilised jar or even the freezer if you don't want to use it all straight away.

#### Melanie Athan, Garden Aid Team Leader





# **Client Services**

#### 2025 Client Survey

We are happy to share the results of our 2025 Client Survey. Your feedback helps us ensure we continue to provide high-quality, relevant services to the Neighbour Aid community.

**2025:** 358 Client Surveys sent out. 63 returned.

17.6% response rate

2023: 367 Client Surveys sent out. 89 returned.

24% response rate)

#### Great Feedback and Ways to Improve

- The feedback highlights the dedication and value of our staff and volunteers.
   "Staff and volunteers are friendly and helpful" received the highest number of positive responses (55).
- 86% (49 out of 57 who responded) Agree or Strongly Agree that "Neighbour Aid staff treat me with respect and courtesy".
- What do you think we can improve on?
   Most said "More variety with outings" and "Better Communication".
   Our team has taken this feedback on board and are looking at ways to improve communication and increase variety/frequency of outings.
- Garden Aid continues to be highly valued, with the main benefits being independence and garden maintenance.
  - 40% of clients said the best thing about Garden Aid is "support to remain independent and in my own home."
  - 34% said it was "keeping my garden safe and tidy to enjoy."
  - 83% of respondents felt that the current \$75 fee for gardening is fair.
  - Suggestions for Improvement: Many clients requested more frequent

- services. "Perhaps every 3 months", "More frequent please. Say 3-4 times pa "
- Our Social Support programs are key to helping clients build friendships and stay connected.
  - Most responses (92%) agreed that they have made new friends through Neighbour Aid programs.
  - 77% agreed that their health and mobility has improved since joining any of the exercise programs.
  - The most popular outing preferences are **Shows** (17% of total responses) and **Restaurants and** Cafes (16%).
  - o What is the best thing about Social Support Programs?
    - "Meet new people"
    - "Making friends"
    - "Relevance and encourages one to "get out and about!" movement and socialisation"
- Help at Home (non-subsidised program)
   100% were happy with the level of service provided by the Help at Home
   Staff member.
  - o What is the best thing about our Help at Home service?
    - "Prompt reply and excellent result" "The price is great and the staff are amazing"

Your feedback is important and kept confidential. There are a lot of people that we did not hear from, please call the office on 9799 5099 and speak with our friendly staff if you have thoughts or ideas that will ensure we continue to provide quality support to the community.

# **Outings Highlights**

When: Every Thursday and some Wednesdays.

Pick up times range from 9.30am to 11.30am. Drop off between 2pm to 3.30pm

What: Excursions and lunch at a range of venues incl. cafes, clubs, long drives and galleries

Cost: Transport \$15 and cost of lunch Please call us on 9799 5099 to book in.

Summer is here, and Santa is not far off! With the arrival of summer comes our new outings calendar. With lots of beachside venues, active outings and some old favourites, summer with Neighbour Aid is sure to be fun. Additionally, if you are new to Neighbour Aid, we extend a warm summer welcome, don't hesitate to call and ask any questions you may have about our outings. They are a fantastic way to get out and

#### **Past Highlights**

In September, we went to a new venue called the newly renovated Flower Power Café in the Laughing Boy Café which was a big hit. We took the ferry to Barangaroo and enjoyed the city.

about, see new places and make new friends.

October saw us attend a lunch time jazz concert at the Conservatorium of Music and a Together group heading to Drummoyne special outing to a fine dining restaurant called Oliveto.

In November we hit the trendy Grounds of Alexandria. We also had a talk from the Illawarra Bee Keeper's Association and then had lunch in the beautiful Hazlehurst Art Gallery.

#### December

December is a shorter month for outings due to the office closure. On the 1st Thursday of December we will be having a special trip to Roselands Shopping Centre for a shopping adventure. A staff member and volunteer will be there for support but you will have the freedom to go shopping anywhere in the complex. We will have lunch together in the food court. This outing is suitable for clients

who are comfortable walking a short distance and able to navigate the shopping centre independently.

Also in December we are going to Woolwich Pier Hotel for lunch (\$20+) and for our last outing of the year we are heading to beautiful Sydney Harbour for lunch at **The** Squires landing (\$25+).

#### January

Welcome to 2026 ladies and gentlemen. Outings will resume on the second week of January. We'll kick the year off with a visit to Enfield (\$20+). We will also go to a lovely café called The Bower (\$20+), located on the Manly sea wall. Be sure to book in early for this one.

Next we have a joint outing with the Strong Sailing Club for lunch (\$25+). This is a great opportunity to meet new people and hear about the other programs Neighbour Aid facilitates.

After this we will be visiting a fan favourite, the Audley Dance Hall Café (\$20+) located in the Royal National Park. This outing includes a beautiful drive through the Royal National Park. We will be doing an east and west split, so if you are unsure where you sit on the map, give the office a call and we will let you know.

At the end of January, we have a very exciting active outing planned to Paddy's Market in Haymarket. This is an active outing, suitable for clients who are comfortable walking a moderate distance. We will also do some shopping and will have lunch at the food court in Paddy's market (\$20+).

# **Outings Highlights**

#### **February**

February is an exciting month packed with 7 outings.

At the start of the month we are heading to **Bundeena Community & Services Club** (\$20+) for a lovely lunch and breathtaking view. This outing includes a lovely drive through the Royal National Park.

Next we have an exciting active outing to the new Western Sydney Airport Experience
Centre. This outing is suitable for clients who are able to walk a short distance and stand for short periods. After visiting the Experience Centre we will then go for lunch at the Lunden House Café (\$20+)

The following Wednesday we have another joint outing with the Strong together crew to **The Cove** restaurant (\$25+) in Abbotsford.

After that we are heading to **Chester Hill RSL** for a live show (singers), and lunch (\$20+). The live show starts at approximately 11am and ends at midday. More information can be found on the Chester Hill RSL website.

We're then back to **Bondi Icebergs** bistro as we farewell summer. East and west outings will be available for this venue as this is always popular. Don't miss out on these views and be sure to book in early.

You asked and we listened, Neighbour Aid is having an outing to the **IKEA Cafeteria** (\$15+) in Tempe. With great views of the Sydney airport runway, you can watch the planes land and take off whilst eating your Swedish meatballs.

#### **Fridays**

We are excited to announce the return of Friday outings. We will re-introduce Friday outings once a month and review as time goes on.

#### **Active Outings**

Approximately once a month, we host an **active outing**, which is marked by this symbol:



These outings are ideal for clients who feel comfortable engaging in some physical activity, such as walking longer distances, uphill, or sometimes uneven paths, without much assistance.

If you'd like to attend an active outing but feel unsure, don't hesitate to contact us for a chat. If it's not for you — no problem! We have many other wonderful outings that are suitable and just as enjoyable.

#### Ruben Hadges, Social Support Worker





# **Trolley Talk**

When: 1st and 3rd Wednesday of the month from 9.30am to 11.30am, during school term

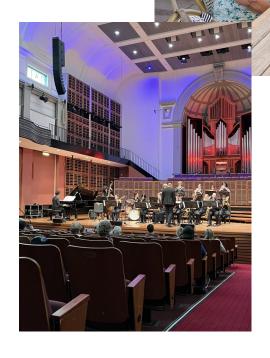
Where: Ashfield Mall Cost: Client transport \$15

Please call us on 9799 5099 to book in.

# Calling Ashfield, Burwood, Croydon Park or Summer Hill Residents

If you or someone you know are keen to make a difference in the lives of young high school students, as well as complete some grocery shopping. This program breaks over the school holidays. To find out more or register your interest for February 2026, call Ruben on 9799 5099.





# **Alive & Kicking**

When: Every Tuesday from 11.15am to 1.30pm. Bring your own lunch...

Where: Strathfield Community Centre Cost: \$7 Client transport if required: \$15 Please call us on 9799 5099 to book in.

# Alive & Kicking Through Spring and Into Summer

Spring brought significant change to Alive & Kicking. After many years in the program, Dorothy moved on and we made sure to give her a lovely farewell. Saying goodbye isn't easy, but the trust and connection we've built over time makes these moments meaningful and supported.





A real highlight this season was Tess, one of our seniors, facilitating a self-massage and reflexology workshop. Drawing on her expertise as a massage therapist, she taught us about important facial energy points and everyone left feeling genuinely relaxed. Having seniors share their skills and cofacilitate workshops brings such a different energy to the program—it's something I'm excited to keep building on.

The Rivendell High School students continue to join us every 2nd Tuesday and lately they've been taking the lead—choosing and facilitating the arts and crafts activities

themselves. Watching them feel that sense of ownership and empowerment has been wonderful. The intergenerational connections they're making with seniors are clearly boosting their confidence and it's always surprising to discover all the unexpected points of connection that emerge between them.

We had Pascale, an oral therapist from Concord Hospital, come as a guest speaker. She provided everyone with goody bags and gave incredibly practical advice on dental hygiene. She'll be returning next year for follow -up support, which is fantastic.

Ruben continues to run Alive & Kicking every third Tuesday and this season he's brought his game host skills to the table—Family Feud and giant Jenga have been absolute hits!





We've welcomed some new faces at Alive & Kicking and it's exciting to see the group continue to grow. We always invite feedback and suggestions for workshops and activities—co-creating the program together makes it stronger.

And of course, Fleur's exercise sessions continue going strong. Always a hit, always a good time and such an important part of what keeps everyone moving and connected.

Chantel Jurcevic, Social Support Worker

# **Stand Tall**

When: Every Thursday from 11am to 12pm

Where: CSP Gym Ashfield

Cost: \$17 Client transport if required: \$15 Non-Client: \$27

Please call us on 9799 5099 to book in.

#### Strength and Resilience

We said farewell to one of our Stand Tall members, Dorothy this month. Dorothy has been a regular at Stand Tall for an astonishing 9 years. We look forward to seeing her again at the Neighbour Aid Christmas Party on 28 November and can't wait to hear about her adventures in her new home close to family.



Our weekly workouts at CSP Gym continue and have been fabulous for the growing Stand Tall group. Sometimes small health challenges occur with our attendees, but such is their dedication that they don't let it stop them. At Stand Tall, our trainer Patch, adapts to any changed client needs. In this way each person can continue to grow and maintain strength, balance and flexibility. It shows the resilience and fortitude of our group members that they sensibly adapt to physical changes with the guidance of their health professionals and support of Neighbour Aid.

Providing appropriate programs really is a partnership based on trust. Clients trust us to create programs with their safety and wellbeing paramount and we appreciate and trust that all clients communicate any challenges or changes they are experiencing. This enables Neighbour Aid to ensure an appropriate exercise program is provided that meets the individual needs of each group member.

Summer will continue to see us working out together in air conditioned comfort. So don't be shy, give Neighbour Aid a call and see if Stand Tall is a program that will work for you.

#### **Emel Jurd, Social Support Worker**



# **DanceMoves**

When: Every Friday from 11.30am to 1.00pm

Where: Woodstock Community Centre, Burwood

Cost: \$7 Client transport if required: \$15 Non-Client: \$22

Please call us on 9799 5099 to book in.

#### Creating a Space to Move

Our DanceMoves group meets each Friday and participating in the program relies on a level of trust in ourselves, in each other and in Neighbour Aid.

To embrace movement we first must trust our own mobility, balance and agility. Neighbour Aid conducts assessments with all clients prior to starting with DanceMoves. This ensures the dance program is the right fit for each person's abilities and needs. All clients have the option of sitting and/or standing during the class also based on these needs. The physical space is also assessed so that clients can trust that access is safe, the venue is clean and bright and toilets are accessible.



Trust at DanceMoves is also fostered through open and respectful communication.

Everyone is invited and encouraged to stay for lunch and a cuppa after the class and a wide variety of discussions take place. Sharing ourselves in this way takes trust and the space for sharing is created by showing respect to all

and modelling an environment where differences are valued.

Neighbour Aid appreciates the bravery that participants show when they attempt something new and we support this bravery



by creating a space where everyone feels they are cared for and safe. You can trust you'll have a great time when you come along to DanceMoves and we can't wait to see you!

One last thing. We celebrated one of our members, Dorothy this month. Dorothy has been attending DanceMoves since it began. She has moved to a new area and while we are sad to see her go, we are excited for this new phase in her life supported by family and friends in a beautiful region of NSW.

**Emel Jurd, Social Support Worker** 





# **Strong Together**

When: Every Tuesday and Wednesday from 11am to 1.30pm

Where: Croydon Park Club

Cost: \$7 Client transport if required: \$15 Please call us on 9799 5099 to book in.

#### **Adventures in Trust**

Exploring our beautiful city on a Strong Together outing, learning a new skill or developing new connections across the generations all involve an element of trust.

At Strong Together we develop and nurture this trust in many ways. From clear communication around pick up times, venues and activities, to providing a safe and welcoming environment for all group members. We listen with interest and respect to each other and the input and feedback given helps create our programs, activities and outings. With consistency and warmth our Strong Together clients feel safe to try something new, knowing that Neighbour Aid always makes sure activities and outings are safe and enjoyable.



The trust our clients have shown has allowed us to have a busy few months with Strong Together and the Summer looks set to be full of variety too. Spring saw us going on outings to Club Parramatta, and Marcellaria in Newtown. It was fun exploring different parts of our city, it's history and trying different cuisines.

We've also been discovering our inner artist; creating paintings inspired by the father of abstract art, Kandinsky. The workshop inspired by his colour circles was a relaxing and meditative way to explore colour, where happy accidents often gave the best results.



Fabulous intergenerational bonds continue to develop between our Strong Together seniors and Year 8 MLC School students. There was lots of laughter on the games day and some healthy competition on a day of trivia together. It was inspiring seeing the wisdom of our seniors combined with the more recent knowledge of the students, which made for a close race between the teams.



Trust me when I say our Summer Calendar is full of fun and opportunities to try something new, learn and explore as we move into 2026.

Emel Jurd, Social Support Worker

# **5 Senses Garden Workshops**



When: Every Monday 11am to 1pm. Light lunch is provided.

Where: 5 Senses Garden Rhodes Park, Concord West. Entrance via Killoola St.

Cost: \$7 Client transport if required: \$15 Non-Client: \$7

Please call us on 9799 5099 to book in.

# 1 December: Community Greening - Herbal Teas & Propagation



Our popular Community Greening session finally returns with Paris! We'll explore the connections between people,

plants and places as we collect herbs from the garden to make fresh tea and learn propagation techniques. A wonderful opportunity to connect with our beloved 5 Senses Garden and take home new plant knowledge.

#### 8 December: Wreath Making

Let's get into the holiday spirit with wreath making, using plants from the garden while exercising our fine motor skills. Did you know wreaths have ancient origins in Greece and Rome,



where they symbolised victory and honour? These traditions evolved through pre-Christian pagan European winter solstice celebrations and were later adapted into the Christmas decorations we know today.

#### 15 December: Christmas Party & Pot Luck

Our last 5 Senses Garden gathering for the year! Let's enjoy each other's company, reflect on the year that's



been, and share delicious food. Please bring along a plate of food or snack to share. The preschoolers from next door will also make an appearance to sing festive songs with us.

#### 12 January: Body Mind Centering

Chantel will share Body Mind Centering practices to create ease and comfort in your body mind and introduce you to the weird, wild and



wonderful world of our beautiful bodies. A gentle, exploratory session perfect for the new year.



#### 19 January: Art Therapy with Skye Rogers

Skye Rogers is an artist, art therapist, author, and occasional curator who conducts creative workshops helping others

discover their inner artist and develop a natural style from within. Join us for an engaging session where creativity flows freely.

# **5 Senses Garden Workshops**



#### 2 February: Bush Foods with Koori Kinnections

Koori Kinnections is a 100% Aboriginal-owned and operated company offering educational programs on Aboriginal culture, history and traditional practices. In this session, you'll learn about traditional Australian bush plants and their uses as food and medicine, exploring Indigenous knowledge of native foods, their health properties, tastes and recipe ideas.



#### 9 February: DIY Body Scrub Making

Join us to create your own natural body scrub

using simple ingredients. Learn how body scrubs exfoliate skin, remove dead skin cells and leave your skin feeling soft and glowing, while maximizing the absorption of moisturizers. A



perfect self-care activity to pamper yourself this summer.

#### 16 February: Chair Yoga with Kristen Buckley

Back by popular demand, Kristen returns to share her chair yoga and movement expertise in this summer edition. Enjoy gentle stretches and mindful movement perfect for all abilities and fitness levels.



#### 23 February: Seeds to Trees

The pre-schoolers from next door return! As it's the start of the year, there will be lots of fresh faces. This will be a simple meet and greet to slowly start forming those gorgeous relationships that make up our awesome intergenerational program.



Chantel Jurcevic, Social Support Worker

# **5 Senses Garden**

# Celebrating Spring Growth and Welcoming Summer Adventure

Spring at the 5 Senses Garden brought familiar faces and new ones, along with sessions that deepened what this space means to our community. As we head into summer, we're carrying forward the trust and connections built over these past months.

Tori from Grams of Health kicked things off with practical nutrition advice for healthy ageing—strategies for cooking solo and eating seasonally that people have actually been using at home.



During Dementia Awareness Week, Anne Tunks, a Dementia Advisor and Psychologist from Sydney Local Health District, shared early warning signs and prevention strategies in a session that felt both informative and supportive.

The Seeds to Trees program continued to be a highlight. Watching pre-schoolers from next door garden alongside seniors during the spring equinox reminded us why these intergenerational moments matter—the sharing of skills, stories and time builds something real.



Our Cultural Dress & Stories session brought out traditional clothing and the memories behind them. It was a quiet celebration of the different backgrounds that make up our garden community and a reminder of how much richer we are for it.



Kristen's Chair Yoga proved that movement doesn't have to be complicated. Gentle breathing and moving with the seasons showed how accessible wellness can be.

The Paint Your Own Pot workshop gave everyone a chance to create something simple and useful—terracotta pots painted with their own designs to take home.



# **5 Senses Garden**





Summer's already taking shape. December brings Community Greening finally back for herbal tea making and propagation, plus wreath making and our Christmas party with pot luck and pre-schooler carols. In the new year, we'll try Body Mind Centering with Chantel, art therapy with Skye Rogers and learn about traditional bush foods with Koori Kinnections. There'll be DIY body scrubs for summer self-care, another round of chair yoga with Kristen and Seeds to Trees begins again with a fresh group of pre-schoolers. The garden keeps growing with everyone who shows up for it.











# Brain Teasers – Keeping our minds active

# Neighbour Aid Find-a-Word

L	S	Т	Α	N	D	T	Α	L	L	Ε	N	N	D
Е	Е	I	N	N	Ε	R	W	Ε	S	Т	S	S	L
Ι	N	Α	Н	Ε	L	Р	Α	Т	Н	0	M	Ε	L
G	Α	R	D	E	N	S	G	N	I	Т	U	0	Ε
Н	R	0	С	Ι	Р	F	R	I	Ε	N	D	S	W
0	L	S	Н	U	Ε	Т	S	U	R	Т	0	S	G
N	R	R	0	L	R	U	0	В	Н	G	I	Ε	N
Ε	Т	R	0	L	L	Ε	Υ	Т	Α	L	K	0	I
S	G	D	Α	N	С	E	M	0	٧	Ε	S	0	٧
Т	L	Α	Ι	С	0	S	Α	Α	0	Т	Н	Α	I
Υ	Т	Т	R	Ε	S	P	E	С	Т	I	E	N	L
L	T	R	Ε	L	Ι	Α	В	L	Ε	L	T	I	T
R	Ε	Н	T	Ε	G	0	Т	G	N	0	R	Т	S
D	S	Ε	S	N	Ε	S	Т	R	0	P	P	U	S

TROLLEY TALK **FRIENDS** TRUST **NEIGHBOUR SOCIAL** INNER WEST **SUPPORT** RESPECT RELIABLE STRONG TOGETHER **DANCEMOVES** STAND TALL **GARDEN** HELP AT HOME SENSES **HONESTY** OUTINGS GROUPS LIVING WELL

#### Riddles— What am I?

You give me freely, yet I'm hard to regain.

Once I am lost, you'll feel the strain. I am invisible but felt deep inside. In love and in war, I often decide. What am I?

I'm a bond, not made with rope. You plant me with actions, you water with hope.

If lies invade, I start to rust.

What am I, if not built on trust?

I travel fast, but truth is slow.
I grow each time the rumours flow.
Though I wear a clever disguise,
I crumble when you analyse.
What am I?

I guide decisions when no one's near, The voice you hear when doubt is clear. I cost you much but keep you whole, A silent compass in your soul. What am I?

Answers on page 26.

Maja Sorensen, Senior Coordinator

# Living Well with Dementia Workshops



For people living with Dementia and carers. All workshops are held at the 5 Senses Garden On the 1st Thursday of the month, 11am - 1pm

Workshop Cost: \$22 for public participants, \$7 for Neighbour Aid clients with CHSP funding Light lunch or morning tea provided

To book call 9799 5099 or email mikali@iwna.com.au

#### 4 December - Healthy Brain Strategies

For our final workshop of the year, we will be joined by Helen Hislop from Sydney Local Health District, who will share strategies for a healthy brain. Followed by lunch and Christmas festivities.



#### 8 January – Mindfulness

We will start the year back on the **second Thursday of the month**. A series of mindfulness practices will help us relax and tune in to the sights, sounds and textures of the garden, grounding us for the year ahead. Followed by lunch.

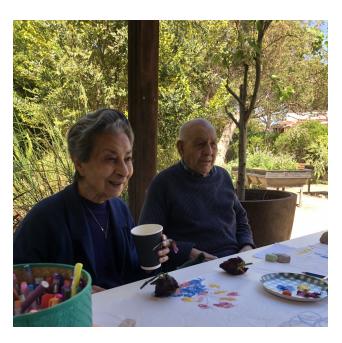


#### 12 February – Food Appreciation

We will meet again on the **second Thursday of the month** (due to staffing). We're taking a
moment to appreciate taste. We will sample a
range foods, familiar and new and notice the
stories that surface. Lunch included in
workshop.



Mikali Anagnostis, Social Support Worker



# Living Well with Dementia Workshops

#### **Celebrating Carers**

Perhaps more than any other, the relationship between carers and those they support depends on trust. In October, we marked National Carers Week, celebrating the carers who are part of our Living Well with Dementia Workshops. Carers NSW shares that "National Carers Week is a time to recognise, celebrate and raise awareness about the 3 million Australians who provide care to a family member or friend." This year's theme was You are, know, or will be one, to draw attention to the presence of carers right across our community. At some point in our lives, almost all of us will be a carer.



It is a privilege to have our wonderful carers within our group and it was a joy to celebrate them through an art therapy workshop and lunch. Art therapist and friend of Neighbour Aid, Karen Burns, led us through a playful workshop, where we unleashed our creativity onto paper. At first, it was a challenge for some of us to let go of our inhibitions about making art. But eventually, the trust between the group allowed us to have a go, make a bit of mess and rediscover the joy of play.



We took another step out of the usual, when we ventured over to Waverton Coal Loader. The staff gave us a tour through the long and vibrant history of the site, including a walk through one of the old tunnels. We also enjoyed visiting another community garden, and just as Spring colour was at it's peak!

From start to end, life involves a lot of change. Living Well reminds me how important it is to have people around us who we love and trust, to journey through the changes together. At any age, new connections can turn into the important friendships that hold us through.

Mikali Anagnostis, Social Support Worker



# Social Support Update

# Update on Cancelling Programs Plan B for Low Numbers

To make sure everyone gets the most out of our programs, we've introduced a *Plan B* for days when only 1–2 people are able to attend. On these quieter days, we'll offer a shorter alternative program—often at a nearby café or club. You will be contacted beforehand and given the option to join. This helps keep things fair for our regular participants while still offering a meaningful program.

#### **Weather Protocols**

As we head into the warmer months (with the occasional storm), we'll be keeping a close eye on the forecast. If rain or extreme weather is predicted, we'll do our best to move the outing to a closer or indoor venue rather than cancel. However, if the conditions are unsafe due to heavy rain or heat, we may need to cancel for everyone's wellbeing. We'll always give you as much notice as we can.

#### Garden Aid and Help at Home

Just like heavy rain can make it unsafe to be outside, very hot weather can also pose health risks especially for our staff and generous volunteers.

To keep everyone safe, we will reschedule your gardening visit if the temperature is 34°C or above. We will be in touch to arrange a cooler, more comfortable day.

Thank you for your understanding, and for being such an important part of our community. We are always working to make our programs better for you!

#### Change in Role

I wanted to share a little update, I've recently stepped into a new role at Neighbour Aid as the Senior Coordinator. This role focuses on supporting and developing our amazing team of staff and volunteers across all our programs, including Garden Aid, Help at Home, and Social Support.

While I'll miss working closely with our Social Support clients and team, I'm excited about this new chapter and you'll still see me around! I'm really looking forward to continuing to grow here at Neighbour Aid and connecting with even more of the wonderful people who make our community so special.

I'm also delighted to introduce Ruth, who is stepping in as our new Social Support Coordinator. You can read more about her in this newsletter. Ruth brings warmth, care and great experience to the role and I know she'll do a fantastic job getting to know each of you and supporting our Social Support programs.

Maja Sorensen, Senior Coordinator

# **Brain Teasers - Answers**

#### **Riddles Answers**

- 1. Trust
- 2. A relationship
- 3. A lie
- 4. Integrity



Maja Sorensen, Senior Coordinator



# **Volunteers**

#### **Welcome to New Volunteers**

Shabnam Gill, Kevin Halbe and Tara Sarathy. **Ashfield Boys High School Students:** Augustus, Finlay, James and Thomas.

**Rivendell School Students:** Denina, Emma and Erin.

Macquarie University Students: Sophie Beraldo, Shanelle Delfino, Adit Mornyang and Sarah Rouse.

#### Thank you to our Volunteers

As summer approaches and the year flies by we send our heartfelt thanks to all our amazing volunteers. Such a vital part of our team, our volunteers are reliable, compassionate, thoughtful people who demonstrate understanding and kindness in their interactions with our clients on outings, group sessions and special events and of course, when assisting our Garden Team in clients' gardens. I am endlessly impressed at how smoothly our new volunteers become part of our team, getting to know our clients, looking out for them, sharing stories, often finding they have unexpected things in common.

We continue to value our ongoing involvement with staff and students from Ashfield Boys High School, Rivendell School, Macquarie University PACE students and welcoming students from MLC School this year. Here are some quotes from our recent Macquarie Uni students about their volunteer experiences.



Adit: My favourite moment has definitely been participating in the Alive & Kicking program. I love seeing how much the clients enjoy getting involved in the exercises. It's

always such a positive and uplifting experience.

Shanelle: My favourite activities have to be the outings. It was heartwarming to see how excited people were to go on an outing to Macelleria and also be in each other's company. I enjoyed having some 1: 1 conversations with and hearing stories about career paths, families and hobbies. I'm so glad that I had the opportunity to work with this organisation, the staff and community.



Sarah: It has been lovely meeting and getting to know all the clients. So far my favourite activity would be the DanceMoves classes. The nice part about it is seeing the

familiar faces each week and creating that connection with the clients. It has also been nice to bond with the staff and learn a bit about everyone, I feel very comfortable and welcomed among the team.

**Sophie:** I enjoyed an outing to Cronulla RSL. I felt very honored that clients felt comfortable sharing personal memories about their families and life. This experience was deeply touching.



Karen Paige, Client and Volunteer Engagement Officer

# **Volunteers**

#### **Hansard Report**

We were thrilled that Jo Haylen MP (State Member for Summer Hill), mentioned our Trolley Talk Program and collaboration with Ashfield Boys High School in Parliament recently. We acknowledge current staff Ruben Hadges and Maja Sorensen, former staff and all volunteers and teachers who have been part of this program since 2013.

# Hansard 22 October 2025 Written Community Recognition Statements:

Congratulations to Inner West Neighbour Aid and Ashfield Boys High School on their outstanding Trolley Talk program - an intergenerational initiative bringing seniors and students together at Ashfield Mall... This program sees seniors and students meet twice monthly during school terms to "shop, walk and talk," creating meaningful connections while supporting elderly community members with practical assistance. Inner West Neighbour Aid's vision of "a community where seniors connect and share their knowledge to lead active, social and independent lives" is beautifully realised through this program.

The young men from Ashfield Boys High demonstrate exceptional community spirit, gaining valuable life skills while helping seniors maintain their independence. In an era where social isolation among our elderly is a growing concern, Trolley Talk provides a vital lifeline.

For over 25 years, Inner West Neighbour Aid has been helping clients "stay independent, healthy and socially connected." This program exemplifies intergenerational collaboration, ensuring our seniors remain valued, supported members of our community while nurturing compassion and civic responsibility in our youth. I commend all involved in this fantastic initiative".





# **Our Programs**

#### **Health and Wellbeing:**

Alive & Kicking, DanceMoves, Stand Tall, 5 Senses Garden Workshops, Living Well with Dementia Workshops

#### **Out and About:**

Outings, Trolley Talk, Strong Together, Intergenerational Programs

#### **Around the Home:**

Garden Aid,
Pet Adoption,
Dog Walking,
Assisted Online Shopping

#### Help at Home (private):

Non-subsidised service, Lawn mowing, Gardening, Mulch supply and laying, Window cleaning, Pressure cleaning

Visiting: Home Visiting



# **Program Times**

Program	Day	Times	Venue
5 Senses Garden Workshops	Mondays	11am - 1pm	5 Senses Garden, Rhodes Park, Concord West
Living Well with Dementia Workshops	1 <sup>st</sup> Thursday of the month	11am - 1pm	5 Senses Garden, Rhodes Park, Concord West
Alive & Kicking	Tuesdays	11.15am – 1.30pm	Strathfield Community Centre, Homebush West
DanceMoves	Fridays	11.30am – 1.30pm	Woodstock Community Centre, Burwood
Stand Tall	Thursdays	10.45am - 11.45am	CSP Gym, Wests Ashfield Leagues Club
Strong Together	Tuesdays and Wednesdays	11am - 1.30pm	Croydon Park Club
Trolley Talk	1 <sup>st</sup> and 3 <sup>rd</sup> Wednesday of the month during school term	9.30am – 10.30am	Ashfield Mall

# Outings are extremely popular! Call us to book in on 9799 5099

30	
Inner West Neighbour Aid Cara	
2025	
DECEMBER	

Mon	Tue	Wed	Thu	Fri
<b>1</b> <b>5 Senses Garden</b> Community Greening: Herbal Teas & Propagation	Alive & Kicking Strong Speaker Together Xmas Decorations	3 Trolley Talk  Xmas Dec	Strong Cuting: Shopping- Roselands: Shopping Centre Living: Well with Dementia	5 DanceMoves
8 5 Senses Garden Wreath Making	Alive & Kicking Rivendell/ Xmas Xmas Xmas Party	10 Strong Together  Xmas Party Outing:  Woolwich Pier Hotel	Stand Tall Outing: The Squires Landing Dining	12 DanceMoves
<b>15 5 Senses Garden</b> Xmas Party & Pot Luck!	16 NO PROGRAMS	VOLUNTEER EVENT  VOLUNTEER EVENT  Inner West  Neighbour Aid Calan  Volunteer Christmas Outing	18 LAST DAY BEFORE CLOSING	19 OFFICE CLOSED
22 OFFICE CLOSED	23 OFFICE CLOSED	24 OFFICE CLOSED	25 OFFICE CLOSED	26 OFFICE CLOSED
29 OFFICE CLOSED	30 OFFICE CLOSED	31 OFFICE CLOSED		

# JANUARY 2026

JANUARY 2026	026		- <b>-</b>	Inner West <b>Neighbour Aid man</b>
Won	Tue	Wed	Thu	Fri
			1 OFFICE CLOSED	2 OFFICE CLOSED
5 OFFICE RE-OPENS NO PROGRAMS	<b>b</b> Alive & Kicking Mindfulness & Somatics	Strong Together  Outing:  Bingo Flower Power  Café Enfield	Living Well with Dementia Morning Tea \$20 Café Manly	9 DanceMoves
5 Senses Garden Body Mind Centreing with Chantel	Alive & Kicking Strong Ruben's Together Game Drummoyne Sailing Club	14 Strong Together  Drummoyne Sailing Club Sailir	Outing:Stand TallOuting:MoyneAudleyIg ClubDance Hall CaféEast	16 DanceMoves
<b>19 5 Senses Garden</b> Art Therapy with Skye Rogers	Alive & Kicking Strong Bingo Together Clay Air Dry Clay	Together Outing:  Lynwood  Golf club	Stand Tall Outing: Audley Dance Hall Café West	DanceMoves Outing: Club Ashfield
26 PUBLIC HOLIDAY	Alive & Kicking Strong Collage Together Bingo	28 STAFF DAY - NO PROGRAMS	Stand Tall Outing: Paddy's Market Haymarket + Lunch	30 DanceMoves

Inner West
Neighbour Aid

# **FEBRUARY 2026**

Mon	Tue	Wed	Thu	Fri
	Alive & Kicking Strong Bund Speaker Together Then and Now	eend Strong Together Then and Now	Stand Tall Outing: Western Syd Airport + Lunden	6 DanceMoves
<b>9</b> <b>5 Senses Garden</b> DIY Body Scrub Making	Alive & Kicking Rivendell Together The Cove	Strong The Cove The Cove The Cove The Cove	Strong Show Together Living Well with Dementia  he Cove	13 DanceMoves
<b>16 5 Senses Garden</b> Chair Yoga with Kristen Buckley	Alive & Kicking Strong Ruben's Together Game Oral Health Talk	Trolley Talk Strong Together Oral Health Talk	Stand Tall Outing:  Bondi Icebergs West	20 DanceMoves
<b>5 Senses Garden</b> Seeds to Trees: Welcoming New Students	Alive & Kicking Strong Bingo Together Bingo	25 STAFF DAY - NO PROGRAMS	Stand Tall Outing: Bondi Icebergs East	DanceMoves Outing: IKEA Cafeteria Tempe

Outings are extremely popular! Call us to book in on 9799 5099