



Harold Hawthorne
COMMUNITY CENTRE

ANNUAL REPORT

2024 - 2025

RESPECT + INTEGRITY + COMPASSION + COLLABORATION + QUALITY

Partnerships

We recognise the Traditional Custodians of the land on which we work and live.
We recognise their continuing connection to Country and community.
We pay respect to the Elders of the past and present.



myagedcare



TOWN OF
VICTORIA PARK



volunteeringWA



Ageing
Australia



Meals on Wheels
Western Australia



Government of Western Australia
Department of Health

ALTURA
learning



clontarf
foundation



South
Metropolitan

We value and recognise the role of Carers in society. We support Carers' rights and work in partnership to support Carers' choices and opportunities.



We welcome people of all ethnicities, lifestyle choices, faiths, sexual orientations, gender identities and diversity in all its forms.

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Who We Are

Our Vision

A vibrant community centre and provider of choice offering comprehensive services for seniors and people with disabilities.

Our Mission

To support the independence and overall wellbeing of seniors and people with disabilities in the community, by:

- Living independently
- Actively involved
- Community engagement
- Community awareness

Our Values



Respect

We show respect and value people, their diversity and communities we work with.



Integrity

We act with integrity by being open, doing what is right, and taking accountability for our actions.



Compassion

We show compassion and support each other, our community and our business.



Collaboration

We work collaboratively with others to improve outcomes.



Quality

We are passionate to do the best we can and to continually improve.

Our Strategic Priorities



Management Committee

Our Management Committee provides strong leadership and governance, guiding the Centre's strategic direction and ensuring our values are upheld in every decision we make.

The Committee members listed below have served during the period July 2024 – June 2025, continuing their valued contribution into the current year:



Chairperson
Robert Medbury



Deputy Chairperson
Sjaan Ketting



Secretary
Grace Stevens



Treasurer
Fadhli Zil Ikram

We also acknowledge and thank our outgoing members for their service and commitment during this time.



Chairperson
Margaret Dixon.
until October 2024



Secretary
Helen Attrill
until September 2024



Committee Member
Aaron Johnston
until December 2024



Chairperson's Report

ROBERT MEDBURY

Our management team ably led by our General Manager Christine Foote, has once again delivered another successful year of operation for the Community Centre. This in no small measure is due to their focus and commitment to do the best for our customers.

As the safety of our staff is a key obligation that we have, I am pleased to report that we only had one lost-time injury for the year. The organisation has a comprehensive incident tracking system that ensures that any weaknesses in operating procedures are quickly identified and addressed in a cost-effective manner.

The operation was again shown to be financially sound and sustainable with all outgoings being covered by revenue. The management team worked diligently to ensure that costs were carefully tracked to ensure that funds are efficiently and effectively deployed.

As the Centre provides home support services as part of the Commonwealth Home Support Program, it comes under the regulatory body called the Aged Care Quality and Safety Commission. The job of this Commonwealth government body is to ensure that older people receive services that ensure their safety and wellbeing. In January 2025 the organization was audited by the Commission and was found to be compliant with all Standards.

This was a great achievement by the management team and a testimony to their leadership and dedication to the older people we serve. All staff should be very proud of this outcome as it says a lot about how we serve our customers.

During the year our Management Committee member Margaret Dixon left after 14 years, with the last 9 years as Chairperson. Also in this period our previous secretary Helen Attrill left the Committee after 2 years in the position. We extend to Margaret our sincere gratitude for her very significant contribution to the organisation and we wish her well for the future. I thank Helen and on-going Committee members Sjaan Ketting (Deputy Chairperson), Grace Stevens (Secretary) and Faz (Treasurer) for ensuring that the essential business of the Association is dealt with in a competent and professional manner.

Organisations like ours would struggle greatly without the time and effort expended by volunteers. These people deserve special recognition and thanks for the effort they put in to help our customers have a better life.

On behalf of the organisation I thank our various partners and funding bodies who all contributed to the success of the Harold Hawthorne Community Centre and its important work within the community.

With a positive outlook for the year ahead I look forward to supporting the management team through another successful and rewarding year.

Robert Medbury

Chairperson



Message from the General Manager

CHRISTINE FOOTE

"AMAZING." That was how the auditors from the Aged Care Quality and Safety Commission described our staff and the quality of services we provide to our clients. Following a comprehensive two-day audit of our Commonwealth Home Support Program (CHSP), the Commission determined we complied to all eight Aged Care Quality standards. This outstanding result is a testament to the dedication, compassion and competency of our care workers, volunteers, administration and management staff. It is a privilege to be part of an amazing team providing valuable services to more than 750 clients to support their independence and enable them to continue living comfortably in their own homes.

We continued to monitor and prepare for the forthcoming reforms to the Aged Care Act, which include strengthened quality standards and the introduction of the new Support at Home Program, to commence November 2025. The government confirmed that the Commonwealth Home Support Program (CHSP) will transition to the Support at Home Program no earlier than July 2027, and accordingly, the Centre's CHSP Agreement has been extended to June 2027.

The Community Centre provided a welcoming and vibrant place for the community to enjoy. It was a delight to see clients come together to enjoy the music, food and even have a dance during our lively lunch and shows. A wide variety of activities, events and information sessions offered engaging, informative and entertaining experiences for all.

Receiving positive feedback and witnessing the companionship and laughter shared among visitors were highlights of the year. The Centre also successfully secured a three-year operating subsidy from the Town of Victoria Park, enabling us to continue offering an exciting range of activities and an inclusive place for the community to share and enjoy.

Another successful external audit confirmed our full compliance with the Food Safety Program. The positive feedback from the auditor is a testament to the dedication and hard work of our kitchen team.

High property prices and strong demand for housing were reflected in our ability to promptly re-lease the units that became vacant in our Retirement Village. The Centre also closely monitored the proposed reforms to the Retirement Villages regulations and assessed the potential impacts of the recommended amendments on our operations.

I would like to thank the Management Committee for their support throughout the year, and to Robert Medbury for ably taking on the role of Chairperson with dedication following Margaret's many years in the role.

This year has been truly rewarding, marked by positive feedback from our clients and successful audit outcomes that reflect the quality of our services. With heartfelt gratitude, I thank all our employees and volunteers whose compassion, dedication, and commitment made these achievements possible. I honour you all and extend my deepest appreciation for your invaluable contributions.

Christine Foote
General Manager



Community & Home Support

Community Services Manager

Renata Chaplin

This year has been one of growth, preparation and continued dedication to supporting our clients to live independently and stay connected. The highlight of our year was a 2-day quality commission audit of our Commonwealth Home Support Programme (CHSP) services, with a full compliance outcome across all 8 aged care quality standards. The feedback from the Auditors was overwhelmingly positive as they highlighted throughout the 2 days the amazing work we do, the high praise the clients provided to them during interviews and the skills and passion demonstrated by our staff and volunteers, making special acknowledgement of our staff being our greatest assets. We couldn't agree more with their glowing comments, and we are incredibly grateful and proud of all our amazing employees and volunteers!

Our team delivered high quality care to more than **750 clients** through our range of home support programs, including the Commonwealth Home Support Programme (CHSP), Brokerage and fee for service arrangements. We continued to provide our clients with a diverse suite of services which are tailored to meet their individual needs, including domestic assistance, home and garden maintenance, delivered meals, personal care, transport, social support (individual and group), centre-based respite, flexible respite and other food services.

Each of these service types played a vital role in enhancing quality of life, promoting independence, reducing isolation and positively impacting overall wellbeing.

During this last year we have focused on ensuring that we are well positioned for the upcoming new Aged Care Legislation and strengthened quality standards which will come into effect on 1st November 2025. In addition to this we are also preparing for the Support at Home Program (even though CHSP will not be transitioning until at least 2027) by undertaking a comprehensive review of positions and restructure of our Home Support Team. This proactive approach has allowed us to align our operations and workforce with the evolving aged care landscape while maintaining our commitment to excellent client centred care.

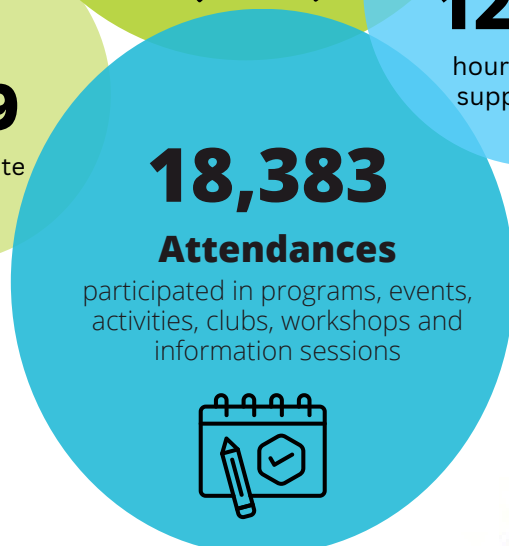
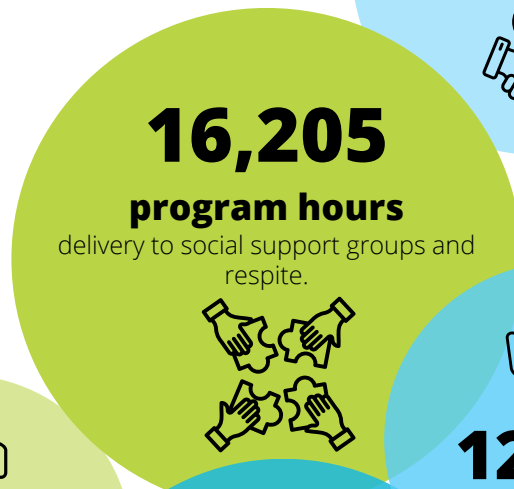
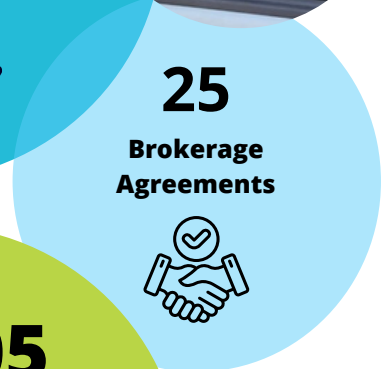
23,363 hours
of home support services

Personal Care, Social Support 1:1,
Domestic Assistance, Gardening &
Home Maintenance



Our Community Centre continued to reflect our goal of being a vibrant and inclusive hub for connection, learning and engagement for seniors. The Centre continued to be a hive of activity, with well loved and established programs and activities continuing to grow and new programs, workshops and information sessions attracting strong participation with consistently positive feedback. Whether through our VP55+ social groups, wellbeing sessions or community events, we are proud to see our Centre thriving as a place where people come together to belong, have fun, grow and build meaningful and lasting connections.

We extend our sincere thanks to our dedicated team of staff and volunteers whose compassion, professionalism and skills continue to make an extraordinary difference in the lives of others. Their commitment ensures our clients and visitors to the Centre receive the respectful, reliable and high-quality support for which we have been acknowledged for. As we look ahead, we remain committed to continuous improvement, collaboration and innovation to meet the ongoing and changing needs of our ageing community.





Chef

Yashwinee Seebbaruth

Our kitchen has had a wonderful and productive year, continuing to provide dine-in meals Monday to Friday at **Harry's Diner**, along with takeaway and delivered meals through our **Meals on Wheels** program for seniors across the community.

This year brought exciting developments, including welcoming our new Chef and the launch of a refreshed menu offering greater variety and choice. The response from diners has been overwhelmingly positive, with glowing feedback on the quality, taste, and presentation of our meals.

Our dedicated kitchen team has worked tirelessly, embracing change and demonstrating outstanding teamwork throughout the year. A new Food Safety Program was implemented, and we achieved full compliance with the Food Safety Act following an external audit by Global Food Safety Auditing – a significant milestone for a high-risk food business serving vulnerable people. We also introduced updated meal labels that meet the latest legislative requirements, including clear allergen listings to ensure every meal is safe and transparent for our clients.



Healthy Living & Meals on Wheels

18,327

were delivered to
Meals on Wheels
recipients



30,589

Meals Prepared
in our Centre commercial kitchen
during the 2024-2025 financial year.



12,262

were enjoyed
in Harry's Diner or
as take-away meals



From preparing delicious three-course meals for our popular monthly Lunch and Show events to everyday favourites like Fish and Chips Fridays, the kitchen continues to deliver high-quality, nutritious, and comforting meals that bring people together. Visitors regularly comment on how welcoming Harry's Diner feels – and how tasty the food is!

A heartfelt thank you goes to our incredible kitchen staff and volunteers for their hard work, adaptability, and passion. It has been a year of growth, innovation, and achievement, and we couldn't be prouder of the team's commitment and the positive impact their work has had on individuals and the wider community.

With the introduction of a revamped menu, alternative meal options, and a robust food safety program, we remain committed to providing seniors with healthy, delicious meals that support their wellbeing. Our focus moving forward is on continuing to evolve our meal services – ensuring variety, inclusivity, and nutrition – while fostering the meaningful social connections that make every meal at Harry's Diner special.

In Their Own Words

Meals That Make a Difference



The following comments have been shared by our clients and community members, expressing their appreciation for the quality, care, and consistency of our meals and dining experiences.

"Good morning and THANK YOU for the changes being made in Meals on Wheels menu. In particular, regarding the variety of vegetables, there are some new dishes in (like last night) and some old favourites (sago pudding and bread and butter pudding). It is very hard to produce meals on a large scale that look interesting and appetising, so I thank you for the efforts made in presentation. Short story: I was 8 years old when I made my first bread and butter pudding. My dad was so proud he told everyone around our small town (I was famous for a day!). I have made countless bread and butter puddings over the years; I am now 96 years old but still enjoy bread and butter puddings"

"We were very impressed with the lunch today A great variety, well cooked. Keep up the good work"

"Thank you for a 4 stars restaurant meal. We all enjoyed our meals so much today"

"Thank you for the best meal ever. Rissoles' the best, fish beautiful and dessert to die for!"

"The Meals on Wheels volunteers deserve a gold medal for delivering the meals. [she] also appreciates the kitchen staff who cook & prepare the meals"

"Very good food service brilliant and pleasant soup very good"

"We have attended Harry's Diner many times and I can't praise your service, food, cost, amazing staff and volunteers enough! They do an amazing job for so many, your service is such a gem and can't say how much we appreciate the effort that everyone puts in to provide us with such great meals. Our thanks to everyone"

"Best food in Perth, Best staff in Perth, Once tried HHC food you will not eat anywhere else. Everything first class food and staff. Well done Harold Hawthorne, can only say good things"

"I wanted to extend my sincerest thanks to you and the volunteers at Harold Hawthorne for an amazing lunch. We had wonderful feedback from our clients who all enjoyed themselves"

"...express my appreciation for the kitchen staff and the meals delivery service team. Please convey my gratitude for the food she receives at home. All meals prepared beautifully and tasty. She enjoys them all"

"The meal I had was fantastic the fish and chips were perfect and dessert was divine "

2,383

hours of community use
of the community centre



Creating Spaces for Connection Our Venues

"...The launch was fantastic and the venue facilities worked very well for our purposes. The air-conditioning was exceptional. Thank you and the rest of the team for accommodating all our needs"

The year saw an increase in venue hire hours compared to the previous financial year, which is a reflection of the community's strong engagement with our Centre and the diversity of the spaces we offer for the community to enjoy and use. From large gatherings in Memorial Hall to small meetings and workshops held in the Theatre room, our facilities continue to be well utilised by both long term regular hirers and one-off community and private events.

This year again, the Centre has been a place for connection, celebration, collaboration and learning. Local groups, businesses and individuals make use of our versatile spaces for everything from cultural and spiritual events, training sessions, dance classes, cooking classes, milestone celebrations, community consultation meetings and even performances.

The spaces we have for community use and hire include:

Memorial Hall



Theatre Room



Library Room



Allied Health Room



Social Activities Centre



Sensory Garden



The design of our facilities ensures accessibility and inclusiveness for all with a regularly updated disability access and inclusion plan in place to ensure we are truly welcoming and comfortable for everyone. By providing safe, affordable and well-equipped spaces we supported the social, cultural and economic value to our local community.



Community Programs

Community Programs Coordinator Kylie Pratt

This year through the ongoing commitment and dedication of our staff and truly valued volunteers we have seen the Centre transform into a vibrant community where our members, clients, staff and visitors feel safe and included.

We were once again successful with our submission for an operating subsidy grant through the Town of Victoria Park, guaranteeing us funding for the next three years. This funding assists us to continue supporting the community with the delivery of activities and events from the Centre. Our focus is on supporting independence, wellness, engagement and inclusiveness, and the feedback we received via surveys and feedback demonstrate we have again this year achieved those goals.

Over the year we were overwhelmed by the generosity and unquestionable willingness of our visitors, residents, staff and volunteers to support many humanitarian causes. A highlight from Christmas 2024 was collaborating with the Victoria Park Community Christmas Gift Drive. We were able to offer hope and much needed supplies for those less fortunate in our community.

The Centre continued to provide regular activities which have proved popular, as well as introduce new activities for participants to feel included, connected to the community, safe, welcome and engaged.

We delivered information sessions and workshops of importance and interest. We have maintained our regular monthly lunch and entertainment with ongoing positive support and feedback on how much these are enjoyed and create a sense of well-being. In collaboration with local business, people and organisations we have been able to build a community that thrives on connection and collaboration.

The connections built which have been most notable and inspiring is evidenced through our Cue Ballers group, what initially started as one pool table and a couple of mates has turned into a much larger group with over 70 attendances per month! The small team were able to secure a second pool table, come together to deliver it and the magic happened from then. This group is unmissable, wearing their club shirts, spreading the laughs and embracing true value of community and welcoming of everyone. The group is a true reflection of inclusivity and diversity; regardless of skill, gender, cultural background, age or experience, it is the passion and the willingness to have a go that bonds them.

We would not be able to deliver the range of community programs, activities and events without our team of volunteers, we are very grateful for their level of commitment, some of whom have put up their hands to run with and drive some initiatives themselves, talents and skills have been shared, in the true spirit of community!!

Our Activity Officers continue to research and implement new program ideas that are well-planned and thoughtfully delivered to meet the needs, interests and outcomes of our clients and attendees. Our team of Activity Officers are dedicated and skilled individuals who each bring passion and commitment while delivering activities which are meaningful and engaging for our attendees.

In 2024 to 2025, the Social Activities Centre and Community Centre offered a diverse selection of programs designed to be enjoyable and enlightening. The focus was on creating experiences that ignited fresh concepts, expanded people's knowledge, and pushed their capabilities to new heights.

Our VP 55+ Clubs included:

- Carlisle Cuppa's
- The Wanderers
- Board'em Busters
- Shopper Bus
- Digital Decoders
- Carlisle Crafters
- Cue Ballers
- Knitters & Knatters
- Table Tennis
- Chair Yoga
- Bingo
- Indoor Bowls



We aim to keep changing for the benefit of the whole community and look forward to another year of supporting and welcoming ALL to create lasting bonds and shared stories.

None of this would be possible without our community, the enthusiasm, laughter, and willingness to show up makes a true community. We can't wait to see what next year brings with our ever-growing program of events and activities.

"...I attended the NAIDOC "Storytime"... it was splendid and I thoroughly enjoyed it".

We continue to survey our attendees and participants on a regular basis to ensure that we are delivering community programs which meet their needs, interests and the objectives of our organisation and funders.

Survey Highlights

93% felt safe and welcome

96% felt more connected to the community

92% said it was engaging and boosted wellbeing

95% enjoy attending events here

100% of participants felt welcome and safe in our VP 55+ Clubs!

Our Year in Pictures



"Mum has been so happy, and family have noticed she looks really well, thank you all for the support".



"As usual the care, entertainment, music, and staff are excellent. Happy atmosphere and facilities fantastic, don't change anything"



"... thank you to both volunteers on behalf of the cuppas and shoppers... both are patient, considerate and accommodating of their needs and make going out on the bus a pleasure"





"I mostly enjoy the interaction, the banter, playing pool is fun and I enjoy the competition (making friends). In addition, the food is affordable and excellent"



"I wanted to extend my sincerest thanks to [the SAC] and the volunteers at Harold Hawthorne for an amazing lunch. We had wonderful feedback from our clients who all enjoyed themselves"





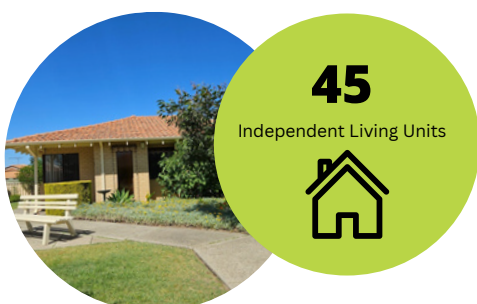
Our Village

Property and Assets Manager Robert Young

Our Village is an essential part of our wider community, offering 45 independent living units where residents enjoy comfort, independence and a genuine sense of belonging in a place where community life thrives.

Reflecting on the past year, we have achieved a great result in maintaining and enhancing our facilities. All preventative maintenance inspections were completed, ensuring our buildings and surrounding areas remain safe, up to date with relevant standards and well cared for. Our team successfully closed out an impressive **1,792** maintenance tasks, demonstrating our commitment to prompt service, ongoing improvement and attention to detail. We also welcomed Michael Couper, our new Maintenance Officer, whose friendly approach and dedication has been complimented upon by our residents and who has been a wonderful addition to our team.

We refurbished three units over the last year, offering fresh modern spaces for the new residents to welcome them to their new homes. These upgrades reflect our ongoing investment in maintaining high standards of living and comfort across the Village.



5,407

hours of service
assisting clients in
the community to safely
maintain their gardens



"I am very happy with the gardener I had today. He did an amazing job with his attention to details. He is an absolute gem!"

Residents continued to play an active role in shaping their community by engaging in Resident Voice meetings which provided valuable opportunities to share ideas, raise improvement suggestions and collaborate on initiatives that make the Village an even better place to live.

Our residents continued to enjoy access to our Community Centre, a lively hub of connection and activity. From delicious diner lunches and social gatherings to fun events and activities, the Centre offered plenty of ways for our residents to stay active, engaged and connected.

Our Village continued to be a place where independence meets community – where our residents enjoy the freedom of their own home and the reassurance of a supportive environment around them. It truly is a great place to live, where life is enriched by friendship, safety and belonging.



Home & Garden Maintenance

Our Home, Maintenance and Gardening team were proudly nominated in the Consumer Focus & Care category of the You Are ACE Awards, run by Ageing Australia (formerly ACCPA). This recognition reflects their dedication to supporting clients with care, respect, and reliability - values they demonstrate daily in every home and garden they attend.

Below are just a few of the wonderful compliments we've received from clients throughout the year, highlighting the team's kindness, professionalism, and positive impact across the community:

"I spoke to the Centre about some much needed maintenance... [the Centre] responded immediately and came the very next morning... All was completed within a few days, competently, cleanly and very pleasantly - Wonderful. Thank you"



"Despite the rain and cold the gardener did an amazing job. I was so impressed with his work and his respectful attitude"

"They did a very good job. Thank you for sending very nice people to do the service"

"My gardener is wonderful, and his partner that day did a fantastic job".

"It was a windy day but the gardener did a fantastic job and he was polite. I really appreciate it. I hope he could come back again"



"I would like to pass my thanks on to my gardener, he has spend the day in my garden as I am unable to do it myself due to health issues. It looks 100% better - thank you very much"

"The gardener that attended did an amazing job"

"My gardener goes above and beyond"



Human Resources Manager
Tegan Cox

Our team of over 60 employees remain the backbone of the Centre - passionate, committed, and always ready to go above and beyond for our clients and for each other, creating an environment that is both professional and genuinely caring.

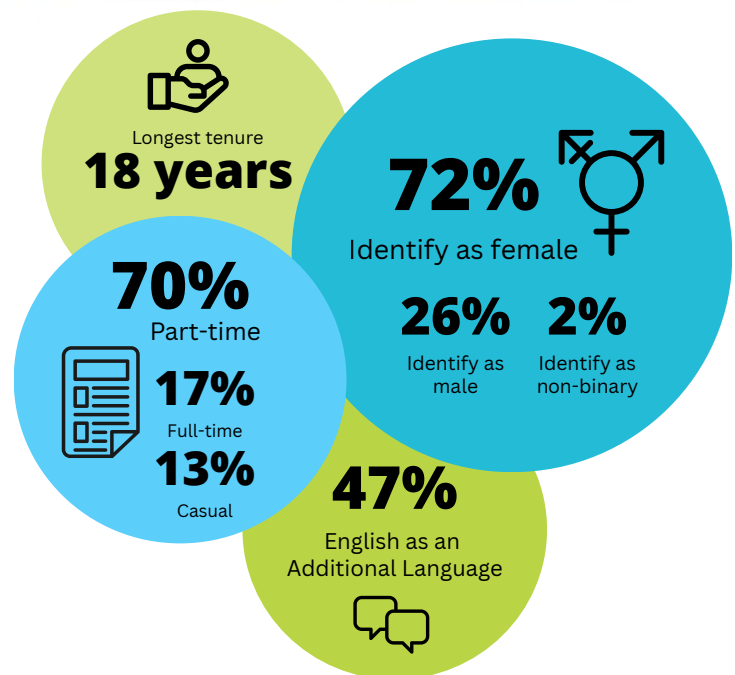
The 2024-25 year brought growth, learning, and adaptation across all areas of our organisation. Staff have continued to demonstrate remarkable flexibility in meeting the evolving needs of clients while maintaining a focus on quality, safety, and connection.

This year we delivered over **900 hours** of training (both online and in-person), ensuring our team remained skilled, confident, and up to date with best practice standards. Training topics included manual handling, dementia awareness, food safety, cultural competence and first aid. The investment in ongoing professional development ensures our workforce continues to meet the high expectations of the community and industry standards under the Aged Care Quality Standards.

Recruitment focused on attracting individuals who align with our mission and culture – people who not only have the right skills but also share our passion for community service. Over the year, 23 new employees joined the team.



Our Workforce

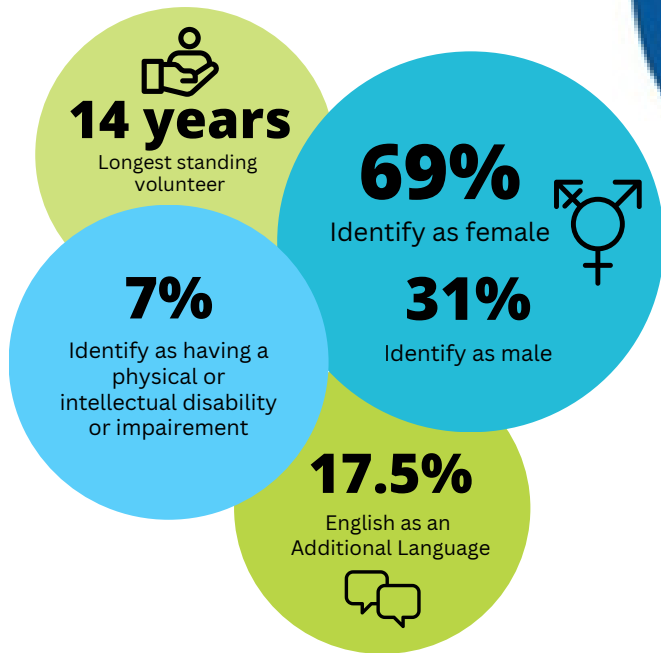


2025 Employee Survey Highlights:

- Staff agreed they are treated with dignity and respect, and that identity, culture, and diversity are valued.
- Staff feel supported by their supervisors and colleagues.
- Staff believe communication across the organisation is effective.
- Staff reported strong teamwork, even in the face of staffing challenges.
- Most importantly, staff shared that they enjoy working at Harold Hawthorne and feel their contributions are both valued and meaningful.

These results reflect not just a workplace, but a community who people support each other, take pride in what they do, and know they are making a difference every day.

Our Volunteers



This financial year, an average of **50 dedicated volunteers** have been the heart of our Centre and Village. From Harry's Diner and Meals on Wheels to administration, transport, events, and the Social Activities Centre — their commitment makes everything we do possible. Volunteers don't just give their time; they bring energy, kindness, and a sense of belonging to our clients, staff, and the wider community.

Our volunteers have come to the Centre through a variety of pathways, including retirees seeking connection and purpose, students completing placements, individuals fulfilling Centrelink participation requirements, participants in rehabilitation or return-to-work programs, and community members motivated by a desire to give back, gain skills to improve employability, or strengthen English language skills.

Together, these diverse backgrounds contribute a rich mix of experiences, talents, and perspectives that greatly enhance the Centre's capacity to serve our community.

During 2024-25, our volunteers have contributed an incredible **14,604 hours** of service. Their generosity of spirit and willingness to help others are what transforms the Centre from a service into a community - one filled with friendship, purpose, and compassion.

Our volunteer team spans generations from **16 to 90 years old** - and includes both new recruits and long-standing members, some of whom have served for over a decade.

While most volunteers have been with us between one and four years, the steady stream of new participants demonstrates the Centre's ongoing reputation as a welcoming and rewarding place to give back.

WA Volunteer of the Year



A special highlight of the year was nominating **Gina Berchicci** for Volunteering WA's Volunteer of the Year Award. Since joining in 2018, Gina has contributed thousands of hours and delivered countless transport trips for clients — an extraordinary achievement that reflects her dedication, compassion, and reliability. Volunteers like Gina embody the values of Respect, Integrity, Compassion, Collaboration, and Quality that underpin everything we do.



2025 Volunteer Survey

To better understand volunteer experiences, we conducted our 2025 Volunteer Survey, achieving a strong 47% response rate from active volunteers. Responses were anonymous to encourage honesty and openness.

The findings showed overwhelmingly positive results:

- **91.7%** understand what is expected of them in their role.
- **95.8%** feel they have the tools and resources to perform their duties well.
- **95.8%** believe their skills are valued and put to good use.
- **95.8%** feel accepted and supported by the team.
- **91.7%** believe the Centre lives its core values.
- **9/10** for comfort giving feedback and
- **9/10** for recommending the Centre to others.

Volunteers described HHCC as a “friendly, supportive place” where they feel part of a team and gain purpose through helping others. Many cited social connection, community impact, and personal fulfilment as core motivators, with comments such as:

“... Thank you for the opportunity you gave me to service the community in this small way. It's been gratifying for me to give a little outside of my family/friend's circle. You were very welcoming to me and made me feel instantly comfortable with your warm, engaging, and witty personality. I've also been lucky to work with a wonderful crew, both inside and outside the office”

“The staff are all friendly and welcoming. I enjoy the hands on gardening work”

“I thoroughly enjoy the work that I am doing. It is so rewarding and interesting meeting people from the community. We have a team who are constantly coming up with interesting activities for the clients and participating or assisting with this is a long way from my last role, I love it. Even just sitting with the clients and having a chat and knowing that it brightens their day is wonderful”

“It gives me a sense of purpose”

“Always a smile and hello when you walk in those doors and I enjoy the clients. I recommend volunteering at HHCC 100%”



Student Placements & Return to Work

Student Placements

During the 2024–25 financial year, the Centre proudly hosted **38 students**, who together contributed over **285 hours** of valuable support across our programs and services.

Our partnership with Clontarf Aboriginal College continued to thrive throughout the year. The College supports the education, leadership, and personal development of young Aboriginal and Torres Strait Islander men, helping them build confidence, skills, and pathways into future employment. Through this partnership, students gain hands-on experience in a community setting while developing empathy, communication, and teamwork skills. In turn, our senior clients benefit from the students' energy, respect, and willingness to learn - creating meaningful intergenerational connections that celebrate culture, community, and shared stories. These visits continue to be a highlight for both students and clients, fostering mutual understanding and belonging across generations.

We were also delighted to partner with South Metropolitan TAFE to host students from the government-funded Adult Migrant English Program (AMEP). This initiative introduces participants to the world of work in Australia and includes a 40-hour workplace placement. These placements will help students who have expressed an interest in pursuing future studies in Certificate III in Individual Support to gain confidence, develop communication skills, and experience Australian workplace culture. The opportunity also allows students to explore whether a career in aged care or community services is the right for for them before committing to further study, supporting both informed career choices and the long-term sustainability of the sector.

In addition, we welcomed students from Perth Modern School and SEDA College, who brought energy and enthusiasm to our programs. Both school programs focus on connecting education with real-world experience, helping students build confidence, teamwork, and employability skills through community-based placements.



Rehabilitation and Return to Work

We continued to welcome individuals completing return-to-work rehabilitation placements through partnerships with Green Shoots, Star Injury Management, Konekt, Corporeal Health and Prudence Rehab. These placements provide participants with the opportunity to rebuild skills, regain confidence, and rediscover their strengths in a supportive community setting.

Inclusivity remains at the heart of our approach – we actively encourage people with cognitive or physical disabilities to volunteer in roles that align with their abilities and interests. These opportunities not only help break down barriers but also celebrate what's possible when everyone is given the chance to contribute meaningfully.

In total, rehabilitation volunteers contributed **919 hours** during the financial year, making a valuable impact across our programs and reaffirming our commitment to inclusive participation and community connection.

Quality & Continuous Improvement

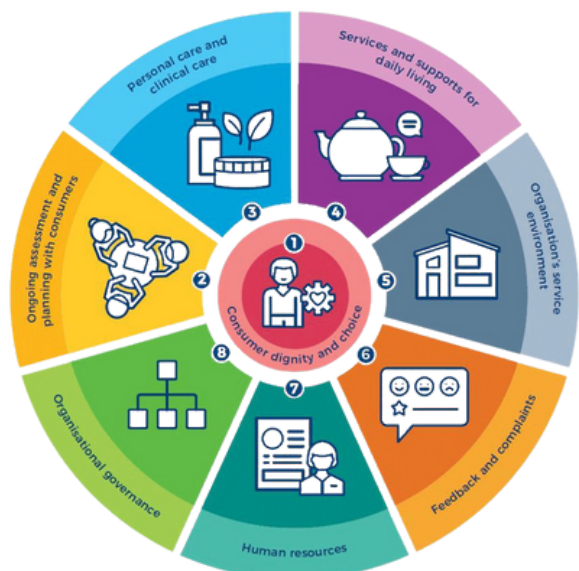
This has been a milestone year for quality and compliance at the Centre. The Aged Care Quality and Safety Commission undertook a quality audit in January 2025 of the Centre's Commonwealth Home Support Programme (CHSP) service delivery. The auditors spent two full days at the Centre and interacted and interviewed several of our staff, volunteers and clients, while also reviewing our policies, procedures, qualitative and quantitative evidence to determine that the Centre was fully compliant with all eight Aged Care Quality Standards.

Providing high-quality care and services to our clients remains at the heart of everything we do. This year, we were proud to receive overwhelmingly positive feedback from auditors, who highlighted the dedication of our staff, the satisfaction of our clients, and the strength of our overall operations. We are deeply grateful to our greatest asset – our team of employees and volunteers – whose commitment, compassion, and hard work made this achievement possible.

This year brought further achievement in the quality and compliance space, with our kitchen successfully passing an external Food Safety Program audit in January 2025. As an organisation providing meals to vulnerable community members, we are required to meet the stringent standards set for high-risk food businesses under the Food Safety Act 2008. The Centre successfully passed the audit with glowing feedback from the external auditor commending both the quality of our meals and the robust processes in place to ensure every dish is safe, nutritious, and prepared to the highest standard for our Home Support clients and diners.

Continuous Improvement (CI) remains central to everything we do. The number of CI opportunities identified and actioned this year reflects our strong commitment to ongoing improvement and our proactive approach to enhancing service quality. Across the year, more than 218 CI suggestions were generated through a wide range of sources – including client surveys, general feedback, meeting outcomes, internal and external audits, and a comprehensive self-assessment undertaken as part of the quality standards audit. We are proud of our performance, with 156 items implemented, 60% resolved within the first month of being raised and 88% completed within four months.

The annual client survey returned overwhelmingly positive results, with many clients highlighting the caring, kind, and friendly nature of our staff. Clients also shared how our services – and the people delivering them – have made a meaningful difference to their wellbeing and their ability to continue living independently in their own homes and community.





Treasurer
Fadhili Zil Ikram

Treasurer's Report

The organisation achieved a surplus of \$179,674 from operations for the financial year ended 30 June 2025.

Revenue increased by 9% (\$407,000) from the prior year with contributing factors being an increase in the Commonwealth Home Support Program recurrent funding, support to deliver meals to the community and funding to assist with the Fairwork Commission wage increase decision for Home Care Employees. This is also supported by increased interest rates from savings and continual growth in brokered services to deliver home support services.

Cash and financial assets increased by 24% (\$215,000) for 2025, cash held in term deposits longer than three months was re-categorised to Financial Assets. The cash position is expected to remain sufficient from grants and the retirement village for the upcoming year.

Land and building assets increased by \$820,000 reflecting a growth of 15% due to revaluation of the independent living units.

The asset and staff leave reserves for the Centre were increased to adequately cover the total accumulated depreciation of assets and accrued staff leave entitlements. The Social Housing reserve fund was increased by the surplus realised in 2024-2025.

Nexia Australia were engaged to complete an audit of the financial records and prepared the audited financial statements for 2024-2025.

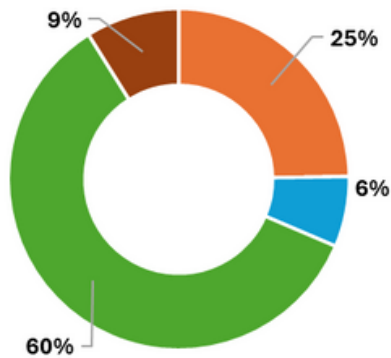
I would like to thank Christine Foote (General Manager), Anita Muir (Finance and Administration Manager) and the finance team for their valuable contribution in managing the finances to support the Centre.

Fadhili Zil Ikram
Treasurer



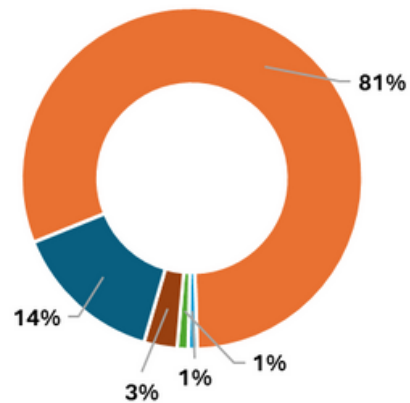
Financial Summary

Finance and Administration Manager
Anita Muir



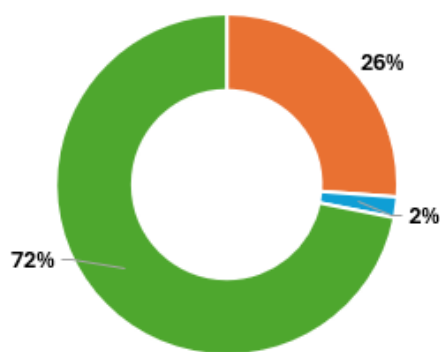
Income

● Fees and Charges	1,235,599
● Retirement Village Income	333,570
● Grants and Subsidies	2,981,364
● Other Income	443,777
Total Revenue	4,994,310



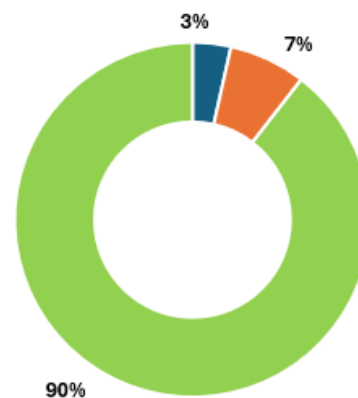
Expenditure

● Employee Expenses	3,881,212
● Depreciation and Amortisation	41,007
● Administration, Audit, Legal and Consultancy	50,011
● Operational	151,688
● Other Expenses	690,718
Total Expenses	4,814,636



Assets

● Cash and Financial Assets	4,825,549
● Trade and Other Receivables	359,648
● Property, Plant and Equipment	13,260,576
Total Assets	18,445,773



Liabilities

● Trade and Other Payables	240,774
● Provisions	483,183
● Financial Liabilities*	6,178,571
Total Liabilities	6,902,528

*Retirement Village lease liabilities

