



"We focus on providing people the support they need — when they need it."



ANNUAL REPORT 2025

Contents

Year in Review 2025

Who We Are	1
Chairperson's Message	2
Meet the Board	4
Chief Executive Officer's Message	5
Meet the Senior Leadership Team	7
Our Impact 2024-25	8
Strategic Direction 2025-2027	9
FOCUS Connect Celebrating Diversity and Community	10
Aged Care Services	12
Friendship Across Time: The Story of Thi Luong Nguyen & Thi Son	13
Community Services and Community Programs	14
Good News Stories	15
Quality, Risk & Compliance	16
Our People, Our Culture	17
Celebrating the People Who Make It All Possible	18
Financial Summary	19

Who We Are

FOCUS Connect is a registered not-for-profit charity dedicated to supporting an inclusive community. We provide essential services and foster connections to individuals, families, older adults and culturally and linguistically diverse (CALD) individuals and families.

Guiding Principles for Excellence

At FOCUS Connect, our values guide everything we do, shaping services that respond to need, respect diversity, and strengthen our community.

Our Values

Creativity

- We are open and willing to create and foster new partnerships.
- We advocate with assertiveness.
- We support ideas and innovation, incorporating leaps of faith and calculated risks.



Diversity

- We support whole communities by providing an inclusive, diverse quality service.
- We look for connections through teamwork and collaborative practice.
- We cater to the changing needs of the community.
- We do not make judgements or base our opinions on stereotypes but work on goals.



Continuous Improvement

- We are willing to learn, be flexible, adaptable and open to change.
- We are open to new ideas and practices through team collaboration, feedback and training for workers and management in compliance and new techniques.
- We consult with our communities to build resilience to create a better future.



Accountability

- We communicate openly and honestly, and mean and do what we say.
- We create a culture of trust and integrity without fear.
- We are respectful of each other.



Voices from Our Community



Absolutely amazing, the staff are kind, patient and supportive. They make you feel at ease every step of the way.



So grateful for the playgroup, my child has grown in confidence, and I've been able to connect with other parents and feel supported as a mum.



The frozen meals were a blessing. No judgment, just genuine care and practical help for my family when we needed it most.

Chairperson's Message



Darren Byrnes
Chairperson of the Board



Our focus remains on services that respect choice, cultural diversity, and human dignity, with our clients' welfare at the centre of everything we do.

Hard to believe yet another year has flown past, it seems only yesterday delivering the 2024 message. It is my privilege to present the Chairperson's Annual Report for the 2025 year on behalf of the Board of Directors of FOCUS Connect.

This year has been a period of significant evolution and building resilience, with further delays in aged care reforms but substantial progress on our strategic initiatives to prepare FOCUS Connect.

Throughout 2025, we have continued our unwavering commitment to providing high-quality aged care and inclusive community services across the Macarthur region to deliver on our core mission and vision.

Australia's aged care and community services sector remains in a state of reform, following the Royal Commission into Aged Care Quality and Safety, ongoing legislative changes, and continued government delays in releasing information and addressing backlogged aged care packages. The Board, in close collaboration with executive management, has actively monitored these developments, ensuring that FOCUS Connect not only remains compliant but is also building the foundations needed to be future-ready when they are launched.

The Community Team welcomed a new manager, Kylie McHugh, and we are seeing stability and growth in this critical area. As we look to the future, balancing fee-for-service models in aged care with the foundation of block-funded community programs remains essential. Despite workforce challenges, cost-of-living pressures, and increased regulatory oversight, our team has continued to deliver compassionate, person-centred care and vital community programs with professionalism and

integrity, thereby maintaining our position as a leading provider in the Macarthur region. The partnership with Dignity Food Relief is a prime example of FOCUS Connect leveraging its position within the region to strengthen and grow our community offerings.

Strategic Achievements

In the last 12 months, the Board has prioritised aligning our Strategic Plan with operational requirements. We are proud to report the following key achievements:

- **Accreditation & Compliance:** Full accreditation maintained across all aged care services, with compliance scores exceeding national benchmarks.
- **Quality & Safety:** Enhanced clinical governance and consumer engagement frameworks to elevate service quality and strengthen resident and participant voice.
- **Offboarded Disability Services:** Successfully transitioned out of disability services, allowing the Board to focus on our core acknowledged strengths in aged care and community programs, to expand the benefits we bring to the wider community.
- **Innovation & Digital Transformation:** Progressed digital maturity through the rollout of integrated care management systems, refined business processes, and improved reporting capabilities. This provides FOCUS Connect with future agility to enable rapid change in an ever evolving sector driven to a more competitive model.

Financial Sustainability

Despite an increasingly constrained funding environment and uncertainty around future aged care models, our financial position remains stable. Once again, FOCUS Connect delivered an above budget surplus that can be reinvested into our not-for-profit mission.

Key financial outcomes included:

- **Prudent stewardship** through restructuring, investment, and cost-containment measures enabled us to deliver strategic initiatives while enhancing core services.
- **Exploration of diversified revenue streams**, including community-relevant opportunities, expanded aged care services, and strategic partnerships to future-proof our mission.
- **Transparency in reporting**, with audited financial statements confirming our commitment to accountability and fiscal responsibility.

Governance & Risk Management

Throughout the year, the Board has maintained rigorous governance and oversight of strategic risk, compliance, and performance. Key initiatives included:

- **Board capability:** Completion of a comprehensive Board skills matrix review and succession planning framework.
- **Risk management:** Refinement of organisational risk appetite and enterprise risk management protocols.
- **Training & compliance:** Ongoing training for Directors in aged care regulatory obligations.

Our governance processes remain guided by the **ACNC Governance Standards**, the **Strengthened Aged Care Quality Standards**, and best practices in not-for-profit leadership.

Gratitude & Acknowledgements

I wish to express my sincere thanks to:

- **My fellow Board members, Naina Patel, Caroline Macphail, and Thy Cao**, for their dedication, guidance and governance, and to **Alexander Foster** for his valued service during the year.
- **Our CEO, Lee-Ann Byrnes**, and the entire leadership, corporate services, and frontline teams for their strategic insights, unwavering support, and commitment to dignity, safety, and compassion.
- **Our community partners, funding bodies, and volunteers**, whose continued support and collaboration strengthen our ability to positively impact the community we serve.

Thank you for walking alongside us.

Looking Ahead

As we look ahead, it is with a sense of both gratitude and sadness that we prepare to farewell our CEO, Lee-Ann Byrnes, who will retire in late 2025. We are deeply grateful for her guidance and leadership over the past five years, a tenure that has transformed FOCUS Connect, strengthened its culture, and laid a strong foundation for future growth.

At the same time, we look forward to welcoming our new CEO Gavin Hudson who will lead FOCUS Connect into its next chapter. With the introduction of the new Aged Care Act and broader national reforms, 2026 and beyond will be years of recalibration, innovation, and alignment with our community's evolving needs.

Throughout this period of change, our commitment remains clear: to co-design care and support services that respect individual choice, cultural diversity, and human dignity, while continuing to deliver excellence in all that we do. The board in collaboration with the executive team are striving to keep FOCUS Connect in the forefront of preparedness for Aged Care Sector reforms and vigilant at opportunities to grow the community services footprint.

Together, we face the future with optimism and purpose.

Darren Byrnes

Chairperson

Meet The Board

FOCUS Connect's Board provides strategic guidance and oversight to ensure our organisation remains sustainable, accountable, and community-focused.



Darren Byrnes

Chairperson

Darren brings extensive leadership experience across both SMEs and large corporations, both locally and internationally. As Chairperson, he is passionate about enhancing the lives and social opportunities of vulnerable communities in Campbelltown and the Greater South-West Sydney region.



Caroline MacPhail

Company Secretary

With over 20 years' experience in leadership and governance, Caroline specialises in finance, strategy, and team culture. She is committed to fostering diversity, inclusion, and supporting her local community.



Naina Patel

Treasurer

Naina is a certified risk and governance professional with over 18 years of experience across finance and regulation. She is dedicated to applying her expertise to strengthen community service and outcomes.



Alexander Foster

Director

With over 20 years of leadership experience, Alex specialises in corporate strategy and retail operations. Known for driving positive change, he consistently delivers sustainable outcomes through collaboration. Having grown up in Southwest Sydney, Alex is eager to continue giving back to the community.



Thy Cao

Director

A physiotherapist and leader with over 20 years' experience in health, ageing, and human services, Thy brings expertise in governance, strategy, and psychosocial wellbeing. She is deeply committed to equity, access, and inclusion, with a strong focus on creating safe and supportive communities.

Chief Executive Officer's Message



Lee-Ann Byrnes
Chief Executive Officer



It is with great pride and a sense of collective achievement that I present this year's CEO Annual Report.

Despite the significant challenges facing the aged care and community sectors, including major national reform and funding pressures, our organisation has not only remained resilient but has flourished. This is a reflection of our dedicated team, our innovative mindset, and our unwavering commitment to those we serve.

Aged Care Reform Readiness

- Completed 85% of the Support at Home Roadmap, covering financial modelling, systems review, and care delivery transformation.
- All aged care staff are trained in the Strengthened Aged Care Quality Standards.
- Re-designed Care Coordinator roles and introduced a Clinical Care Coordinator to strengthen in-house clinical services.
- Automated and simplified intake, e-signatures and digitised forms now in place.
- Translated resources and SaH information sessions for clients and families.

Financial Performance & Sustainability

- A modest surplus of approximately \$189,269, exceeding the budget.
- Over \$500,000 in annual savings achieved through staffing redesign, vendor negotiations, and smarter technology investments.
- Secured major grant wins, including:
 - Emergency Relief funding through to 2030
 - Support at Home transition funding
 - One-off \$17,300 HIPPY Program support
 - Child and Family Services funding through to 2031

Service Expansion & Community Impact

- Established a food relief partnership with *Dignity*, offering no-cost meals and hampers for community members.
- Delivered or participated in more than 30 community events, including the Early Childhood Symposium, National Child Protection Week, Agency Exchange Days, Community Service Expos, DFV sector collaborations, Youth Fest, NAIDOC celebrations, and Volunteer Expos.
- Progressed our strategy for the future CHSP transition to the 2027 Support at Home integration.

Workforce Leadership & Culture

Investing in our people was a top priority this year.

Key initiatives included:

- Strengthening staff engagement through team-building activities, cultural celebrations, and recognition events for aged care workers and volunteers.
- Targeted training to all frontline and leadership staff, including aged care reforms, mandatory training, role-specific development, and sector conferences.
- Enhancing leadership collaboration through regular management meetings to foster alignment and collaboration.

Environmental, Digital Transformation, Governance & Compliance

- Sustainability Policy launched.
- New digital systems have been introduced to support aged care operations and training, integrated with existing platforms to improve compliance and efficiency.
- Internal and external audits completed in aged care, information security, and financial management.
- Organisational policies updated to align with the new *Aged Care Act 2025* and *Support at Home* operational manual.

Looking Ahead

- Finalising Support at Home implementation and transitioning HCP clients smoothly by 1 November 2025.
- Delivering a refreshed community and aged care campaign strategy to support service growth.
- Continuing to seek and secure funding that aligns with our mission and supports community growth.

Closing Reflections

We extend our sincere gratitude to our valued funders — including *HIPPY Australia*, *Good Shepherd*, *Department of Health, Disability and Ageing*, *Department of Communities and Justice*, *Department of Social Services*, *Brotherhood of St. Laurence*, *NSW Fair Trading*, *Dignity*, and the *Department of Education* — for their continued support and trust in our work.

We also express deep appreciation to our dedicated volunteer Board members, committed leadership team, passionate staff, selfless volunteers, and collaborative community partners. Your collective efforts make our impact possible.

As I prepare to retire in 2025, I reflect with deep gratitude on my 10 years of service to FOCUS Connect. Leading this organisation has been the highlight of my career. I have been profoundly humbled by the compassion, commitment, and tireless efforts of our entire team, as

well as the meaningful impact we have made in the lives of those we serve.

It has been a privilege to witness firsthand the strength of our community, the generosity of our partners, and the genuine gratitude of those whose lives have been touched.

The work we do matters.

As I step away, I do so with confidence in the strength of this organisation and the incredible people who will carry its mission forward.

To my successor — welcome. You are joining a remarkable organisation with a powerful mission and a passionate community behind it.

I am grateful for the privilege of being part of something so special.



Senior Leadership Team

Meet the Senior Leadership Team

At FOCUS Connect, our Senior Leadership Team drives strategy, innovation, and care across all services. Together, they bring expertise in governance, finance, technology, quality, and service delivery, ensuring we remain a trusted provider of inclusive, person-centred support for our communities.



Lee-Ann Byrnes

Chief Executive Officer

Lee-Ann is an experienced leader with a strong background in finance, governance, strategy, and community services. She is passionate about driving innovation and ensuring FOCUS Connect continues to deliver inclusive, person-centred care.



Ashish Dahiwalkar

Human Resources Manager

With 20+ years of HR leadership across multiple sectors, Ashish champions people development and well-being, reflecting FOCUS Connect's commitment to a thriving workplace.



Kelly Grasso

Aged Care Manager

Kelly has extensive experience in aged care leadership, supporting clients to live with dignity and independence while guiding her team to deliver high-quality, compassionate care.



Tanya Fung

Finance Manager

Tanya brings expertise in financial management and strategic planning, ensuring accountability and sustainability across the organisation's operations.



Tajudeen (TJ) Fawehinmi

Quality Officer

TJ oversees quality, risk, and compliance, embedding best practice standards and fostering a culture of continuous improvement across the organisation.



Kylie McHugh

Community Services Coordinator

Kylie coordinates diverse community programs, working with families, children, and individuals to build resilience and strengthen connections.

Our Impact 2024–25

"We value every person's unique story – celebrating diversity and fostering connections".

Over the past year, FOCUS Connect has continued to make a positive difference through tailored support for families, youth, seniors, and carers, helping individuals live their best lives and contribute to the community.

In **2024–25**, we supported over **3,213** participants across all our aged care and community support programs a reflection of our growing impact and ongoing commitment to community need.



42+ years of continuous service supporting local communities



118 dedicated team members (including 28 volunteers)



409 participants received aged care services

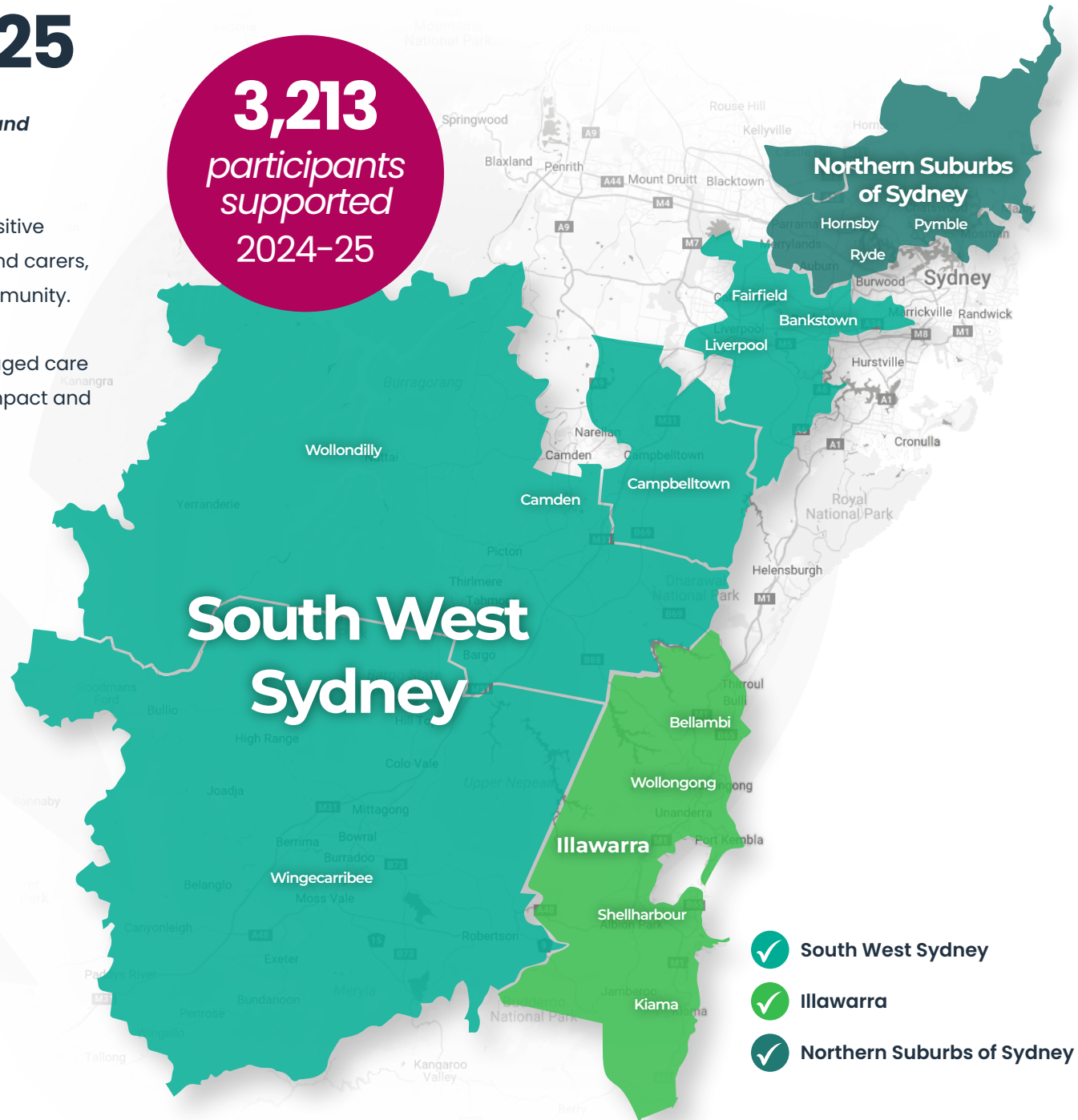


2,804 participants engaged in various community support



In addition, **4,550** meals and **90** Hampers provided through our Dignity partnership

3,213
participants
supported
2024-25



Strategic Direction 2025 – 2027

FOCUS Connect has successfully completed the first year of our three-year strategic plan, which concludes in 2027.

ACTION GOALS

CUSTOMER

- Enhance client satisfaction and engagement.
- Expand services and access to inclusive, community-valued services.
- Strengthen relationships with key stakeholders and partners.

ACCOMPLISH

- Execute strategic initiatives efficiently and effectively.
- Foster a culture of continuous improvement and innovation.
- Ensure compliance with regulatory requirements and standards.

SUCCESS

- Achieve financial sustainability and operational efficiency.
- Build a high-performing, client-centric workforce.
- Maintain a reputation for excellence and reliability in the community.

PILLAR

OUR AGED CARE SERVICES: TRANSFORM FOR REFORM

OUR COMMUNITY SERVICES: ESTABLISH FOOTPRINT AS A CRITICAL SERVICE PROVIDER

OUR PEOPLE AND CULTURE: EMPLOYER OF CHOICE

OUR SUSTAINABILITY

OBJECTIVE

Transform into a Competitive AgedCare fee-for-service Business

Recognition of Excellence in a Competitive Market

Expand Reach by Identifying Unmet Community Needs and Delivering Vital Services

Workforce - Attract Top-tier Talent through Innovative Recruitment Strategies

Culture - Foster and Promote a Culture of Collaboration and Excellence

Financial Stability, Efficiency and Profitability

Minimise our Environmental Footprint Across all Aspects of our Business

OBJECTIVE

Compliance with the New Aged Care Act and Standards

Engaged, Well-trained and Client-centric Workforce

Provision of Relevant Community Valued Services

Systems - Implementation of Systems which Automate and Streamline Processes

Foster and Enhance Employee Wellbeing

Implement Seamlessly Inter-operable IT Systems and Processes

Ensure Excellence through Rigorous Quality Control Measures

Strengthen Organisational Governance and Oversight

FOCUS Connect Celebrating Diversity and Community

We don't just provide practical support, but also opportunities for connection, joy, and community belonging.



Celebrating 50 Years of NAIDOC



High Tea



Craft Activities



Consumer Christmas Party



Easter Celebration



Ambarvale High School Christmas Hamper Basket Donation



Group Outing



Campbelltown City Council DV Convoy Driving Out Violence



IFTA (Ramadan Evening)



Valentine's Day Morning Tea



Mental Health Expo



World Kindness Day



Mauritian Independence Day



Seniors Week



Families Week



Cultural Visit to Buddhist Temple

Partner Feedback

Because of your hard work and dedication, families in Claymore experienced something truly special – a chance to feel seen, valued, and celebrated.

– **Vesna Matijasevic**, Community Development Worker, The Benevolent Society



“ The process was easy and non-judgmental, which is so important when you’re starving or don’t have food at home. I’m really grateful for the variety and support. It made a big difference.
— **Mother of five,** escaping domestic violence

Financial and Food Relief



“ It changed the way I connect with my daughter — I’m now more patient, and we talk through things instead of fighting.
— **Program participant**

“ Your partnership is helping to strengthen connections between children and their caregivers, and to support emotional development across our school.
— **John Warby Public School Representative**

Playgroups and Parenting Programs

Community Feedback

“ Your vouchers have transformed our lives! Our fridge and cupboards are full again. You’ve guaranteed my children’s wellbeing. You’re our heroes.

“ I had a turn of events and had to reach out. Tracy was kind, patient, and supportive. Her customer service was outstanding.



HIPPY 2024 Graduation Ceremony

“ Thank you for your time, patience, care and support throughout these two years... I now feel much more confident doing parenting, and I’m more capable of connecting with my children in a meaningful way.
— **Sophia,** HIPPY Graduate



“ FOCUS Connect is setting an admirable standard for early childhood playgroup programs... Their warmth, respect, and inclusive approach create an environment where parents feel supported and valued.
— **Stephanie Kougiou,** Community Relations, Kids College Early Learning Journeys

Aged Care Services

“Our services are built on dignity, connection, and respect – supporting seniors to live well and thrive.”



Kelly Grasso
Aged Care Manager

Over the past year, **FOCUS Connect** has continued to deliver high-quality, person-centred in-home and community services, supporting older people across South West Sydney, the Inner West, and Northern Sydney to live well, remain independent, and stay connected.

In **2024–25**, we supported more than **409 seniors** through **Home Care Package (HCP)** and **Commonwealth Home Support Programme (CHSP)** government-funded services. During the year, we also welcomed **84 new participants**, reflecting the growing reach and trust in our aged care programs.

Our dedicated team provides a **continuum of care**, from entry-level support for everyday living to more complex needs, including

clinical care — delivered by our passionate staff and volunteers. Services are provided both in the home and within the community, with a strong focus on **wellbeing, inclusion, and connection**.

We proudly operated **11 Core Social Support Groups** throughout 2024–25, including **eight culturally and linguistically diverse (CALD)** groups — Arabic, Egyptian, Spanish, Vietnamese, Mauritian, Chinese, Lao, and Filipino — bringing people together through shared culture, language, and a deep sense of belonging.

“Our Aged Care services are built on dignity, connection, and respect — supporting older Australians to live well and thrive.”

Looking Ahead

As we look to the year ahead, we are excited about the **Support at Home** reforms and the opportunities they bring to enhance the experience of our current and future clients. FOCUS Connect is committed to **expanding our home care and community services**, ensuring more older people can access flexible, high-quality supports that empower choice, independence, and wellbeing.

We extend our heartfelt thanks to **our clients, families, staff, volunteers, and partners** for making aged care personal, purposeful, and powerful. Our **Aged Care Leadership Team** remains dedicated to promoting wellbeing and inclusion, and to connecting people, families, and communities with the supports and opportunities that enable them to live life their way.

Kelly Grasso
Aged Care Manager



Aged Care Leadership Team

Friendship Across Time: The Story of Thi Luong Nguyen & Thi Son

Thi Luong Nguyen arrived in Australia decades ago, one of many Vietnamese people who fled their war-torn homeland in search of peace and stability. Like many of her generation, she carried a quiet resilience shaped by hardship and hope.

Now 96, Luong remains a vibrant and respected member of the FOCUS Connect Vietnamese Social Support Group. Each Friday, she attends the group's weekly gatherings not out of habit, but for the deep friendships and warmth it brings into her life.

"Being part of this group helps me feel emotionally supported, socially connected, and mentally energised."

For Luong, the group is more than a community service — it is family, culture, and belonging.

As the eldest member, she is held in high regard. Her posture is strong, her memory sharp, and her humour intact. A natural connector, she bridges generations and sets an example of quiet strength for younger members.

One of her most cherished relationships is with Thi Son, a longtime volunteer who has supported the group for over 18 years. Their bond, more like family than friendship, has grown through years of shared celebrations, check-ins, and everyday moments.

"I want to live well and pass peacefully, just like my mother,"
Luong says, remembering her mother who lived to 100 in Vietnam.



This year, the group celebrated Luong's 96th birthday. Dressed in her áo dài, surrounded by friends and standing proudly beside Son, Luong radiated the strength and grace that define her.

The story of Luong and Son is more than a personal connection, it's a living example of community care. It reflects the power of culturally inclusive support and the enduring impact of volunteerism.

At FOCUS Connect, we are proud to nurture these bonds where care, culture, and connection come together in lasting, meaningful ways.

Community Services and Community Programs

FOCUS Connect's community programs build stronger, more connected communities supporting

individuals and families to grow, thrive, and access the support they need.

We deliver culturally safe and inclusive services across early childhood, parenting, financial support and emergency relief, with a strong focus on vulnerable and multicultural communities. In 2024–25, over 2,228 participants accessed our services, building stronger foundations for the future.

In May 2025, FOCUS Connect proudly partnered with Dignity to install a

community freezer in our reception area, stocked with nutritious, home-style frozen meals. Through this partnership, we provided over 4,550 meals and 90 hampers to families in need. Due to overwhelming demand, we've since installed a second freezer.



Kylie McHugh
Community Service Coordinator

The power of connection, wrap around support, and culturally safe spaces can change lives. That's what we're here to do every day.

Stronger Together: Our Partnerships

The impact of our programs is amplified through collaboration. In 2024–25, we partnered with a range of local and regional organisations to deliver wrap around support:

Local Government

- Camden Council
- Campbelltown City Council

Community Services

- LAH Claymore/Airds
- The Junction Works
- Tharawal Aboriginal Corporation
- St Vincent de Paul
- Uniting
- Mission Australia (MCYFS)
- DVCAS Campbelltown
- Dignity
- Bellambi Neighbourhood Centre
- EACH
- Flight Deck

Health & Government Agencies

- Campbelltown Hospital
- Health Australia
- Aboriginal Health Services
- Department of Communities and Justice
- Service NSW

Education Providers

- John Warby Public School
- Campbelltown TAFE
- Australian College of Applied Professions
- Sarah Redfern Public School
- Airds High School

No Interest Loans Scheme (NILS) Partners

- Good Shepherd Australia New Zealand
- Southern NILS – Our Community Project
- Toukley Neighbourhood Centre
- Gosford City NILS
- NILS NSW

One Stop One Story Hub

- CBA
- Telstra & Optus
- Sydney Water
- Energy Australia & AGL
- Linkt
- Centre for Women's Economic Safety

These partnerships enable warm referrals, joint service delivery, and coordinated care ensuring people receive the right help at the right time

Support Offered

- Targeted Early Intervention (TEI) *(Transitioning to Child and Family Support (CAFS) in February 2026)*
- Home Interaction Program for Parents and Youngsters (HIPPY)
- Start Strong Pathways (SSP)
- Child and Parenting Programs (CAPP)
- Emergency Relief (ER)
- No Interest Loans (NILS)
- Food Relief (Dignity)

Looking Ahead

As our community continues to grow and face new challenges, FOCUS Connect remains committed to evolving our programs and strengthening local partnerships. In 2025, we will continue investing in early support, expanding access to practical resources, and creating spaces where families and individuals can thrive.

Kylie McHugh
Community Services Coordinator



Community Team

Good News Story: Supporting a Young Mother through Crisis

A 26-year-old woman originally from Nepal was referred to FOCUS Connect after experiencing multiple complex challenges, including financial hardship, pregnancy, and domestic violence. Having moved to Australia on a student visa and previously lived in Japan, she had been the sole income earner for her family. Her husband, seriously injured in a road accident in Nepal, remained unable to work, and her father was recovering from recent brain surgery. With her mother also newly pregnant and unable to assist, the client found herself without a support network.

Most concerning, the young woman disclosed an incident of strangulation by her husband. Following this, the Department of Communities and Justice (DCJ) intervened and referred the case to FOCUS Connect for early intervention support and safety planning.

As the client approached the later stages of her pregnancy, she reached out for assistance to obtain essential baby care items, such as a bottle steriliser, dryer, and wearable electric breast pump, which are not typically provided through traditional baby supply programs.

The FOCUS Connect TEI team responded swiftly, providing the funding and organising the delivery of the essential items. She was also connected to emergency relief services for further support and safety referrals.

This intervention reflects the power of timely, culturally aware, and trauma-informed community support offering dignity, safety, and practical help during a life-altering transition.

Good News Story: Supporting a Local Grandfather

A client from the Macarthur region, who is the primary carer for his three grandchildren, recently reached out to FOCUS Connect's Emergency Relief Program in urgent need of support. Facing financial hardship, he was struggling to provide enough food for his family while also managing household bills.

Following his appointment for electricity assistance, the client was immediately supported with a large food hamper and homemade frozen meals, enough to sustain the family for the week. This timely and practical support brought great relief, and the client expressed deep gratitude for the quick response and compassionate care he received.



"The quick response and care we received made such a difference. Thank you."

Quality, Risk & Compliance



Tajudeen Fawehinmi
QUALITY OFFICER

“ Embedding quality and safeguarding at every level ensures that clients, families, and communities can trust and rely on the services we deliver.

Over the past year, FOCUS Connect has strengthened its Quality, Risk and Compliance framework across all areas of the organisation. Our focus remains on ensuring services are safe, reliable, and responsive, while embedding a culture of continuous improvement and accountability.

In preparation for the new Aged Care Act and Support at Home reforms, policies were reviewed, consumer feedback mechanisms embedded, and regular audits conducted to ensure readiness. Across all programs, we reinforced the Child Safe Standards by updating safeguarding policies, rolling out mandatory training, and embedding a stronger safeguarding culture within our teams.

Community programs were supported through enhanced evaluation and reporting processes, which created clearer feedback loops and helped us measure outcomes more effectively.

We also took a proactive approach to Work Health and Safety, strengthening incident reporting processes and establishing a WHS working group to ensure ongoing risk management across the organisation. Information security was a priority, with upgrades to systems, new protocols, and staff training implemented to advance our Information Security Management System and safeguard client data. Business continuity planning was also refined, embedding a stronger risk management framework and enhancing organisational resilience across all services.

Together, these measures reflect our ongoing commitment to upholding the highest standards of quality and safeguarding, ensuring that FOCUS Connect continues to deliver trusted and reliable services to our clients, families, and communities.

Tajudeen Fawehinmi
Quality Officer

Our People, Our Culture

At FOCUS Connect, our greatest strength remains our people. This year has been a reminder that when we



Ashish Dahiwalkar

HR MANAGER

invest in our workforce through training, support, and building the right culture, we create the foundation for every success we achieve as an organisation.

In Aged Care, we have strengthened our team and positioned ourselves to confidently lead through the Support at Home reforms. This achievement reflects the dedication of our staff, who continue to deliver safe, compassionate, and

person-centred care that upholds our reputation for excellence.

In Community Services, our teams have worked tirelessly to support families, children, and youth across the Macarthur region. Their passion for connection and inclusion ensures that our programs remain relevant, responsive, and valued by the diverse communities we serve.

This year also saw the completion of our balcony upgrade, a two-year project that has provided staff with a more functional and welcoming space. This upgrade is more than just infrastructure; it symbolises our commitment to creating positive spaces and facilities for staff to enjoy.

As the People and Culture Lead, I would like to sincerely thank everyone at FOCUS Connect—from our staff and volunteers to our leadership and Board—for their unwavering dedication.

I extend my sincere thanks to every member of the team, and especially my team and colleagues, for their resilience, commitment, and unwavering focus on people.

It is through our employees, their skills, passion, and dedication, that we will continue to grow, evolve, and deliver meaningful impact.

Ashish Dahiwalkar
Human Resources Manager



People and Culture Team

Celebrating 25 Years



As part of our commitment to recognising long-standing team members, we proudly celebrate Sanna Tawaddross, one of our most dedicated support workers, for reaching an incredible milestone 25 years of service at FOCUS Connect. Over two and a half decades, Sanna has supported countless clients with compassion, care, and unwavering commitment. Her dedication has left a lasting impact on both her colleagues and the community. On behalf of everyone at FOCUS Connect — thank you, Sanna.

Easter on the Balcony



Staff gathered for a festive Easter morning tea — the first big celebration on our newly upgraded balcony. The event was filled with connection, laughter, and shared joy in a space designed to bring people together.

Celebrating Harmony Day



Harmony Day was celebrated with a team walk, bringing staff together to reflect on inclusion and cultural diversity.

Celebrating the People Who Make It All Possible

Celebrating Staff

In August, we paused to say a heartfelt “thanks for caring” to our incredible aged care staff. Held in recognition of Aged Care Employee Day, this annual event honours the people whose compassion, commitment, and tireless service make a lasting difference in the lives of older Australians. This year, we recognised every team member, including those who have been supporting clients for 5, 8, 10, 15, 18, and 25 years, reflecting their deep dedication and longevity in care.



Wafa
25 years



Veronica
18 years



Nanhwa
10 years



Kwannet
8 years



Also recognised
this year:



Mary — 18 years

Thi — 15 years

Jo-Ann — 5 years

Our Amazing Volunteers

We proudly **recognise the incredible dedication of our long-serving volunteers**, whose years of service embody true compassion and commitment. These generous individuals have walked beside our clients, offering transport, companionship, language support, and a helping hand whenever it's needed.

We also extend our heartfelt thanks to **all our volunteers**. Your kindness, time, and care make a lasting difference in the lives of our clients every day, helping FOCUS Connect build a stronger, more connected community.



Marlene
8 years



Nadia
20 years



Thi
18 years



Thi
10 years



Eufrasia
15 years



May
18 years



Monique
18 years



Amparo
20 years



Pedro
17 years



Financial Summary 2025



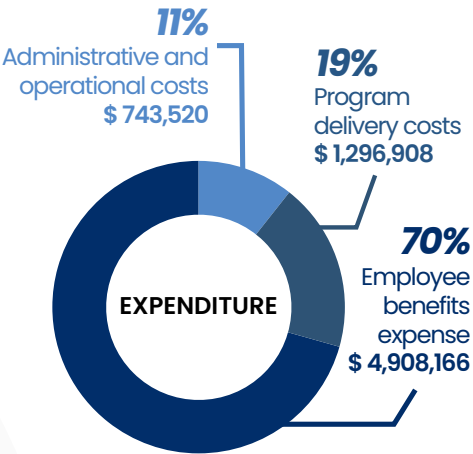
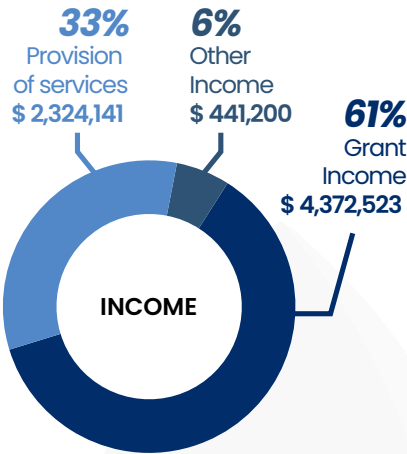
TANYA FUNG
Finance Manager

FOCUS Connect is proud to report stable financial performance despite significant operational changes.

FOCUS Connect is pleased to report a surplus of \$189,269 for the financial year ended 30 June 2025. This outcome reflects prudent financial management and resilience despite significant operational changes, including the cessation of Disability Services and preparations for the upcoming Aged Care Reforms, particularly the transition to Support at Home.

Financial Overview

Total revenue declined by 9% compared to the previous year, primarily due to the closure of Disability Services in October 2024. Disability Services previously contributed 18% of our total revenue. Despite this reduction, our financial performance remained robust, supported by strategic cost management and a focus on our core strengths, which improved our service delivery in Aged Care and Community services.



Our workforce remains the backbone of our organisation, accounting for 70% of total expenditure. This reflects our ongoing commitment to delivering high-quality person-centred services through a skilled and dedicated team.

Strengthening Our Financial Position

FOCUS Connect’s financial position continues to strengthen, ensuring long-term sustainability and readiness for future reforms.

Net assets increased by 3%, reinforcing our capacity to invest in innovation and service delivery.

Liabilities decreased by 16%, driven by the full repayment of external loans and a continued focus on reducing financial obligations.

These results position us to confidently embrace upcoming sector reforms, enhance operational efficiency and expand our impact in the community.

As we move forward, our financial strategy remains focused on sustainability, transparency, and strategic growth. With a strong foundation, we are well-positioned to embrace reform, invest in innovation, and continue delivering high-quality services to our community.

Tanya Fung
Finance Manager



Finance Team

Annual Report 2025

 3 Chamberlain St.
Campbelltown NSW 2560

 **Phone:**
(02) 4627 1188

 **Email:**
info@focusconnect.org.au

 **Website:**
www.focusconnect.org.au




 **SCAN TO VISIT
OUR WEBSITE**

FOLLOW US ON SOCIAL MEDIA

 facebook.com/focusconnect.org.au

 @focusconnectmacarthur

 linkedin.com/company/focus-connect



Acknowledgement of Country

FOCUS Connect acknowledges the Traditional Custodians of the lands on which we live and work.

We pay our respects to Elders past and present, and extend that respect to all First Nations peoples, Aboriginal and Torres Strait Islander peoples, including our staff, clients, volunteers, and the communities we serve.

We acknowledge the past and stand together for our future.



We embrace diversity and are committed to creating a safe environment for all people, irrespective of their age, gender, cultural identity, sexuality, abilities, language, economic status, profession or location.