



we're all about you



2017/18

annual
REPORT



Your Side
Your Health and Wellness.

our VISION

Our vision is that **every life can be a good one.**

We are proud to support people over 65, people with a disability, mental illness and their carers to live the life they choose, independently.

Everyday, we set out to enrich the lives of the people we support, with services that enhance their health and wellness. We do this by connecting our valued clients with affordable and accessible services and care in their local community.

We pride ourselves on service delivery that is of high quality. Without question, we strive to display transparency, honesty and reliability in the way we serve the people we support.

As a result, we often receive feedback that our assistance is making the world of difference to the people we support. For that, we have everyone who supports us to thank!

our SERVICE

At Your Side, we put the people we support, **our 'customers' first.**

We give our customers peace of mind, through delivering services of high quality, based on consistency and a genuine relationship.

Everything we do is designed to give our customers greater independence, more choice and a better sense of wellbeing and a good lifestyle. That we are on track, is reflected in the positive feedback we receive from our customers, their family and friends.

For more than 30 years we have felt privileged to deliver services which make a difference to our customers' lives. We will continue to do this, with our core focus being service delivery tailored to put our customers first.

As an organisation, we are proud to have built a reputation for succeeding when confronted with new challenges. We have worked hard to establish reliable and trustworthy services, but we know there's always more to be done.

Our pledge is to continue to grow as an organisation that delivers new and improved services to meet all our client's needs.



our VOLUNTEERS

Thank you to all **our volunteers!**

Our volunteers make an extraordinary contribution to the lives of the people we support together in our communities and we would like to thank them sincerely for the time and talent they give to us every day.

We have been fortunate to have over 370 volunteers who have helped us with our DARTS outings and social support programs, pitched in at community events and expos and assisted us with research and other professional services throughout the year. We value and appreciate the support of our volunteers, who go over and above the call of duty to enhance the quality of life of the people we support.

Thank you - we could not have done it without you.



Welcome to **YOUR SIDE**



**GORDON
WING-LUN**
Chairperson

I am pleased to report to you, our successful progress during 2017/18 in meeting our Vision:-

That every life can be a good one.

Your Side recognises the strength of its past, and has established a path for the future. It is a pathway which Your Side has progressed to implement the foundation of its strategy to remain a sustainable and community relevant provider. These include wider recognition and access to our current and future clients, to ensure services that are needed are easily accessed via our Total Care approach.

Your Side has also expanded opportunities in working with its partners, exemplified by our expansion in RAS with Community Options Australia and growth in service partners. We remain committed to supporting a robust sector.

At the same time, Your Side is able to ensure efficiency by managing its costs. In acting to "manage our economics," your Board aims to provide that Your Side has every chance of continuing its Mission.

As a Board we remain focused on people and infrastructure, to address our funding and revenue needs, to diversify and ensure rigour in our financial view of our business and the marketplace. Indeed it is the ever-changing needs and policies of governments and clients, that drive our focus to be market conscious and a capable risk manager.

I can say that Your Side financially continues to manage a balance sheet capable of meeting the demands of future needs for clients and associated risk-managed investment. We are ready.

Your Side continues to generate a surplus after costs notwithstanding investments in our strategy. Our small deficit in 2018 is reflective of strategic investment.

This Board has initiated and supported a metamorphosis in the culture of Your Side to ensure capability in a customer-led world. It has done this without compromising its Mission, its commitment to stakeholders or its obligations to governance.

The Board is pleased to be working with Danielle and her capable management team. The bar is high, and each has made the leap required providing the leadership necessary. Thank you Danielle.

Each Director recognises Your Side's dedicated operational staff. Without their individual and team efforts, we would be but a name.

Appreciation is extended to our supporters and partners, in particular, the Department of Social Services, the Department of Health, and Transport for NSW. These groups integrate with our mission and purpose.



**DANIELLE
BALLANTINE**
CEO

We're on Your Side! More than intention, these words encapsulate the essence of our organisation. 2017/2018 saw an unprecedented change for Northside Community Forum, starting with a new trading name; Your Side Australia.

This past year, we remained committed as the universal provider of care, and in doing so, set an expansion strategy that reached more people and a 31% increase in hours of care delivered. Our biggest growth this financial year came from growth in NDIS. We also began delivering services beyond our traditional Northern Sydney base, now providing services from 5 key locations across Sydney. This geographic expansion means that we deliver Total Care to more people, meeting our value proposition;

QUALITY | PEACE OF MIND | CONSISTENCY

Our philosophy to deliver total care resulted in expanding our services by 400%. We know and understand that coordinating services and supports is complex and time-consuming. Our expertise is support, and we estimate that we save families over 200 hours a year in researching, evaluating and

coordinating services. Our approach reduces the burden of coordinating care.

We could not deliver our services without the trust of our partners. Our expansion strategy has resulted in a 372% growth in service partners, meaning that Your Side remains committed to the sector and our history as a forum. I extend my gratitude to our partners, who deliver high-quality services.

I am overwhelmed with pride with my team who, with sustained enthusiasm serve our clients. The year presented challenges, and with this, many opportunities. The team, with our valued volunteers, approached both with passion, and I thank you.

I would also like to thank the Board in supporting me, this past year. The Board has led Your Side's strategic direction with courage and conviction despite ambiguity in the market.

We thank our funders who enable us to deliver much-needed services. We know that the returns that we have provided to the community have repaid this investment many times over.

Our IMPACT



CARE AT HOME CUSTOMER SUPPORT



3796 customers served and lives impacted in comparison to 2667 in 2016/17



137 hours of care delivered **EVERYDAY** across 40 service types



2308 Home Assessments

SUPPORT TO CARERS



280 hours of support delivered **EVERY WEEK**



4 new locations in 2017/18 to reach all **Sydney Regions** with better **service standards**

PARTNERSHIPS PARTNERS



372% increase

52 partners worked closely with us to help our customers live independently

COMMUNITY SECTOR



929 individuals educated in the community sector this year

Aged Care Sessions for **320** individuals

Delivered Regional Forums to **247** attendees

SOCIAL ENGAGEMENT



NETWORKING & SOCIAL INCLUSION

2482 trips last year

7 wheelchair user social and recreational trips - **EVERYDAY**

- 13441 hours of social support delivered
- Increased socialising and decreased isolation leads to better customer health and wellness

COMMUNITY CONNECT COMMUNITY CIRCLE



890 Members

Workshops to navigate through changes in mental health, disability and aged care that promote inclusion and wellness

VOLUNTEERS

65.9% increase
in number of volunteers
from 2016/2017

2016/17
223 volunteers
200 hours/
week

2017/18



370
volunteers



560 hours
per week

13441 HOURS =
Value contribution of **\$882,000**



Our STORIES



TIM

Son of Total Care Customer

When my precious mother, Jane, received the phone call everyone fears – a diagnosis of the final stage of breast, liver and spinal cancer – we knew that the time had sadly arrived for permanent respite care.

We were all shocked at this development, but we convinced mum that only through permanent care would all of her current and future needs be met. Being the closest sibling to my mum, I was relieved and grateful to hear of the amazing care and support she received from Your Side.

She cannot thank Your Side enough for all the help she has received since 2016. On behalf of mum, I thank all of you, especially the Customer Care team for being so kind and thoughtful in this time of need.

SALLY

DARTS Customer

Your Side and DARTS is fantastic! They have made the world of difference to my life. That I can now go out nearly every weekend means there is no stopping me. Firstly, we are met at our house in the specially modified wheelchair bus, then we enjoy the reassurance of having support workers to assist us, and then we are safely dropped back home.

That DARTS has changed my life in ways I could not have imagined is the result of having the chance to visit places in Sydney and NSW which were previously beyond my reach. I am also grateful for the strong friendships and great relationships I enjoy with office staff, support workers and drivers. They take our safety very seriously as we head out like one big family. I thank DARTS for delivering support for everyone in a caring and open way, irrespective of our disabilities.

TANYA

Community Circle Member

When I got the life-changing call that mum had been diagnosed with a degenerative disease, I quickly gave up my job and lifestyle in the United Kingdom to make the sad flight home to Sydney to be at her side.

I struggled to adjust to this confronting situation and my changed lifestyle as a full-time carer. Navigating through the complicated aged care system had also left me overwhelmed, until I joined Community Circle.

Thankfully Community Circle provided the support I needed to turn my life around for the better and in the process, develop peace of mind. These days I combine my full time life as a carer with part time work. Although it felt like I had lost my sense of self, when I became a carer, Community Circle showed me how to grow and become a leader and for that, I am most thankful!

JARROD

Brother of a person with disability

I am honored to care for my brother Cayden, who was born with Autism, profound deafness and severe intellectual disabilities. The Your Side Young Carer Program has been great in helping me to do this.

Caring for my brother has been a whole of life experience, which began when I was in kindergarten. Since then, I have learned to perform most caring duties. Now that I am 16 years old I provide constant care for Cayden around the house and support him socially. I make his lunch, clothe and feed him, and teach him basic life skills.

The Your Side Young Carer Program allows carers like me to meet other young carers while taking a break from our caring duties. Events offered by the program help me to make new friends and I really look forward to the school holiday program and camps!

JEAN

Customer receiving domestic assistance services

Your Side provided immeasurable support while I cared for my husband Roy, who in recent months lost his tragic battle with Leukaemia.

Although 24/7 caring is very stressful, Your Side made my load lighter. As Roy's health deteriorated dramatically, it was Your Side that I could always rely upon to provide a weekly care support service. This was invaluable and meant that I could maintain my home in Mona Vale and also my mental wellbeing.

Your Side delivered when other services such as My Aged Care fell short of our expectations and needs. For a brief period, I had to rely very heavily on the additional support provided by Your Side and for that, I cannot speak highly enough of Your Side.

VENESSA

DARTS Customer

I have had some 'wheellie' good times with the Your Side DARTS group. Since joining DARTS two decades ago, I have made many friends and seen many places.

One of my best friends is Sallyanne, who also joined DARTS around 1998. Together, many of us at DARTS have come to regard each other as more like family than friends. All of the drivers and volunteers also take good care of us and make the trips fun and enjoyable.

Being able to travel comfortably in your own wheelchair is reassuring too. The excitement of seeing a new place never stops. We all love the chance to go out several times a month on sightseeing trips around Sydney or on long distance journeys to new venues. Your Side has been a life-changer!

Our FUTURE

WHAT WE DO

For more than 30 years, we have supported more than 500,000 people to enjoy greater choice, independence and wellbeing through the delivery of more than 30 services in the home or the community. As a result, we are widely recognised as a leading provider of care and support services.

WHO WE SUPPORT

- People with a disability
- People over 65
- People living with mental illness
- Carers
- Young carers

OUR MODEL OF CARE

Our model of care is to provide Total Care, an integrated model created around the lifestyle of the individual or family we serve. Since July 2017, Total Care has assisted the people we support, our customers, to maintain their quality of life through the seamless coordination of tailored care.

To do this, Total Care ensures reliable, quality services and products are delivered from Your Side. Our Customer Care Consultants match the needs of customers to the best possible partner. We vet and qualify our partner's capacity to meet the needs of our customers, at the highest standards. Only when we are certain they can meet those standards, will we connect them with our customers.

This type of innovation delivers a stress-free, one-stop-shop to our customers irrespective of the service or product they require. Whether it's cleaning, gardening, home modifications, assistive technology, CCTV monitoring, financial planning, counselling, allied health services, linen, shopping, social outings, or support to attend medical appointments, we will deliver.

Our customer needs will always shape the range of services and products that we deliver, and this type of versatility and responsiveness is unique to our community services sector. The shift to individual funding, choice and control under the NDIS has made this possible and promoted community participation.

Our commitment to delivering Total Care to all our clients is a major step forward for providing quality care in the community.

OUR STRATEGIC GOALS

To deliver total care, we will:

- create positive customer experiences that improves wellness outcomes
- measure our social impact
- proactively identify and respond to customers health and social needs
- build a customer-centric performance culture
- deliver efficient and high quality services
- maintain a strong balance sheet.





Your Side

Your Health and Wellness.

get in touch with us today

We can help you get the right care for yourself or someone you love.

CONTACT US

Your Side Australia

Phone: 1300 134 332

Email: customer care@yourside.org.au

Website: yourside.org.au

Chatswood, Bondi, Liverpool, Parramatta, Rockdale

let's connect



Your Side acknowledges the traditional custodians of this land, the Aboriginal and Torres Strait Islander people; we pay our respects to elders, past and present.

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