

What could *you*  
do with an extra  
2 days per month?

Time is precious. Imagine having a team that guides you through the services and funding available, coordinates a tailored package of care, and then delivers a seamless service. Let us do that for you. So you can get on with the things that matter to you.

Because every life can be a good one.

## Our Services

### Home

- Household Tasks & Cleaning
- Meal Preparation & Healthy Eating Advice
- Laundry Service
- Gardening & Handyman Jobs
- Home Maintenance & Repairs
- Trades Services (Plumbers, Electricians)
- Pest Control
- Pet Care & Walking
- Pool Maintenance

### Health and Wellness

- Personal Care
- Home Nursing
- Continence Products
- Podiatry
- Occupational Therapy
- Massage & Physiotherapy
- Medical & Mobility Equipment
- Counselling & Psychology
- Hairdressing
- Respite Support

### Participation

- Carer Peer Support
- Social Programs & Activities
- Employment Preparation & Job Support
- Personal Carers to Enable Community Participation
- Assistive Technology (Safety Restraints, Personal Alarms, Seizure Monitors, Speech Devices, Wearable Technology, Sensory Equipment)
- Individual & Group Transportation
- NDIS Plan Management & Coordination
- Skills Training

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



# ANNUAL REPORT 2019

1300 134 332  
yourside.org.au

**YourSide**  
Your Health and Wellness.

# Our IMPACT IS HOLISTIC

## Advancing the Capacity of our Communities

Building **DEMENTIA FRIENDLY** communities, supporting more than 800 community members and designing an intergenerational program attended by 140+ school aged children.



Supporting **CULTURALLY DIVERSE** communities to navigate My Aged Care with 6 CALD specific community sessions.

## Valuing your Needs for the Right Support

Delivered **TRANSITION SUPPORT** post hospital discharge to 100+ people with injury/disability across Western Sydney.



**CONNECTED** more than 3700 people with the right service.

## Easing the Burden of Coordinating Care for Families and Individuals

Facilitated **SOCIAL CONNECTION** by hosting 607 events for 6229 people.

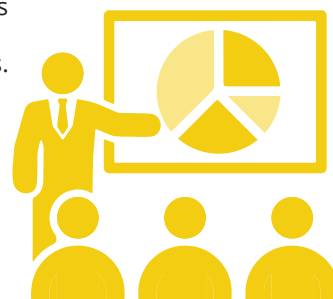
Integrating care by providing **30+ SERVICE OPTIONS** to customers.



## Fostering our Sector

Inspiring 1600+ professionals with **LEADING PRACTICE** workshops and news articles.

Brought workers from 201 Aged Care organisations together at **REGIONAL FORUMS** to collaborate.



## Focused on Performance



## Chair and CEO Report

Our model, Total Care continues to be well received by customers, government and partners alike. The introduction of new business such as SASH and Home Care Packages plus the continued expansion of NDIS shows a demand for Total Care. We have been able to demonstrate that Total Care reduces the burden of coordinating care. Our support saves clients two days a month in identifying, vetting, selecting and managing their care.

Your Side has well advanced its strategy to remain sustainable with purpose and the community and clients as major stakeholders. This past year saw advancements in our IT roadmap, with the implementation of an integrated contact centre solution and accessible website. We remain committed to the principle that clients have access to the right service at the right time. Our staff remain committed to our impact, demonstrated by an enviable 98% employee retention. This year, Your Side experienced 66% growth in hours of care, resulting in a surplus of \$187,816. This signifies our investment in systems has improved efficiencies.

The Board has committed further investment for a sustainable, culturally aware and financially strong entity of which growth in capability, clients and diversity are key. By 2022, Your Side will be delivering 22,000 hours of care per month. Growth will come via organic customer growth, mergers and grant funding. This will enhance our successful Total Care approach.

We thank the Board, our volunteers and people, who without their commitment to our purpose, we could not have achieved such outstanding results. Thank you.

We also extend our appreciation to our supporters and partners, in particular, the Department of Social Services, the Department of Health, the NDIA and Transport for NSW.

**GORDON WING-LUN**  
Chair

**DANIELLE BALLANTINE**  
CEO