



Every life
can be a good one



Annual *Report*

2019 - 2020

*Your*Side





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About **Your Side**

From the earlier years as Northside Community Forum delivering sector support then transforming into a client facing organisation delivering frontline services, **Your Side** has over **30 years' experience** and has helped more than **500,000 people** enjoy greater choice, independence and wellbeing.

Your Side provide supports and services for older people, people living with a disability and mental illness, and thousands of unpaid carers. We're an NDIS and Aged Care Registered Provider servicing the Sydney metropolitan area.

At Your Side we want to reduce the burden of coordinating care and navigating complex systems by taking care of everything from **assessments** to ensure you get the right care at the right time, through to the **delivery of services and supports**.

Our focus is always on offering a high standard of care and choice based on your needs because at Your Side we believe that **Every life can be a good one!**



OUR PROGRAMS



Regional Assessment Service: to ensure people over 65 are funded for the right level of care.

Commonwealth Home Support Program (CHSP): an entry-level care support service for older people assisting with basics such as domestic assistance, transport, home maintenance, personal care, flexible respite and social support.

Home Care Packages: delivering supports and services (predominantly for those aged over 65 years) that are tailored specifically to you so you can remain living independently at home for as long as possible.

National Disability Insurance Scheme (NDIS): all the disability support services under one roof to help you do the things that you love and live the life you choose.

Carer Gateway: in-person, phone and online services to help support Australia's 2.65 million unpaid carers. From online counselling and respite care to financial support and peer groups.

Dementia Friendly Communities: working together so people living with dementia are connected, supported and understood.

Community Circle: Your Side's free to access peer community group that empowers you to navigate the aged care, disability and carers systems by sharing information and encouraging informed choices.

DARTS: the only door-to-door transport combined with social activity planning service for wheelchair users across Sydney.



"Your Side's social events through **Home Care Packages** cater for everyone. I call us recycled teenagers. The social services really have improved my life."

Gloria, 87 years-old

Your Side's Story

2015-2020

The last 5 years have been a period of intense change and reform in human services, driven by demographic changes, large scale reform such as the launch of NDIS, and external crises like a global pandemic. There has never been a more unique time to be delivering care to people with disability, older people and their carers.

Your Side's story is both simple and complex. **Simple** because we want to deliver quality support to as many people as possible, because we believe every life can be a good one. **Complex** because in order to fulfill that mission we have embarked on a period of intense growth. We have found new clients and new funding streams, we have invested in infrastructure and reached into new regions and locations across Sydney. We've tested, trialed and launched our model of care – **Total Care** – and taken this to more people in more suburbs of Sydney. We've changed our name and shaped our service and support model into something fit to sustain us into the next decade.



THROUGH ALL THIS WE HAVE STOOD BY A FEW HUMBLE PRINCIPLES:



Put the customer at the centre of everything! Meeting their needs is what matters. Our aim is to respond and adapt to our clients ever evolving needs, across all touchpoints in our organisation including customer service, technology, finance and marketing.



Be transparent. Make our pricing and service structure as simple and understandable as possible.



Be holistic. We think the system is complex enough. We aim to support people from assessment (entry), into service navigation and selection (co-ordination), and delivery.



Work in collaboration. Our Total Care model means we work with 80+ different provider partners (and this is growing). When they are at their best, we are at our best. When they innovate, we innovate. When we grow, they grow with us.

2015

GEOGRAPHY:
Northern Sydney
REVENUE: \$5,048,758
STAFF: 37
**PROVIDER
PARTNERS:** 30

2016

GEOGRAPHY:
Northern Sydney
REVENUE: \$5,801,174
STAFF: 52
**PROVIDER
PARTNERS:** 30

2017

HOURS OF CARE:
24,906
ASSESSMENTS: 1,112
GEOGRAPHY:
North and East Sydney
REVENUE: \$5,826,222
STAFF: 46
CLIENTS: 2,078
**PROVIDER
PARTNERS:** 35

Your Side's Story

2015-2020

2018

HOURS OF CARE:
49,904

ASSESSMENTS: 2,764

GEOGRAPHY:
North, East and
West Sydney

REVENUE: \$6,343,484

STAFF: 52

CLIENTS: 3,698

**PROVIDER
PARTNERS:** 52

2019

HOURS OF CARE:
82,813

ASSESSMENTS: 2,764

GEOGRAPHY:
Greater Metro Sydney

REVENUE: \$8,264,365

STAFF: 59

CLIENTS: 5,410

**PROVIDER
PARTNERS:** 63

HOURS OF CARE:
124,229

ASSESSMENTS: 2,401

GEOGRAPHY:
Greater Sydney
including Nepean

REVENUE: \$12,218,212

STAFF: 82

CLIENTS: 5,788

**PROVIDER
PARTNERS:** 85

2020

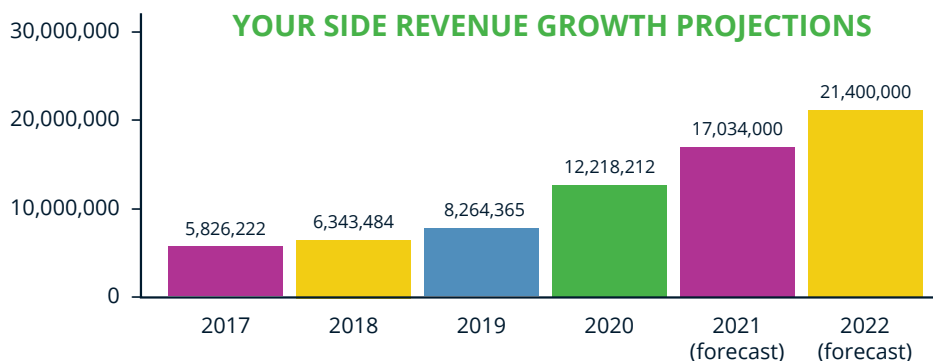
Your Chair Report



The 2019-2020 financial year presented some incredibly tough challenges for those receiving and providing in-home disability, aged and respite care.

Our clients, their families, and our staff and business partners, have all been dealing with various regulatory changes, numerous government and political issues including royal commissions (disability and aged care), heightened media scrutiny, and, over recent months, the harsh impacts of COVID-19.

Yet, through all of this, Your Side Australia has been able to increase its service provision of in-home care to our customers, improve our services delivery model, lift customer satisfaction, and grow and diversify our business.



But we have only been able to achieve this because of the dedication and commitment from our staff, under the diligent leadership of our CEO Danielle Ballantine and her Leadership Team of Brittany Jack, Simon McNamara and Tim Yeates.

Your Side has emerged as a strong advocate for our customers, their carers and the sectors we operate in, and we have had a clear strategy over the past three years to be a professional not for profit organisation focused on meeting the needs of customers in a deregulating environment.

Such an environment is challenging for many traditional social services organisations, especially as government funders expect fewer, larger service providers to streamline the sectors they regulate and fund.

| Industry Examples | 2000s | 2012/16 | 2020/25 |
|---------------------------------|---------------|---------------|---------------------|
| Residential Aged Care | 1,600 | 1,013 | 500 - 400 (est) |
| Home Care Providers | 4,000 - 4,500 | 3,500 - 2,500 | 1,000 - 500 (est) |
| Employment Services Providers | 200 | 44 | 25 - 50 - 100 (est) |
| Disability Employment Providers | 260 | 151 | 100 - 50 (est) |
| Disability Organisations | 2,558 | 2,377* | 500 - 400 (est) |

The pattern is becoming clear. By growing our service delivery partners, expanding our customer base, and introducing new services, systems and processes to position ourselves as a future business partner, we can meet not just the current but future expectations for the aged, disability and respite care sectors.

For Your Side Australia, we are actively and purposefully positioning ourselves to join forces with likeminded organisations to ensure we deliver what is expected of us by our customers, carers, the community and regulators.

Stuart Snell

CHAIR – YOUR SIDE AUSTRALIA

Your CEO Report



Our Vision that “**Every life can be a good one**” is central to everything that we do. 2020 has been a pivotal year for Your Side. Over the last five years, we have invested heavily in a repositioning strategy that has culminated in a record year in terms of hours of care and revenue.

This year, we were pleased to partner with The Benevolent Society in the delivery of the newly launched Carer Gateway. Replacing our previous carer funded programs, the Carer Gateway is another example of Government policy moving to integrate disparate services to create a better client experience. Providing a whole of family response across the care spectrum is what underpins our model of care - **Total Care**.

We experienced continued growth and delivered **50% more hours of care** compared to the previous year. In response to our growth our **workforce also grew by 33%** resulting in the creation of a HR role to support our current team as well as strategically respond to future workforce needs, as we continue to focus on growth as part of our direction. We were also pleased to be awarded Commonwealth Home Support Program (CHSP) growth funding through the year that expanded our entry level home care supports across more Sydney regions.



This year presented a unique challenge with a global pandemic, forcing the accelerated adoption of digital solutions and the development of new products and services to deliver to existing clients all the while attracting new clients under Carer Gateway, Home Care Packages and NDIS. Despite the hurdles that COVID-19 presented, Your Side delivered its highest number of care hours in quarter four of the year, indicating how essential in home support is for our vulnerable Australians and their carers.

I have enormous gratitude to the many people across Your Side who support our vision every day. The Your Side team deserves all the credit for how we have performed this year. I thank you for your unwavering commitment to our purpose. Equally, I thank the Board for their sage advice and support, especially as we navigated COVID-19, allowing Your Side the space to adapt to client's needs in what can only be described as "unprecedented times".

Danielle Ballantine
CEO – YOUR SIDE AUSTRALIA





Your People

Putting the customer at the centre of everything!

The quality of our culture and values determine the quality of the service our clients receive.

The staff at Your Side work in a team that is inclusive, dedicated and fun. We bring our whole selves to work. We share a passion for helping people to live their best life. That includes all our clients and each other. By consciously developing a culture that's accountable, honest, and warm, we ensure our clients get the support they deserve.

In a recent staff culture survey, our staff described our culture as one that engenders open communication, connection, and respect. That's what we want for our staff, our stakeholders, and most importantly our clients.



Fun Facts



Our team speak
29 languages
 between them from Arabic to
 Visayan. Diversity is strength,
 and we reflect our communities.

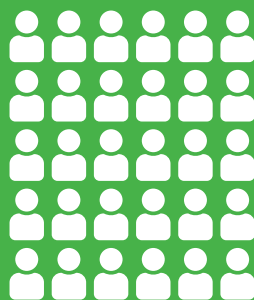
35%
 of our
 team have
 postgraduate
 qualifications.



35% of our team have a
 degree qualifications.

25% of our team have a
 Diploma/Cert IV.

Our people have studied a
 broad range of disciplines from
 Gerontology Nursing to Genetics,
 Social Work to Philosophy,
 Occupational Therapy
 and Psychology to IT, Law,
 Governance and Accounting.



In 2020, we hired
30
additional
people
 to meet the needs
 of our growing
 services.



We have fun!

Your Side dress up days are legendary. This year's themes included: animals you might see on safari, honeymoon destinations, band t-shirt day and crazy hat day.

We are honoured to have hosted

**97 volunteers
and students**

during the year who contributed
an estimated 28,000 hours of work.



We are led by a
strong board
who bring a diversity of
skills to our governance.



Our staff attended

**1946
hours of
training**
during the year.

IN OUR SPARE TIME, OUR STAFF MIGHT:



Organise a killer comedy gig



Show you their lego collection



Send down an ace or two on a tennis court



Deliver a personal training session



Bake you an incredible cake



Play you a tune on piano, flute, or guitar



Volunteer to collect clothes for the homeless or mentor new graduates

Sharing our skills helps us understand and relate to our clients, and adds a depth to our service offering. During COVID, to keep our social support services going online, many of these skills were put to good use keeping our clients connected.



"Thank you to Your Side for providing us with an excellent Zoom program each month during the COVID-19 lockdown. It's been wonderful that we have been able to stay connected, keep exercising and share some laughs. We have learnt a lot about each other through these activities. Everyone's enthusiasm has been remarkable."

Venessa, DARTS Program

Your Network of *Partners*

Working in Collaboration

Your Side began as Northside Community Forum, an organisation born to develop and support frontline service delivery organisations.

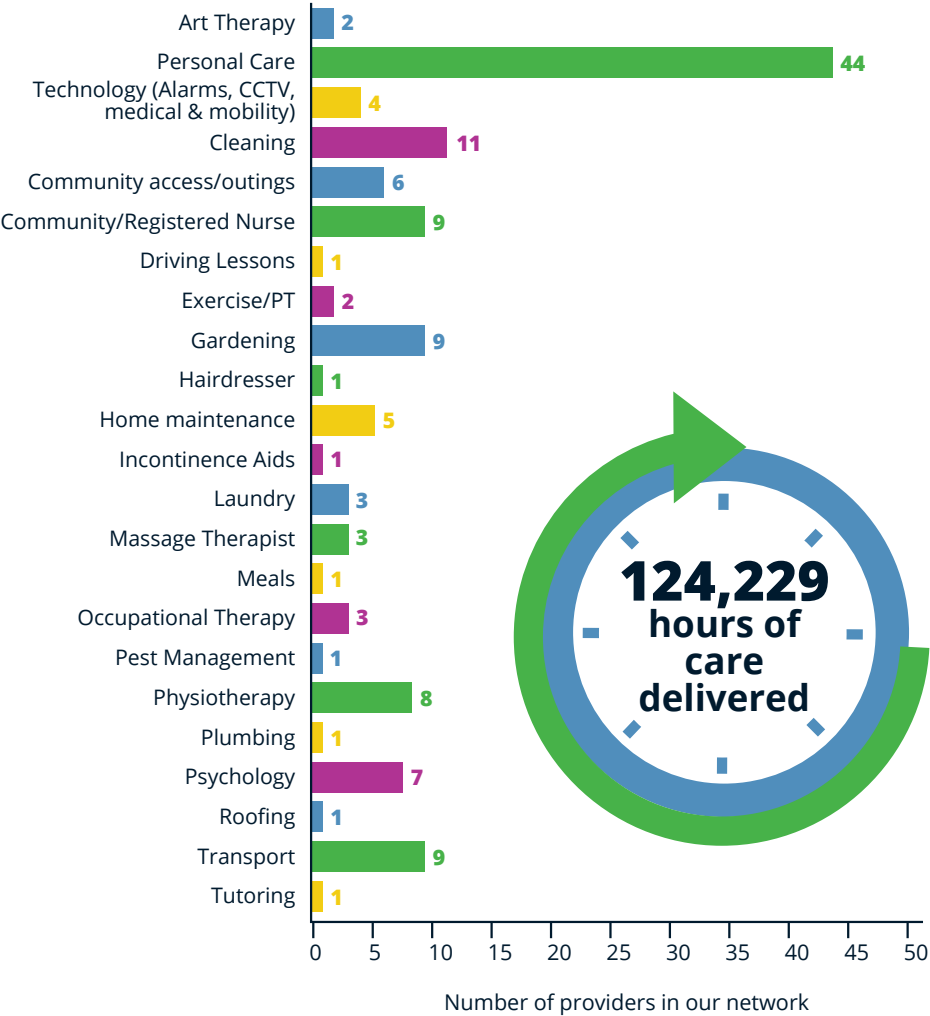
When we went into service delivery, we used this strength to put together a network of partner providers to deliver together. This network has grown to over **80 formal partners** who delivered **124,229 hours of care** on our behalf this year, right across the Sydney region from Berowra to Sutherland, Nepean and Campbelltown.

When COVID-19 hit in March, the strength of this network was revealed. We facilitated an online provider forum at the start of the pandemic, and the network voluntarily and openly shared everything from their capability to deal with an outbreak and trained staff, to where to source Personal Protective Equipment (PPE) or how to manage a roster to minimise transmission risks.

Our providers continued to deliver essential home and community based supports throughout the outbreak. We thank them for their willingness to collaborate and strengthen the network, for their generosity in sharing expertise and ideas, and for their ongoing commitment to putting client needs first.



HERE'S A SNAPSHOT OF OUR NETWORK'S CAPABILITY:



In 2020 as we added **21,000 hours** of Commonwealth Home Support Program support and the new Carer Gateway service to our offering, our network was there ready to grow with us. Our network includes the baseline services you expect like personal care, cleaning, gardening and community access.

IT ALSO INCLUDES PROVIDERS WITH SPECIALIST OFFERINGS INCLUDING:



Culturally specific support services (for example, care and cleaning in Korean and Japanese)



Specialist support workers for mental health



Autism specialist support workers



Mental Health specialist occupational therapy



Special interest social groups like men's, art and youth groups



Purpose built cars for support workers

This strength and diversity allows us to build a service that is holistic and meets our clients' bespoke needs with their choice of providers.



"Your Side help me with self-care, peer support and they listen."

Jo. Carer



"Your Side give me independence and help me to get out and about with my friends."

Sallyanne. DARTS

[illegible]

Artwork by
Venessa Crane

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Social Media



Feeling lonely **during
the pandemic?**

Your Sector *Capability*

In 2020 our sector support team delivered relevant and timely education and support to the aged care sector reaching nearly **700 workers** in person and online for training, forums, workshops and consultations. Our best practice eNewsletter reaches nearly 2000 people a month.

TOPICS INCLUDED:

Marketing THE ROYAL COMMISSION
INTO AGED CARE

Aged care sector navigation
Service innovation

PREVENTING ELDER ABUSE **Carer Support**

Digital literacy for staff and consumers Learnings from COVID-19 outbreaks in residential care

Working with GPs and Allied Health *dementia awareness* **WORKFORCE PLANNING**

Collaboration and Competition **Emotional Wellbeing**



Your Side would like to
thank **our generous**
funders, donors and
delivery partners.
Without their support we
could not have the impact
we do in our community.

GOVERNMENT FUNDERS:

- » Commonwealth Department of Social Services
- » Commonwealth Department of Health
- » Transport for NSW
- » NSW Department of Justice and Communities

GRANT FUNDERS:

- » Dementia Australia Ltd
- » City of Ryde Council
- » Hunters Hill Council
- » Northern Beaches Council
- » Mosman Council

DONORS

- » Vivienne Court Trading Ltd
- » B'nai B'rith Bargain Bazaar Ltd
- » Rotary Club of Northern Sydney
- » Norman Wong
- » Helen Wilson
- » Nancy Eggins

DELIVERY PARTNERS

- » The Benevolent Society
- » Community Options Australia

Your Side Clients Say...

HOME



"Your Side's home care support has really improved my quality of life. Cleaning, shopping, medical help and social outings. It's been amazing."

Gloria, Home Care Packages

HEALTH



"Your Side help give me enough freedom and time to breathe, hang washing on the line or enjoy a cup of tea."

Veronika, Carer Support

INDEPENDENCE



"Your Side is a wonderful organisation looking after older folk. We get out of the home and introduced to new people, areas and events. It's fantastic."

John, Social Support

YOUR SIDE AUSTRALIA

(Northside Community Forum Ltd trading as Your Side)

Level 10, 10 Help St, Chatswood NSW 2067

Call: 1300 134 332 **Email:** customercare@yourside.org.au

yourside.org.au

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.

LET'S
CONNECT.

