

*Every* life  
can be a good one



# Annual *Report*

2020 - 2021

*Your*Side





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## Our Model of Care



**Our model is called TOTAL CARE, and it's designed to bring together the best of what our sector has to offer.**

It's designed to make our services easier to access for those who need them – vulnerable Australians and those who care for them.

### We help out by being experts at:



Getting to know you (through assessments and ongoing plan reviews)



Working out the best mix of services, and knowing what's available to meet your goals (care navigation)



Helping out when you need to change times or workers, or give some development feedback to a worker (care coordination)

In that journey is where you will find us, walking together with you to get the most from your services.

Your Side started as Northside Community Forum – a place for local care organisations to get together to upskill, share, and learn. When we built our model of care, we built on these foundations.

So rather than try and build our own frontline delivery teams, we reached out to friendly partners who were already doing that well. We focused on bringing those partners together, and helping clients to choose the very best match for them from our network of quality assured organisations.

Your Side's internal team is completely focused on the client experience. We pride ourselves on getting to know our clients, their wants, needs and aspirations. We then help translate a complex system into a package of services that's going to help meet their goals related to home, health and independence.

We are there at the start when you are assessed for frontline home care services (our Regional Assessment Service). We are right there with you when you enter aged care at home services via the Commonwealth Home Support Program to get some domestic assistance or social support, and we keep supporting you when you move to a higher needs Home Care Package. We are there when you have been awarded an NDIS plan, but don't quite know how to translate that plan into a mix of services that will really help you achieve your goals. And from this year, we are there when with a little bit of extra support you could be safely discharged from hospital to recover, or to live the last chapter of your life in your own home, with our Out of Hospital Care Program. We are also there for the people who support you, such as family or a friend, through the Carer Gateway.

And when needs change and services have to change, we are there again, helping you take the next step.

In a year when people have had to cope with the ever present threat of a pandemic, constant change to our social context, and the suspension of normal sources of support, many of the families and clients who we support have been stretched. That's why TOTAL CARE has been more important than ever: seeing the person as a whole, and building a set of supports that mean *Every* life can be a good one.

# Our Story

2015-2021

**2016**

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

**2015**

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

**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

**2020**

**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

**HOURS OF CARE:**  
195,708  
**ASSESSMENTS:** 3,906  
**GEOGRAPHY:**  
Greater Sydney, and expansion into Murrumbidgee region  
**REVENUE:** \$16,031,449  
**STAFF:** 91  
**CLIENTS:** 6,934  
**PROVIDER PARTNERS:** 131

**2021**



## Our Chair



**The pandemic caused by COVID-19 is no transient disruption. It continues on top of all of the regulatory changes long underway in aged and disability care services.**

As a provider of these services to help people live their best life in their own homes, the Your Side Australia Board has spent much of the past year evaluating and resetting our strategy.

We now embark on a new three-year plus strategy from 2021 to 2024 to ensure we continue to be in a strong position to sustainably grow our business and deliver the services our customers need.

Our strategy is built around an unyielding focus on **our customers**, ensuring quality in all we do, supporting and developing **our people**, and **financial prudence**.

Our strategy is built around an unyielding focus on **our customers**, ensuring **quality** in all we do, supporting and developing **our people**, and **financial prudence**.

**Your Side is here for older people, people with disability, other vulnerable members of the community and carers.**

The challenge is to continue to be agile and focus on what matters in uncertain and increasingly competitive times, and our new strategic settings position us well in this regard.

Over the past year, we have continued to grow our business and customer numbers, delivering a wider range of services than ever before to high levels of satisfaction.

Customer numbers and revenue are up over the reporting period by almost 30 per cent, which is a testament to the ability and performance of all our staff, volunteers and partners.

This follows a 50 per cent increase growth the previous year, and, coupled with our strong advocacy role across the sectors we operate in, Your Side has now grown to become a leading care services provider able to partner with small, medium and large service providers to deliver the wide variety of supports needed across the disability, aged and respite care sectors.

This includes successfully delivering our first year of Carer Gateway services in partnership with The Benevolent Society, and leading a consortium to secure a contract to deliver Out of Hospital Care services.

We have also spent a lot of time and effort building our clinical care capability as we continue to deliver more complex forms of supports across our customer base.

After an intense couple of years, I am stepping back from the role of Chair as part of a succession plan, and look forward to continuing to work as a director.

A big thank you to all who have been part of the Your Side journey this past year.

*Stuart Snell*

CHAIR – YOUR SIDE AUSTRALIA

## Our CEO



**This past 18 months has been like no other. We continued to face extreme uncertainty through a global pandemic including outbreaks across broader Sydney where the majority of our clients live. The Royal Commissions in Aged Care and Disability proceeded, with the final report for Aged Care published early 2021 and Disability extended by 18 months.**

The outcome of the Aged Care Royal Commission launched a once in a generation reform, laying the groundwork for new integrated levels of care to support many generations to come, spanning accessibility, home care, quality and safety, governance, and better access to healthcare. A five-year roadmap was committed by the Australian Government.

We had anticipated the changes in aged care, investing significantly over the past three years to grow aged care alongside our disability and carer services. Our model, TOTAL CARE, was designed with the knowledge that integrated care reduces the mental load that comes with coordinating care in the complex aged care and disability system.

**"Your Side are kind, considerate, giving and great at their job. I want to thank them from the bottom of my heart for their wonderful support."**

*Simone, NDIS Client*

**"After taking part in some amazing Carer Gateway support services, I returned to my role as a carer with a renewed sense of purpose, not only for those I care for but also for myself. Energised and refocused."**

*Ingrid, Carer*

There is still work to be done, and we are up for the challenge to support more people to achieve their goals in the areas of home, health and independence by building safe, inclusive and connected communities in Sydney and beyond. In fact, we have now expanded beyond the Greater Sydney basin, and launched our first program in regional NSW - Out of Hospital Care.

I extend my gratitude to the Board for their strong governance balanced with care, over this past year. The Board continues to demonstrate courage during times of uncertainty enabling us to deliver essential supports, not just through a pandemic, but always. I thank our leadership team, staff, volunteers and service partners for their unwavering commitment to our purpose. I have been in awe of your fearlessness to be on the frontline every day, whether it is offering comfort and social activities, delivering personal care, mowing the lawn or providing cleaning services. Thank you.

*Danielle Ballantine*

CEO - YOUR SIDE AUSTRALIA

**“Stronger together, with our provider partner network we will remain focused on delivering safe, inclusive and quality care in the community, at home, and online.”**



# Our Ambassador

As a family, we cared for my dear mum Marcia after she was diagnosed with terminal pancreatic cancer more than 20 years ago. Then, I cared for grandad in the last few years of his life. Now, the extended family is working together to organise support for my darling Dad, who suffers from emphysema.

Every family has stories like this, and these experiences give you a deeper understanding of the challenges faced by Australians as they age. This is why I said "YES" when Your Side asked me to be their Ambassador.

Your Side works closely with people to ensure the complex care systems meet their needs. They also share a willingness to have challenging conversations when it's needed - like talking to parents about their plans as they age even if it's uncomfortable, or talking about what needs to happen on a systems level to make things better. Meeting the team, I was struck by the combination of leadership with kindness and empathy.

**"Meeting the team, I was struck by the combination of leadership with kindness and empathy."**



This pandemic has taught us a lot about which roles are really essential, and care workers have been on the front lines every day trying to keep vulnerable people safe. If we want good care, we need to make sure we have a well-trained and reasonably paid workforce. The scale of this will require providers to work together to provide a pathway, but it will also require government leadership.

There is an unsung army of carers out there - almost 70% of them women - who help people to navigate the complexities of the care system and care for their friends and family. This care is worth an estimated 60 billion a year to the Australian economy.

Your Side's "Total Care" model alleviates the stress of coordinating care, saving families an estimated 200 hours a year and allowing these carers to get on with living a more balanced life.

Finally, I want to say a heartfelt thank you to the amazing team at Your Side and their provider partners for their work coordinating care, support and services for our older Australians, people with disabilities and hardworking unpaid carers.

*Tracey Spicer*

AMBASSADOR - YOUR SIDE AUSTRALIA



**Tracey & her dad Paul**

# Our Clients

## NDIS



### David's Story

"Through Your Side's NDIS service I receive domestic assistance such as the cleaning and laundry service, community access for social support and physiotherapy. I have access to all the services I need."

To watch David's video story [CLICK HERE](#)



### Simone's Story

"Your Side's NDIS team are kind, considerate, giving and great at their job. I want to thank them from the bottom of my heart for their wonderful support."

To watch Simone's video story [CLICK HERE](#)

## POSTCARD PEN PALS



### Lesley & Karen's Story

"Karen and I have exchanged a number of letters now and we are sharing all these wonderful things - I am so grateful and it has made such a difference to isolation," shares Lesley.

This pandemic will pass, but Karen and Lesley know they will stay in touch in the longer term. "When this lockdown ends and if ever get to meet Lesley one day I would love to give her a huge hug!" says Karen.

To watch Lesley & Karen's video story [CLICK HERE](#)

## AGED CARE - Home Care Packages & Commonwealth Home Support Programme



### Gloria's Story

"I have a Level 2 Home Care Package through Your Side. I have a cleaner, medical help, and my carer Deb goes shopping with me. She's lovely and we've become friends!"

To watch Gloria's video story [CLICK HERE](#)



### Ann Marie & Richard's Story

"The services provided by Your Side through our Home Care Package have been 'out of this world'. The exceptional team are to be commended for their kindness, assistance, and reassurance during this difficult time."

To watch Ann Marie & Richard's video story [CLICK HERE](#)

## CARER GATEWAY



### Tania & Anita's Story

"I have used respite services through the Carer Gateway and more recently I've been accessing the self-guided coaching which has been useful to reflect and re-balance my expectations and mental health."

To watch Tania & Anita's video story [CLICK HERE](#)



### Gabi & Elaine's Story

"Since I have started using the young carer services through the Carer Gateway I have been able to talk about the problems I am facing, or ask for advice. They are also helping me plan my future and figure out what I would like to do."

To watch Gabi & Elaine's video story [CLICK HERE](#)





"I joined Your Side because of their reputation as an agile, innovative, responsive service provider. Your Side has wonderful leadership and an amazing work culture. The team are kind, confident and committed to delivering outcomes that matter to the people we serve."

*Martin*, Partnerships Manager



"Your Side have an excellent reputation in the community for their compassion with clients, an inclusive organisational culture with high staff retention, and a superb standard of care delivery. I feel like I am part of a family - the Your Side family."

*Vicki*, Home Care Package Team Leader



## Our Team

Here at Your Side, we work really hard on our culture. We think organisational culture has a profound impact on the quality of our service, and the quality of the future we can imagine for our clients and ourselves. We are kind, collaborative, transparent, accountable, and human. We model this in all our interactions – with clients, with partners, and with each other.

And in a year when we have needed to respond to crisis daily, this culture has allowed us the flexibility to respond, the humility to keep learning every day, and the humour and kindness to want to keep showing up – even when the task of keeping our vulnerable clients safe has seemed overwhelming.

This year, our Leadership Circle collectively agreed on the three top capabilities they believe Your Side's leaders need to deliver the services our clients deserve. We will keep working on these every day.

### SHARING A COMPELLING VISION



People are at their best when they know where we are heading and why, and when that is compelling, then motivation becomes easy. We are transparent about what the goal is and the steps we will take to get there. We take the time to explain to people where we are heading and why.

### CHANGE MANAGEMENT



Change isn't top down. In our sector, the best changes begin when we listen. What do our clients need? What are they telling us? We only get the best information if we are collaborative and inclusive in our approach.

### LEADING OTHERS



We lead with heart. We value kindness, to ourselves and others. We value people, and we see the whole self.





At every step of the way this year, while the majority of us worked remotely, we have found ways to stay connected. Sharing lockdown stories, doing food or exercise challenges together, sharing tales of our pets, and importantly, laughing together.

## GET TO KNOW OUR PEOPLE:



**We are 91 staff**



**We speak 32 languages**



**We are educated (94% have a diploma or above)**



**We keep learning (our team completed 1,946 hours of on the job training this year)**



**We are 63 volunteers who completed 22,000 hours of support**



**We are kind**



**We listen**



**We speak up when needed**



**We are all very different, but we share one thing: our clients come first!**

## THE PAS (PET ASSISTANTS)



**David - NDIS Client & Heather - his NDIS Care Consultant**

# Our NDIS is Considerate

ndis@yourside.org.au | 1300 134 332  
yourside.org.au

## Meet Oshin!

NDIS Care Consultant

YourSide

## Meet Jackie!

NDIS Care Consultant

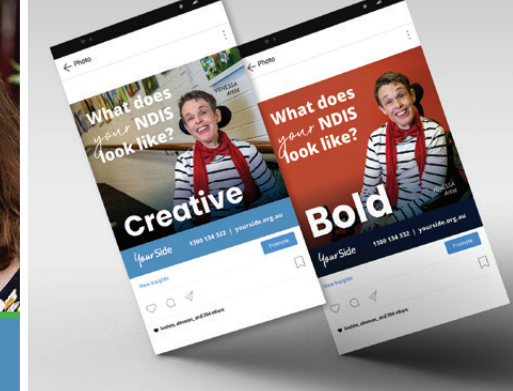
YourSide

# Q+A on Home Care Packages

## with Jane Meccoli

(Relationships Manager, Your Side)





## Our Campaigns

Here is a visual feast of the incredible campaigns we delivered throughout 2020/21 promoting our Home Care Package, NDIS and carer support services through the Carer Gateway. Our marketing is inspired by our wonderful team, amazing clients and passionate ambassador and shared through newspapers, magazines, on social media platforms, online videos, pharmacies, schools, general practices and even on the back of buses.



## NEED HELP FOR YOUR AGEING PARENTS?

*Your Side can help*





# Our Network

## Our Provider Partners

Your Side delivers services via a network of **131 skilled partner organisations**. Our Model, TOTAL CARE, represents the collective power of the sector. Your Side staff assess, case manage and coordinate. Our partners deliver high quality generalist and specialist frontline services.

This year has shown the tremendous strength in this model: at the same time as managing a pandemic and rolling lockdowns, together with our partners we grew from delivering 124,229 hours of care in 2020 to 195,708 hours of care in 2021.

Our partner's workers delivered groceries to people isolating, taught older people to use Zoom to stay in touch, and continued to deliver essential care services during the Northern Beaches outbreak when some of the retirement facilities we serve were on the frontline of the COVID-19 response. Our partners rose to the challenge and we are honoured to work alongside them. Not just because of the resilience of our frontline workers, but because of the responsiveness they showed when the health guidelines were changing every day, the patience they demonstrated when we were learning how to respond together, and for sharing particular skills like culture and language that meant we were able to reach deep into our community.

This year we have worked very hard on our quality and compliance framework. This gives us confidence that in a post Royal Commission world, we will be ready to deliver the next step in care.

Underpinned by our database that tracks compliance, we took a dip test into our network's strengths and areas for improvement with our reworked annual quality review process. Together over the coming year we will share the insights we gained so that we can all improve together.

We also listened when our partners told us our payments system was too complex, and are making significant changes that we hope will lead to a more efficient system.



Here's a snapshot of what our combined TOTAL CARE network can do on top of **personal care, cleaning, gardening and domestic assistance**:



- » End of life care
- » Dementia care
- » Mental Health specialist care workers
- » Autism support
- » Peer support
- » Men's groups
- » Art Therapy
- » Residential respite



- » Nursing
- » Pest control
- » Transport
- » Laundry
- » Meals
- » Allied Health (Occupational Therapy, Physiotherapy, Podiatry, Remedial Massage)





Our network has a wide range of options for culturally safe care. We have partners who work with Arabic, Muslim, Chinese, Korean, Japanese, Serbian, Persian, Afghan, Filipino, Tamil, Urdu, Yoruba, Russian, Polish, Italian, Greek, Nepalese, Thai, Hindi, Punjabi, Swahili, Vietnamese, Indonesian, Latin American and Jewish communities – and more. Our workforce IS our community, and we thank them deeply for their service in what has been a year where we have had to ask them to be personally brave, and to do the extraordinary.

## Our Partnerships

Your Side, given our history as a provider forum, believes that we are stronger together. By working in partnership with other not for profits, we can use resources more effectively, develop specialist skills, and continue to learn. Because not for profits are at their best when collaborating, not competing. That's our superpower.



### Carer Gateway

In the 2021 financial year we strengthened our relationship with The Benevolent Society - rolling out the Carer Gateway service. It's a pleasure to work with a lead organisation that has such a long, proud history of service delivery in Australia, and is a sector leader when it comes to carers.



### Regional Assessment Service

Your Side is delighted to continue our association with Community Options Australia, who are the lead organisation contracted to the Commonwealth Department of Health for our Regional Assessment Service teams. These teams support people who are making that first step into the aged care system - getting to know them so that the best services can be recommended.



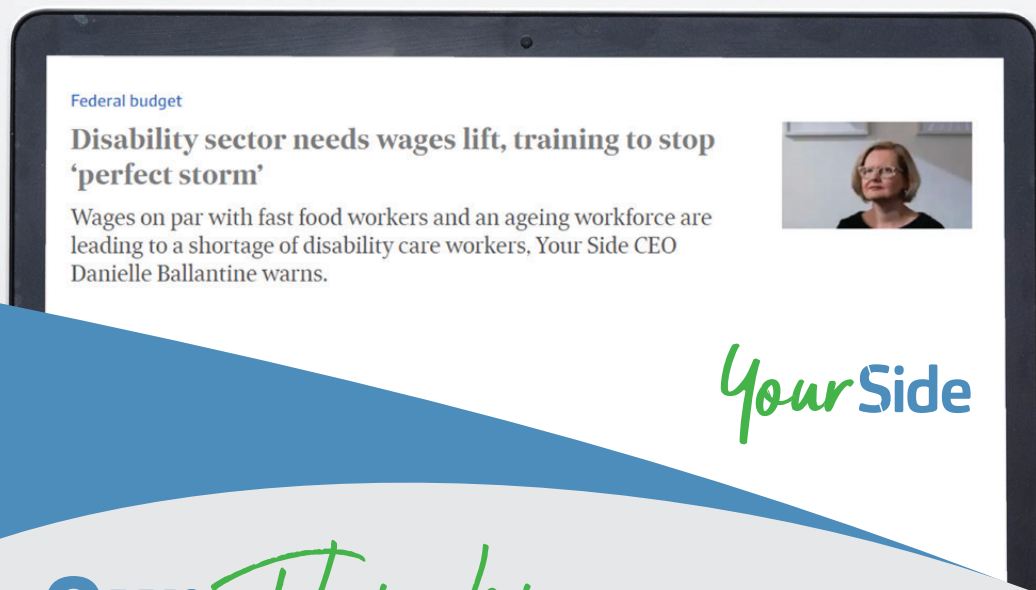
### Out of Hospital Care

2021 saw us developing strong new partnerships, including pairing up with Community Services #1 (CS#1), a community based not for profit who deliver services including community development, family support services, children's services and aged care programs. Your Side led a consortium that was successful in winning the contract to deliver Out of Hospital Care in the Murrumbidgee Local Health District from July 2021. We will also be working with our friends at Violet, who will upskill our staff working with people at the end of life, as well as offer their specialist Violet Guide service to carers who are supporting someone in palliative care.

## Our Funders

Your Side acknowledges our funders the Commonwealth Department of Health, the Commonwealth Department of Social Services, the National Disability Insurance Agency and Transport for NSW. Thanks also to the Rotary Club of North Sydney and the B'nai B'rith Foundation for their generous donations.





## Our Thinking

Ever heard the phrase “never waste a crisis?”, meaning to take the opportunity to review every aspect of your business and adjust. With that in mind, there is a strong message to the sector, “never waste a Royal Commission.” In May 2021, the Commonwealth Government announced their response to the Aged Care Royal Commission.

Your Side’s story stems from supporting the sector. We have never wavered from inception to support providers of aged and disability care. This is demonstrated through our Sector Support Program and our model of working with 131 service providers in the delivery of care. Our focus will continue to be on preparing and supporting the sector for the aged care reforms to commence in 2022. The Australian Government’s **Five Year, Five Pillar** outlines an ambitious time frame to integrate the aged care system, in particular combining existing programs such as Commonwealth Home Support and Home Care Packages into a single **Support at Home Program**. Your Side has been working with the sector over the past five years in anticipation of these changes with training, forums, webinars and news articles on topics including monthly analysis of the Royal Commission, Governance, Quality, Workforce & Employee Wellbeing and Innovation & Technology.

“Aged care workers are some of the lowest paid workers in our entire workforce, for work that is demanding, rewarding and skilled. Without increasing wages to above “fast food level rates” at around \$21 per hour, we simply won’t get the quality lift in care that we all want to see. So it’s really welcome that the government has allocated \$17.7 billion to aged care but we must make sure it’s not tied up in red tape and regulation, and some of it goes to increasing wages, said Your Side CEO Danielle Ballantine.”

Aged Care Insite - May 2021



A report from CEDA projects that Australia is facing a shortage of at least 110,000 direct aged care workers within the next decade unless action is taken to boost the workforce.

Although ambitious, and likely to impact up to 1.2 million current recipients of aged care services, the new Support at Home model seeks to simplify a complicated system and distribute funding where it is needed, following changes to payment in arrears for the Commonwealth Home Support Program. Finally, the system and the way we as a sector deliver services will be person centred, underpinned by an Aged Care Act that includes Human Rights. And, with that in mind, we see a future where “home” is where the client is and that may mean that the sector delivers more hospital in the home services as a person becomes frail. As a sector, we will experience more clinical responsibility than ever before, with greater transparency on quality through a Star Rating measurement.



Our greatest asset is our workforce, and this also presents our greatest challenge. Earning a little more than 20c an hour above fast food workers, the sector can't meet the growing demand for care unless we improve pay and training of our workforce. A report from CEDA projects that Australia is facing a shortage of at least 110,000 direct aged care workers within the next decade unless action is taken to boost the workforce. The growth of disability services alongside aged care will only add to this shortage. It will require a shared journey between government, taxpayer and the sector to meet community's expectations around good quality care.

We genuinely believe that over 1000 providers in aged care can't be experts in everything and working in unison with each other draws on the strength of the collective. **We are stronger together!**



## Remaining independent at home as you age is now easier than ever

Home Care Packages have been around in various forms for over two decades.

They are a Federal Government subsidy that can be used by older people to pay for help, support and services that allows them to stay living independently in their own community.

People prefer to stay in their own homes as long as possible as they age and supporting them to do so

Support falls into categories from nursing to domestic assistance, social support, home modifications or assistive technology to make getting around your house safer and easier.

It remains up to each person to talk with their provider to put together a package of support that best suits them, within the budget provided.

A good provider, like Your Side, will help someone work out what

### Tracey Spicer - Changemaker

Isabella Ross

In this April issue, profiling our wonderful seniors has been a great focus. *Sydney Observer* spoke with Walkley award-winning journalist Tracey Spicer AM, in regard to the response of the Royal Commission into Aged Care and her role as a Your Side Ambassador.



Photo: Ben Lane Photography

Can you explain a bit about your role as a Your Side Ambassador to our readers?

As Your Side's Ambassador, I'm really keen to start a national conversation about seniors who are Australia's ageing heroes. Almost 20% of carers are women, who are also juggling work and looking after children. While care is unpaid, it costs between an estimated \$60 billion a year to the economy. We need to give carers as much support as we can. Navigating the aged care system in this country is extremely complex. If I can do anything to help simplify this process - through education, advocacy and conversation - that would be a privilege. We're going to get there.

What are some of the challenges people are facing in trying to access quality aged care and assistance as a major issue in your role?

know what their options are. This has been an incredibly stressful year for families, because of the pandemic. At Your Side, the team works really hard to take some of the stress away from families faced with a system that's needlessly complex. We want to work with government to simplify the process for everyone. Most of us want to age safely, confidently and independently at home. Setting up good home care support and services early from cleaning and gardening to mobility aids and social support can help ensure that. It's important to plan early because of the waiting lists for home care packages. We're going through this with my Dad at the moment.

As someone who has experienced it firsthand, what are some of the things you've learnt from these conversations about support and care with ageing parents?

We're fortunate because Dad is comfortable talking about

Approach it gently, it can be a sensitive topic. Listen to their input and what they have to say.

Explain they may only need a little bit of help and it is not about losing control or independence. It is more just about getting a bit of support and services to help live a comfortable life at home.

Explain that home and aged care services are also there to help and assist them to lead a more independent, enjoyable and fulfilling life. It can lead to more social activities and broaden friendship and support groups.

Be patient and understanding. Empathise and let them know you are there for them.

Create a support team and cheer squad! Each family member and friend play a particular role in your parent's life.

In the wake of the Royal Commission, do you think it is especially important now to be having these conversations about equity and care?

Absolutely! The stories we heard from the Royal Commission were heart-breaking and heartbreaking. We need to reframe how we view our elders. I'm also concerned about disparaging comments made about elderly people during the pandemic. Australia is a wealthy country, yet we see too many people retiring into poverty. Everyone deserves to age with dignity and respect.

What are some of the factors about your work that you particularly love?

I've always been interested in the ability of storytelling to change hearts and minds. It's wonderful to be able to use the skills I've acquired as a journalist over the past 30 years to discuss issues around social justice.

Since this is also our Mother's Day issue of *Sydney Observer*, what are you planning on doing this Mother's Day?

Usually, the kids bring me breakfast in bed, which is simply divine! Then, I'll go to a yoga class, before a family card game. Like a lot of people, we really got stuck into puzzles and board games during the pandemic.

### Tracey's Favourite Things

Favourite pastime/hobby?

Public touring! We're so fortunate to live in a city with such stunning scenery. I love paddling in Cabbage Tree Bay near Daily Beach.

Favourite career moment?

Producing and presenting documentaries about women and girls in Bangladesh, Kenya, Uganda

A subject or cause you are passionate about?

Gender equity and human rights.

What is the question you're most asked?

"What did you wear under the news jacket?" I was an old-school 60s news anchor, not a modern one, so people are always

That I wear a wig! I have really thick and wavy hair so it sometimes looks like I can assure you it's all my own, and around 80% grey at the moment.

Tracey Spicer AM is the Ambassador for Your Side. Call the friendly team at Your Side on 1300 134 322 or email [customerservice@yourside.org.au](mailto:customerservice@yourside.org.au) for any advice or information.



Tracey with her beloved father Paul and granddaughter.

## SENIORS FEATURE



### Savvy seniors embrace virtual connection

One of the major silver-linings through COVID-19 has been the ability of seniors to transition to digital socialising, as Joe McDonough finds out.

The COVID-19 pandemic has been particularly isolating for the elderly, with virtual socialising replacing the face-to-face interaction

As a client of Your Side Australia, Barbara benefited from the service provider's quick response. "As COVID-19 was emerging, the

improving her digital skills, so Your Side sent an IT expert over to her place to set up Zoom and train her to use it.

"Now, she considers herself 'reasonably proficient', saying the whole process was 'great and really quite simple'.

It has improved her mental wellbeing so much. Barbara now refers friends and family that are also feeling isolated during this unprecedented time.

that digital upskilling and online classes provides seniors, Your Side has also taken the opportunity to give its members a chance to connect.

Lynette Nicholls Living that she's in have been knitting responses to the B16 and sending them face masks for the vulnerable.

"I love volunteering and have been Ms Ballantine says building online

takes your mind off what's happening in the world when you are focused on projects you love."

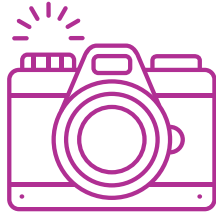
"I've been really surprised by the way our clients are able to demonstrate their extraordinary talents, particularly in our

home that had artwork that was shown for the Japanese Winter Olympics in



# Our Gallery

We weren't able to get out and about much this year for our social support events, but when we did get those small opportunities to enjoy each other's company we really made the most of it. Here are some happy snaps!



## Social Support



## Carers

## DARTS





# Your Side Clients Say...

HOME



"I really appreciate Your Side adapting their social support activities online because we are seniors and need to be active in lockdown mentally and physically."

*Cecilia*, Social Support Client

HEALTH



"The Carer Gateway has helped me with tutoring, counselling, peer support and planning for my future."

*Gabi*, Young Carer

INDEPENDENCE



"Through Your Side my NDIS for the future looks supportive, independent and gives me access to the services I need."

*David*, NDIS Client

## YOUR SIDE AUSTRALIA

(Northside Community Forum Ltd trading as Your Side)

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LET'S  
CONNECT.



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.