

Service Quality Assurance

At Your Side, we are committed to quality, choice, and compassion. Our approach ensures every client receives personalised care to enhance their independence and wellbeing. Our service delivery framework is designed to manage quality and give our clients peace of mind.



Safety and Quality

We meticulously vet and monitor all our service delivery partners for safety and quality. You can rest assured that only the most reliable and skilled professionals will be supporting you or your loved ones.



Specialised Support

From personal care to specialised allied health services, we cater to a wide range of care needs such as dementia, diabetes, epilepsy, and vision impairment.



Cultural Sensitivity

If you feel more comfortable with workers who can talk in your language, or have knowledge of your culture, faith and customs, we will work with our providers to best accommodate your preferences.



Choice and Control

Our partnerships with over 100 service providers gives you access to over 700 support and care workers. If you ever feel dissatisfied with a service or provider, we offer a wide range of options to ensure your comfort and satisfaction.



Efficiency and Convenience

Our experienced staff manage all the administration for you: researching service providers, checking their qualifications, negotiating the best rates, and checking availability to meet your needs.



Monitoring and Oversight

We have a system called ShiftNotes which workers use after every service to record updates on your health and wellbeing. This allows your dedicated Care Consultant and Nurse to monitor any trends and resolve concerns promptly.