

A *future facing* model of support

Your Side's purpose is to support every person to have agency in how they live their life as they are ageing. Our Total Care offering means we deliver integrated solutions for people who need care and the carers and people who support them. With our care management model, a dedicated Care Consultant takes time to understand a client's needs and goals so they can coordinate a tailored plan for the best solutions and support services. The Care Consultant also handles the sourcing of services, scheduling and payments, reducing the burden of administration and decision-making that can be time-consuming and overwhelming, especially when your needs change or increase. We build trusting relationships to ensure every client receives the right support.



The Your Side culture is built on a foundation of treating everyone with empathy and respect, whether they are our clients; their families or carers; our partners; service providers or fellow team members. This integrity has enabled us to grow and thrive as a leading provider and employer in the care sector.

Our long-held vision and values align with the direction of the Aged Care reforms, which emphasise a human-rights people-centred approach. In our Strategic Plan 2024-2027 we will be investing in people and systems to support our teams and clients to confidently navigate the ever-changing human services systems, and maintain our high standards in delivering quality, personalised care.

The key objectives of our Strategic Plan can be linked to the growth of our financial and corporate sustainability, and our impact through reach.



Fortifying the financial viability of the business will allow Your Side to continuously improve our great working conditions and culture, and ensure our people feel valued and supported to do their best work and feel proud about their contribution to community. By increasing our impact, Your Side can help more people live a good life, in the way they want to.

Strategic Plan 2024-2027

STRATEGIC OBJECTIVES

OUTCOMES

TRUSTED AND RESPECTED PROVIDER



With focussed marketing, brand and cultural engagement projects we will increase client loyalty and raise the profile of Your Side as a provider of choice across the care economy.

By enhancing the leadership and management capabilities of middle managers, we will improve team performance, employee engagement, and overall organisational effectiveness.

OUR CLIENTS AND OUR PEOPLE RECOMMEND US AS A PROVIDER AND EMPLOYER OF CHOICE.
WE FOSTER EXCELLENCE SO THAT OUR CLIENTS AND OUR PEOPLE FEEL SUPPORTED, EMPOWERED AND SATISFIED.

DELIVER HIGH QUALITY CARE SERVICES



By observing and enhancing our carefully considered policies, practice frameworks and organisational culture, we will deliver human rights-based care that places the needs of our clients at the centre of our services.

REGISTRATION COMPLIANCE.
CLIENTS' VOICES AMPLIFIED.
STANDARDS OF QUALITY EXCELLENCE ACHIEVED WITH CONTEMPORARY POLICIES AND FRAMEWORKS FOR INCLUSION AND DIVERSITY.

INNOVATION



We will adapt to environmental and sector changes with new technology and systems solutions to enable effective engagement.

We will use data-driven insights to improve reporting accuracy, enhance decision-making, and elevate the quality of services.

HARNESSING OUR ROBUST DATA DRIVEN INSIGHTS TO RESPOND TO CLIENTS' NEEDS AND ENHANCE EXPERIENCES AND EFFICIENCIES.

SUSTAINABILITY



We will continue to operate an agile business model that allows us to diversify our funding sources and maintain a healthy suite of services.

CLIENT NUMBERS INCREASE ACROSS ALL PROGRAMS.
SUCCESS FOR CONTRACT APPLICATIONS IN NEW SERVICES AND DIVERSIFIED FUNDING SOURCES.

SOCIAL & ENVIRONMENTAL RESPONSIBILITY



We will strengthen our internal and external culture of safety and caring for the environment and our community.

PROGRESS RECONCILIATION ACTION PLAN.
ESTABLISH ENVIRONMENTAL, SOCIAL AND GOVERNANCE FRAMEWORK BY 2027.