

Your Side
Annual
Report

2023 - 2024





Artwork: *Reaching & Supporting Many*
Artist: Leah Cummins, Mayi woman

Acknowledgement of Country

In the spirit of reconciliation, we would like to acknowledge the traditional custodians of country throughout Australia and their connections to land, sea, air, and community - the Aboriginal and Torres Strait Islander peoples. The Your Side head office is located on the Land of the Cammeraygal people of the Eora nation. The colonial settlers reported that the Cammeraygal people were extremely skilled fishermen and fisherwomen, respected warriors and held an important place in the initiation ceremonies of the Aboriginal people of Sydney Cove. Archaeological evidence suggests the Cammeraygal and other tribes of the Gai-maraigal clan lived in the north shore area 6,000 years ago.

The essential leadership role elders have in Indigenous society ensures the wellbeing of the community through the preservation of their culture, governance, conflict-resolution and mentorship of the young. We celebrate the values of respect, care and importance elders are afforded in Aboriginal culture, and we aim to learn from and honour the same values in our care for ageing Australians.

Still on **Your Side**

You may recognise the faces on the cover of our 2023 - 2024 Annual Report. Cynthia and Patrick, along with Mitos, who features later in this report, are clients of our Commonwealth Home Support Programme services. Because they live their lives so joyfully, we invited them to represent what positive ageing can look like in a poster campaign for Your Side in 2024.

This report reflects a year of much change. We welcome the shift to a more whole person-centred care system that gives people flexibility, agency, and dignity in their care and support.

Your Side is leading the charge to reframe ageing as a gift, not a curse, and to encourage our society to embrace opportunities to improve the quality and accessibility of aged care in Australia. We will always be here to support Australians with their health, care and wellness.

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*Because every life
can be a good one*

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Chairperson Report

Sonja Walters
Board Chair

The Annual Report outlines the activities, achievements, challenges, and financial standing of our organisation over the past financial year. It also reflects on our mission, vision, and strategic goals as we continue to work towards our objectives.

It is an honour to present Your Side Australia's 2023 - 2024 Annual Report. Having taken over the reins in April of 2024, I thank both past Chairs, Linda Mallett and Ramon del Carmen for their input and support.

From a governance perspective, 2023 - 2024 saw the board farewell several long serving Directors and welcome four new Directors. I thank Phillip Kerrigan (11 years of service), Margaret Kay (9 years of service), Tam Johnston (4 years of service), and Suzanne Jones (2 years of service) for their significant contributions and involvement in the areas of governance, clinical, finance, risk management and strategic development of Your Side. I welcome our highly skilled new board members Sarah Lance, Leighton Howard, John Kelly and Andy Calwell, and look forward to working with them over the coming years.

The uncertainty of imminent changes within the aged care sector continues to permeate across all our business areas. Your Side experienced some challenges this year with the termination of our consortium with The Benevolent Society towards the end of the financial year.

Your Side had been delivering support to carers for over 26 years and the loss of this line of business will have a significant impact in a number of ways. Our ongoing positive relationship with The Benevolent Society sees Your Side continue to deliver mental health and coaching services for carers.

The cessation of services under the National Disability Insurance Scheme (NDIS) was a difficult business decision, but funding for the services required by clients and carers was not sufficient to justify continued service delivery.

The leadership of Your Side were saddened to have to withdraw from NDIS program delivery, and we fervently hope that the ongoing reviews of the scheme bring about improved certainty and access for other impacted organisations, families, and people with disabilities.

Your Side remains committed to provide support for people with disabilities, through our partnerships with community and health organisations and with the referrals we make for our clients to suitable services and programs.

Growth



Sustainability



Reach



With the commercial implications of the withdrawal from NDIS and Carer Gateway, we have shifted focus back to our well-established platform for delivering high quality aged care services. The 2024 - 2027 Strategic Plan for Your Side is to build on constant growth in the delivery and expansion of our home care services.

The work Your Side has assigned to preparation for the aged care reforms will precipitate a smooth transition to Support at Home. In the past year, we have successfully developed a practice framework for our Consumer Advisory Body and Quality Care Advisory Body, to produce increased accountability and reporting from our key personnel, and greater clinical expertise at the governance level. With these strong foundations, we are well-positioned to adapt to the changes of the new Aged Care Act and lead the way in delivering high quality aged care support services.

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 improve and continue our great working conditions and culture, to 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.

The year ahead will likely prove to be as challenging as this year was. However, we remain steadfast in our unwavering commitment to serve older people and vulnerable people within our community.

I take this opportunity thank the CEO and senior management team, staff and volunteers for their unswerving dedication to assisting clients, carers and their families throughout another challenging year. I also thank my fellow directors for their continued support and hard work throughout the year.



CEO Message

Danielle Ballantine
Chief Executive Officer

Despite the challenges we have faced this past 12 months, it has become even clearer to me that at the very heart of Your Side are human designed and person-centred services.

If this financial year was characterised by highly disruptive socio-political change, Your Side met the challenges head on and showed our character to be adaptable and resilient.

The year got off to a rocky start when, within days of submitting the FY2024 budget to the Board, the NDIA announced an NDIS price list that simply did not allow for the costs of doing business, within the environment of rising inflation and increasing compliance. We were forced to make the lamentable decision to exit delivery of the NDIS. Despite the investment Your Side had made over previous years to build efficiency, to make the new pricing viable we would have had to compromise on quality, something we refuse to do. This would breach our values and vision for the organisation and the people we serve.

People with disabilities have the right to person-centred, safe supports, and our people deserve to work for an organisation that protects its principles. Thus, over a three-month period, we transitioned all our NDIS clients to other providers. Due to our unique brokerage model, our clients were able to retain their support workers, ensuring continuity of care.

We continue to support many of the 50% of people aged 65 and over who are living with a disability with our aged care services. With our Carer Gateway services, we were helping people who have caring responsibilities for people with disabilities, many of whom also had their own disabilities to manage. Our Carer Gateway team handled intake, information linkages and referrals for carers to get support with their own health and wellness needs, and respite care for their loved ones, so they could take a break and recharge. Over four years, we helped more than 6,000 people who perform unpaid caring duties receive invaluable support.

Sadly, at the beginning of 2024, our consortium partner, The Benevolent Society decided to take over full ownership of the Carer Gateway contract. It was a difficult and emotional process to wind up our services and say goodbye to the incredible people who regularly gave comfort and support to carers under stress.

I'd like to acknowledge the enormous achievements of our people who delivered Carer Gateway services for Your Side - our clients often told us their support was a lifeline for them.

Your Side has worked in service to carers in the community for 25+ years and this will not change. We are continuing our Counselling and Coaching services for carers in a sub-contract arrangement for Carer Gateway, and we are excited about plans to further develop our teams' skills and capacities in the area of mental health and wellness for the clients of our other programs. We continue to support carers across our many other services.

Throughout the year, our Aged Care services went from strength to strength. In May our **care finder** program team marked one full year of service in Western and Northern Sydney. In this time we have exceeded the **care finder** contract standards, supporting more than 1,000 vulnerable people. Primary health and community organisations referred two thirds of all clients to us, demonstrating that **care finder** is a critical channel to aged care.

Personally, I have enjoyed listening to our clients' voices, particularly through our research into what good care means to them. Clients tell us that good care should be personal and individual, requires excellent communication, and is timely and reliable. Most importantly, it makes them feel understood and supported, boosting their emotional and physical wellbeing. This is central to our **TOTAL CARE** offering.

Early in the year, you may have noticed some new images of Your Side clients appearing on posters, bus stops and buses around Sydney. We developed this campaign to show these clients as role models for living your best life, with the right support. Mitos, Cynthia and Patrick each have constraints, but they continue doing the things they love - like singing, dancing, playing sport and socialising with friends - with aged care supports in place.

We wanted to share their stories because we find them so inspiring.

Our own Your Side quality standards have long been person-centred, so the organisation's policies and practices readily aligned with the main themes of the aged care reform. This was evident in March when Your Side achieved acceptance from the Aged Care Quality and Safety Commission on all eight standards in our audit - in comparison to one third of home care providers, who did not pass all standards.

“We are proud to be leading the charge for quality in the aged care sector. Our clients are diverse and interesting people - they are not defined by a funding type, or a program name. We see the whole person, including their strengths, and their wishes in how they want to live and enjoy their lives.”

I would like to extend my thanks to the Your Side board, our dedicated staff, and committed partners, for their support and commitment to Your Side's vision to make a meaningful impact on the lives of those we serve.

Our new strategic plan sets a clear direction in preparedness to the Support at Home reforms. In our Strategic Plan 2024 - 2027 we will be investing in people and systems to support our clients to confidently navigate the ever-changing human services systems, and maintain our high standards of quality, personalised care.



Ambassador message

Tracey Spicer AM

Walkley Award-winning journalist, author and Your Side Ambassador

There's never been a more important time in the history of Australia's aged and disability care sector. We all know the system is complex. Some would say impenetrable. Consequently, the federal government is bringing in an extensive suite of reforms.

The Department of Health and Aged Care hopes the Support at Home program will simplify the process, with a single program for in-home aged care, upfront support to maintain independence, and reasonable prices and client contributions set by the government.

However, there are many things that haven't been revealed yet about how it will work. This can create confusion and fear within the community, particularly among older people. Misinformation and disinformation are rife.

The highly qualified and experienced experts at Your Side are at the forefront of sharing news and updates and answering questions from clients and aged care providers along the way. They offer free, no-obligation advice and guidance to anyone trying to understand aged care in New South Wales.

The organisation's strength lies in its more than 30-year heritage serving the community, elders and carers, regardless of the government system of administration.

Your Side is based on a not-for-profit, for purpose model, with a focus on delivering Home Care Packages to help people stay at home safely and independently for as long as they choose.

If people are looking for respite care, or even considering residential care living, Your Side can give them the detailed information they need to make this difficult decision. They're well practiced at translating the bureaucratic-speak into laypersons' terms.

That sense of agency, and commitment to human rights, is at the heart of Your Side, which always meets and exceeds aged care quality standards.

This is why I'm proud to be Your Side's Ambassador. Over the past 15 years, I've had first-hand, front-line experience in aged care with my grandfather, then my father. Like many carers, my sister and I both work full-time, are raising children, and volunteer in our local areas. The overwhelming majority of carers identify as female, which means many women must leave paid employment

or reduce working hours to manage administrative tasks associated with the aged care system.

Not only does this reduce the amount of quality time spent with loved ones, but it also worsens financial inequity in society through the gender pay and superannuation gaps.

The support provided by organisations like Your Side during these challenging times is nothing short of priceless. It is life changing. Creating a fairer and caring future for all starts at the grassroots, and spreads through society at large.

Nobody likes change. But, as the Ancient Greek philosopher Heraclitus said, "There is nothing permanent except change."

While some organisations may not be able to weather these impending changes, rest assured that Your Side is well-positioned to adapt and flourish.

The Your Side vision is that every life can be a good one. Everyone deserves to live the life they dream of living.



Governance

Introducing new Directors to the Your Side Board

Following the retirement of several long-standing Board directors and a new strategic direction, in May we were pleased to welcome four new directors to the Your Side Board.

We are elevating our oversight and governance of clinical care, quality, customer engagement, and technology with the appointments of these four professionals:



Andy Calwell
Director

Andy Calwell is a clinically trained and experienced Consultant in the Aged Care sector. She has worked in various Senior Leadership roles with expertise across the Acute, Aged Residential, Home Care, and Community Sectors, and within the Department of Health and Safer Care Victoria.



Adj Prof John G Kelly AM
Director

Adj Prof John G Kelly AM has worked in the health sector for the past 40 years in a variety of roles at a national level that has enabled a broad exposure to public and private healthcare delivery - in remote, regional and urban settings; community-based care delivery and disability and aged care.



Sarah Lance
Director

Sarah Lance is a highly experienced Non-Executive Director and Chair of Member based, Profit for Purpose and Commercial organisations with significant experience as an Executive and CEO of large-scale customer focused service organisations across both Health and Education.



Leighton Howard
Director

Leighton Howard has 25 years of experience in the health and aged care sector, with a focus on technology, data and analytics. He was the founder and CEO of a global pharmaceutical SaaS company and was responsible for strategic engagement with governments, healthcare providers and insurers across Australia and New Zealand for a large multinational health technology and data science corporation.

Care and Clinical Governance

Your Side's Care and Clinical Governance Framework is a crucial element of Your Side's governance. It outlines the desired care results and obligations of all individuals involved in providing care and support to clients, including Board Directors, employees, managers, consultants, sub-contractors, support/care workers, health professionals, volunteers, clients, and their carers. Overseen by our Care and Clinical Governance Manager, the framework promotes behaviours, both personal and organisational, that lead to consistently high levels of care. We believe that an effective care and clinical governance system is key to ensuring safe and quality care for each client. It is an integrated system that encompasses leadership behaviours, policies, standard procedures, responsibilities, relationships, planning, monitoring, and improvement mechanisms.

Our **Continuous Quality Improvement Committee** and **Quality Care Advisory Body**, led by the Clinical Care and Governance Manager, meet monthly to discuss issues from the self assessment, our client and staff feedback and the Consumer Advisory Body. The group collaborate to develop solutions for addressing any shortfalls. The Quality Care Advisory Body conducts root cause analysis and makes recommendations to the Board and operational teams for improvements.

Passing the Audit with flying colours

In March Your Side underwent the **Aged Care Quality Audit** for our Home Care Package and Commonwealth Home Support Programme services. We are pleased to report the Aged Care Commission found Your Side compliant with all requirements and standards.

The auditors assessed Your Side on the eight quality standards for all aged care providers:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance

Over the two-day process, the auditors interviewed our staff, clients, leadership team and eight providers; including allied health practitioners, registered nurses and support workers.

The auditors shared their overall impression that Your Side is a professional and caring organisation, with the interests of our clients at the core. Their report provided some suggestions on improvements we could consider, and through the process our team also identified areas for improvement. We have incorporated this feedback into our continuous improvement process for action.



Listening to our Clients' Voices

To deliver person-centred care, we know we must listen, learn and understand the diverse perspectives of our clients. This past year, we established our **Consumer Advisory Body**, whose invaluable feedback and insights about our services have influenced our continuous improvement priorities.

One way this group helps check the quality of our customer service is through regular mystery calls to our main phone number. They provide feedback on the time taken to answer and to return calls, and the overall customer service experience. This feedback has guided training and structural changes.

A member of our Consumer Advisory Body also attends our **Quality Care Advisory Body**.

The Consumer Advisory Body is a fantastic avenue for us to seek to understand clients' experience, as well as be transparent in the services that we provide. The members take their roles very seriously, with constructive descriptions of their experiences and suggestions to contribute to our ongoing quality improvement.



*CAB members
L to R: Andre, David, Maureen,
R to L: Joyce, Jerome, Sarah, and Kathy*

The **Client Satisfaction Survey** is another important measure of what clients think of Your Side’s services. We use the standard Net Promotor Score (NPS) methodology, which is widely used to measure how engaged and satisfied customers are with a service. In October 2023 we collected 545 client responses from Commonwealth Home Support Programme and Home Care Package clients who received services in that calendar year.

Our net promotor score for 2023 is +45. This is slightly improved from the last survey in 2021, when the NPS result was +41.



We asked the same clients questions on what they like about our service and what they would like us to improve. From the responses, it was clear that clients highly value consistency and reliability in workers.

There is a common misconception among clients of the Commonwealth Home Support Programme about Domestic Assistance workers, whom many expect to be a professional cleaning service, rather than someone who is there to help them with the cleaning. This misunderstanding likely skewed a more negative view on the quality of their services.

Most of the suggestions made by clients with a Home Care Package relate to communication; they indicated they want faster responses and more regular contact. Feedback requested calls to the main number be answered more promptly and to make it easier for them to talk to the right person.

Home Care Package clients expressed a desire for higher quality cleaning and gardening services.

Clients of both programs commented about how kind and caring staff of Your Side are.

Responding to client feedback to improve the client experience

We have implemented a number of measures to address and improve the two areas identified as priorities by client feedback.

Communication

- We created a new role dedicated to scheduling services, which helps maintain the consistency and punctuality of services. There are two people in this role for the Home Care Packages, and their work takes pressure off the Care Consultants, giving them more time to spend with clients and doing research and referrals for clients.
- We have improved training for our student placements to provide support to our clients on the phones.
- Phone system update - we are investing in technology solutions to help our Care Consultants be more efficient and responsive in phone correspondence. This is a two-phase project.
 - Phase 1 is complete - we have updated the phone system to allow existing clients to bypass the main menu and call their service queue directly. Consultants can see the number of the caller.
 - Phase 2 is in progress - an integration between our phone system and our CRM will connect the client’s phone number to their file and open the file when the Consultant answers their call. It will have a call journal that shows a historic log of calls made and who answered them and create alerts for missed and abandoned calls.
- We have set targets and communicated them to staff and clients, so they have clear expectations on turnaround time for returning calls. The mystery calls our Consumer Advisory Body conduct have informed this process.
- All Team Leaders are actively monitoring the phone queues and response times.



Quality of services

Our Provider Partner Relationships team are working to identify trends with providers where consistency is an issue and addressing this with the providers. They conduct regular checks on worker compliance and pass on client feedback to prompt responsive action.

Provider partners and the brokerage model

The brokerage model allows Your Side to offer our clients choice and control from a range of quality checked providers. Our experienced staff handle the administration of researching service providers, checking and comparing their qualifications and quality, negotiating the best rates, and sourcing providers that have availability for our clients' needs. We assess new providers against our compliance framework and secure their agreement to our code of conduct and practice standard benchmarks.

Before onboarding we check each provider for:

- worker qualifications
- worker vaccination status
- licences or accreditations
- relevant insurances
- police checks
- banning orders

Provider quality and safety assessment and compliance

We conduct Quarterly Worker Compliance Register checks and a Bi-annual Quality Review online survey

Monitoring and communications

Our ShiftNote system is how workers report on key health and wellbeing indicators and share information about client care and safety

Your Side partnership management practice

Your Side reviews input from providers during an annual Aged Care Standards self-assessment audit

Over the 2023 - 2024 financial year Your Side partnered with

OVER 100

PARTNERS

WHO HAVE

678

CARE WORKERS

WHO SPEAK

47

LANGUAGES

We deliver services in the specialist areas of

ADHD	CALD Communities - culturally responsive practice	Intellectual Disability
Alzheimers		Mental Health
Autism Spectrum	Complex Behaviour	Multiple Sclerosis
AUSLAN	Dementia	Palliative / End of Life Care
Aboriginal and Torres Strait Islander - culturally responsive practice	Diabetes	Parkinsons Disease
	Eating Disorders	Physical Disability
LGBTI+ - culturally responsive practice	Hidden Communities	Post Operative

Across the geographies of

North-Eastern Regions	Western Sydney Regions	South/South East
Northern Beaches	Inner West	Randwick/Maroubra & surrounds
Upper Northern Beaches	Parramatta & Surrounds	Brighton Le-Sands & surrounds
Lower North Shore	Bankstown/Fairfield & surrounds	Sutherland Shire
Northern Sydney	Outer-Western Sydney	
North-Western Regions	South-Western Regions	Central & Eastern Suburbs
Hills District	Campbelltown & surrounds	Eastern Suburbs
North-West Sydney	Liverpool & surrounds	Inner City (Sydney City, Pyrmont, Redfern)
Nepean	Hurstville/St George & surrounds	
Blue Mtns (to Katoomba)		Murrumbidgee & Southern NSW

Your Side successfully rolled-out industry-leading ShiftNotes system

In August 2023, Your Side launched a bespoke QR-code based ShiftNote system to around 800 clients and 30 support worker and nursing providers.

Our Partnership Team coordinated this project with input from a cross-functional working group which included staff from our IT, Clinical Governance, and Customer Care teams and Your Side's external CRM programming team. The roll-out was staged over three phases: first 10 providers and 300 clients went live in August; another 10 providers and 20 clients in October, and the final 10 providers and 500 clients in December.

All providers were set up on Your Side digital portals with email push-reporting enabled, so they receive customised reporting when their workers raise client concerns, or their workers fail to submit ShiftNotes. These efforts helped providers recognise the value of the system and embed its use in their processes.

The success of Your Side's ShiftNotes roll-out has exceeded expectations. We now achieve ShiftNote submission for 75 - 85% of all services that require them. In April 2024, Aged Care Quality Commission auditors commended the work Your Side does with our brokerage partners to improve the quality of our shared service delivery through initiatives such as ShiftNotes.

ADAPTING TO CHANGE

Your Side
Your Health and Wellness.



The landscape of an ageing Australia

300%

The number of people using home care has more than tripled in the last 5 years

16%

of the population are aged 65 and over

68,000

people are on the waitlist - double that of last year

74%

people over age of 65 reported their health as good, very good or excellent

20%

more people accessed a Home Care Package than previous financial year

25%

of the 65+ years population in Australia live alone

647,000

people aged 65+ are providing unpaid care to someone else

62%

of Australians want to receive aged care at home

2.7%

First Nations people use mainstream aged care services

11.5%

of the 65+ years population provide unpaid care to children other than their own

Proportions of all HCP recipients:

Level 1 -	6%
Level 2 -	41%
Level 3 -	31%
Level 4 -	22%

Life expectancy at 65:

Men - **85** years
Women - **87** years

Households over 65 years are more proportionally represented in the

lowest income quintile and the **higher wealth quintiles**

Hospital admissions for mental health reasons are lower for older people living at home versus in residential aged care

People aged 65+

52% reported having a disability
87% reported having one or more long term health conditions

85%

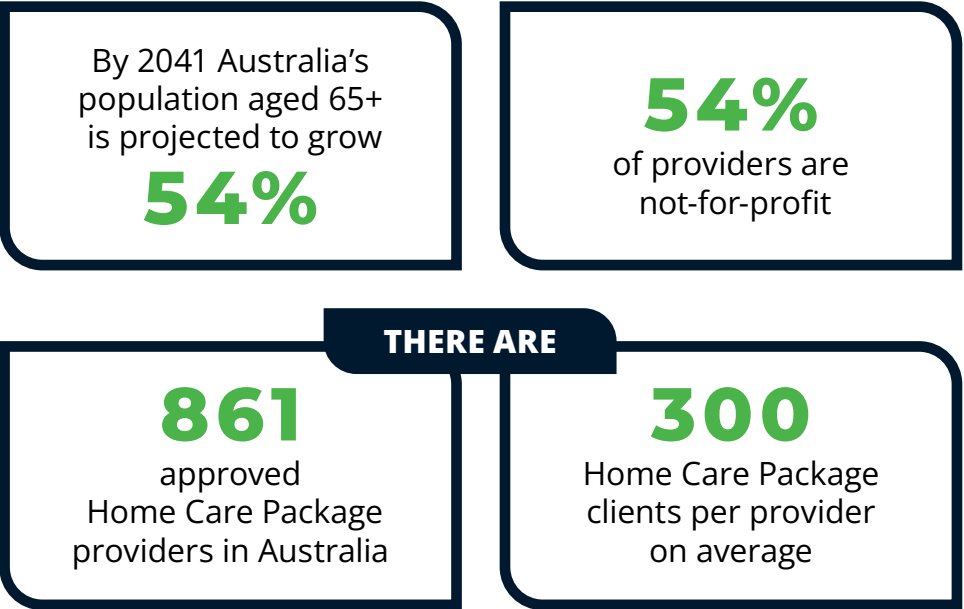
of people who received aged care services in their homes were satisfied with the quality of assistance



The Care Economy

The increasing demand for aged care providers is driven by the ageing population and the growing preference of older Australians to 'age in place'. Government policy is designed to support older Australians to delay or avoid entry into residential aged care.

For several years, the aged care sector has faced challenges in attracting and retaining staff to meet the growing demand for services. While numbers of Home Care Packages and approved providers grew in FY23, demand remains greater than supply, with many older Australians experiencing long delays between undergoing an assessment and receiving a package.



Your Side - how we help

Your Side is a not-for-profit, purpose-led organisation, any surplus made is invested back into our people, processes and systems to deliver the best possible care. Your Side concluded the financial year 2023 - 2024 with a revenue of \$30.4 million. This was an increase from 2022 - 2023 in which revenue was recorded at \$26.5 million.

In the financial year 2023 - 2024 we supported





OUR IMPACT

Our impact starts with our people

Your Side's commitment to diversity and inclusion is central to our vision that every life can be a good one. This means we believe that - with the right support in place - you can enjoy your life and reach your potential whatever your situation is; physically, mentally, medically, financially or otherwise.

While Australia's political leadership, policies, and health and welfare infrastructure will always change, and Your Side will continue to adapt to meet the changes - we will remain dedicated to help older people to understand and get the best care and support from the aged care system.

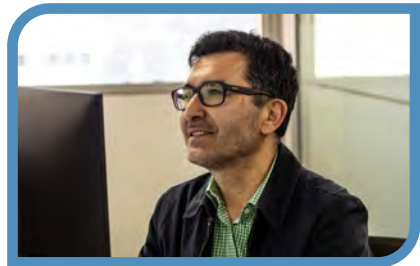
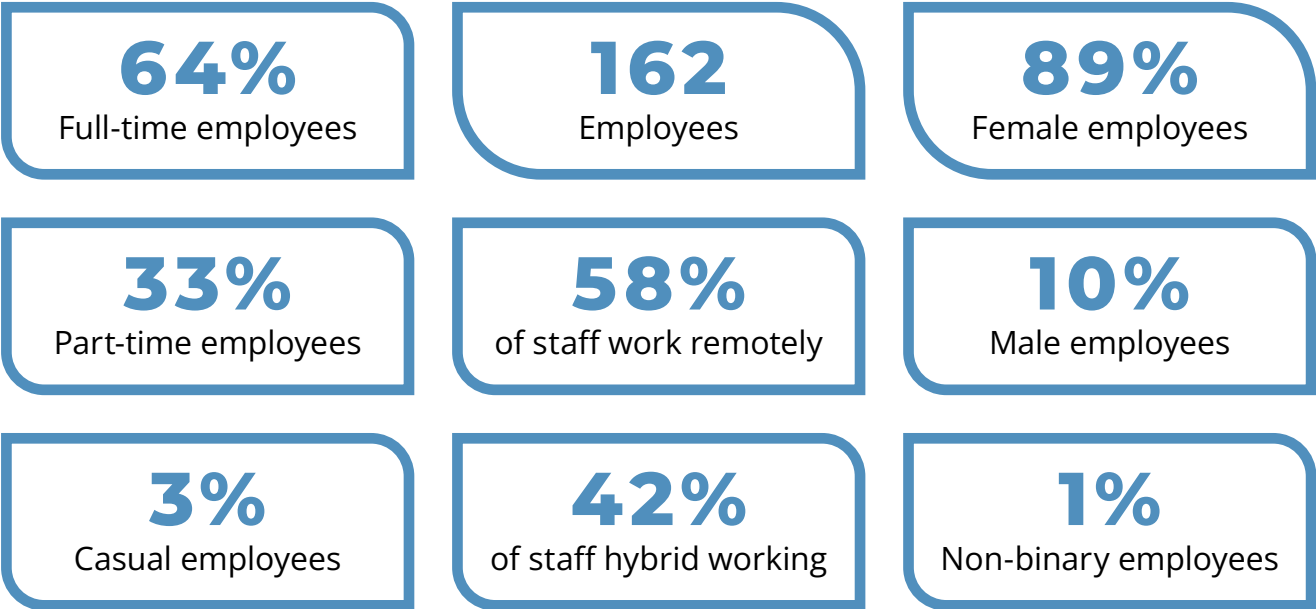
Your Side is an entity that serves the community, in partnership with the community, with community interests at heart. That means our stance on diversity and inclusion is not merely about preventing discrimination and harassment, although our policies and Code of Conduct define a clear no-tolerance approach to that type of behaviour.

We aim to recruit and retain a workforce of people who reflect the richness of difference in our society, and through the diversity of their experiences and perspectives, deliver a service that is fair, accessible and respectful. We have integrated affirmative action in our procedures and guidelines to ensure we offer equal employment opportunities and foster a diverse and inclusive workplace.

Your Side was approached by the Navigation and Governance team at Department of Health and Aged Care early in 2024 to host a national LGBTI+ Community of Practice after great feedback from Sydney North Health Network. This is the only national Community of Practice for **care finder** organisations. Your Side's **care finder** team chair and host the Community of Practice online bi-monthly. Currently other states taking part in this are Qld, Victoria, ACT, Tas and NSW.

Membership is growing and it has created a forum for a much-needed peer learning experience. Collaboration among people working together with and in the LGBTI+ community, sharing information, knowledge and experiences is enhancing the practice of support for vulnerable and frail members of the LGBTI+ community. This Community of Practice is endorsed by Department of Health and Aged Care, who contribute with input on changes, submissions and the proposed integration of the **care finder** program into the aged care system from July 2025.

In the Year 2023 - 2024 we had



Our team speak the following languages

Hindi	Spanish	Nepali	French	Vietnamese	Serbian	Russian
Armenian	Tagalog	Cantonese	Dutch	Marathi	English	Urdu
Japanese	Norwegian	Mandarin	Italian	Persian	Tamil	Castilian

Our commitment to Aboriginal and Torres Strait Islander peoples

The Reconciliation Action Plan Working Group continue to meet monthly to discuss key focus areas including advancing our Human Resources policies, enhancing recruitment strategies, and defining objectives for cultural competency activities. In March the Working Group held a cross-functional roundtable with Your Side staff to discuss cultural competency, focusing on building a nuanced understanding of cultural issues and addressing unconscious bias. The Your Side Reconciliation Action Plan is nearing completion of the Reflect stage. We've focused on what it means to move beyond awareness, towards building real competence.

Early in 2024 we partnered with Yarning Crescent to host a two-day retreat to give Aboriginal and Torres Strait Islander carers a space for cultural connection, support, and education. The carers' feedback indicated the initiative fulfilled its purpose to empower carers and facilitate their connections to their cultural roots and communities.

We exceeded the target to register 60 carers from the retreat with Carer Gateway, with a total of 62 carers registered. This achievement demonstrates the strong response from the community and the success of the engagement. We were thrilled to have been gifted an artwork created by carers at the retreat. We are continuing to collaborate and consult with the Yarning Crescent team and deeply value their advice and guidance on supporting Aboriginal elders and their communities.



Your Side's Sector Support were involved in the creation of the National Sector Support Aboriginal and Torres Strait Islander Working Group and are members of this sector initiative. The group provides advice and insights to Department of Health and Aged Care First Nations branch, aimed at supporting CHSP providers to develop cultural capacity that supports Aboriginal and Torres Strait Islander elders to access safe, quality services.

PROMOTING AND SUPPORTING POSITIVE AGEING



The Commonwealth Home Support Programme

The Commonwealth Home Support Programme (CHSP) helps older Australians access entry-level support services to live independently and safely at home. The program is designed with a **Wellness and Reablement** approach of 'doing things with' - rather than 'doing things for' - clients, to help them maintain independence.

It's been shown that people who continue doing everyday tasks remain independent and live better for longer. CHSP support services are to help people to do as much as they comfortably can for themselves, with support or supervision to ensure their safety.

Your Side delivers Commonwealth Home Support services for Domestic Assistance, Home Maintenance, Social Support and Flexible Respite Care.

Statistics about our aged population show many older people live alone and may experience isolation and loneliness. Their opportunities and ability to access the community for connection can be limited, which can take a toll on their mental health and lead to poorer health outcomes. The Social Support service is a way for people to participate in community events, learn new skills and hobbies, meet people and make friends.

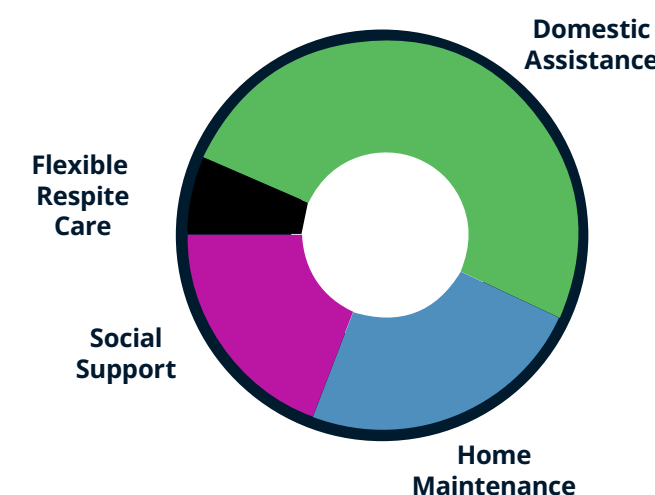
One of our most loved CHSP services is the Social Support outings, which many clients attest have been positively transformative for their lives.



Percent of Commonwealth Home Support Programme clients across service types

- 65%** Domestic Assistance
- 26%** Home Maintenance
- 21%** Social Support
- 5%** Flexible Respite Care

N.B. The sum is greater than 100% because there are clients who use multiple services.



It's not ageing, it's living



If there were ever a poster girl for 'young at heart', Mito is it. Standing knee-high to a grasshopper, Mito is a pocket-rocket of pure positive energy. She recently took a turn on the catwalk for Your Side, modelling in a campaign to show how ageing doesn't have to mean fading.

Born in the Philippines, she came to Australia 50 years ago, escaping martial law with her husband and two young sons. Now 84, she's been a Your Side client for twelve years. Mito loves travelling and especially enjoys the outings she attends with her Your Side social group.

Mito juggles a busy social schedule and vigorous exercise regime with spending time with her beloved sons and three grandchildren. She returns to her hometown, Merville, yearly to visit her family and friends. Originally, she found Australian society less welcoming than Filipino culture, but her network widened when she joined her local gym 16 years ago to improve her posture.

She found that people opened up in that environment and, although members of the group spanned generations, jumping around in a Zumba class or body pump, they bonded. Mito gets up at 6am every day and ensures she always looks her best. She wears make-up and jewellery to work out and has seven different coloured pairs of runners to match her outfits. She has made friends with women who are 20 years younger than her and often meets them to go to the movies or the art gallery. Mito proudly proclaims to feel healthier now than she was in her 60s.



“You must have a positive attitude. You can be old at 50 and you can be young at 84. If you're always grumpy and looking at the negativity in life, you'll be unhappy. Focus on the positive, focus on the now. Stop worrying about tomorrow. We have so much to live for.”

We know that not everyone will want or be able to have as an active a lifestyle as Mito. Whatever a good life means to you, we believe you can achieve it with the right supports in place.

Home Care Packages

We have a team of seven experienced Care Consultants who look after our Home Care Package clients under the charge of our Home Care Packages Team Leader.

From February 2024 we created two new roles within the Home Care Packages team, dedicated to scheduling services. These team members support all clients to ensure their services are booked, adjusted and rescheduled as needed. Taking these responsibilities off from the Care Consultants' workload means they have more time to spend with each client, making calls, checking their needs, making referrals and offering support.

We also created two new roles of Aged Care Support Specialists to connect with people in the community and share our expertise on the care eco-system. The Aged Care Support Specialists provide free, no-obligation advice to assist people to navigate the aged care system and find the support they need. They can

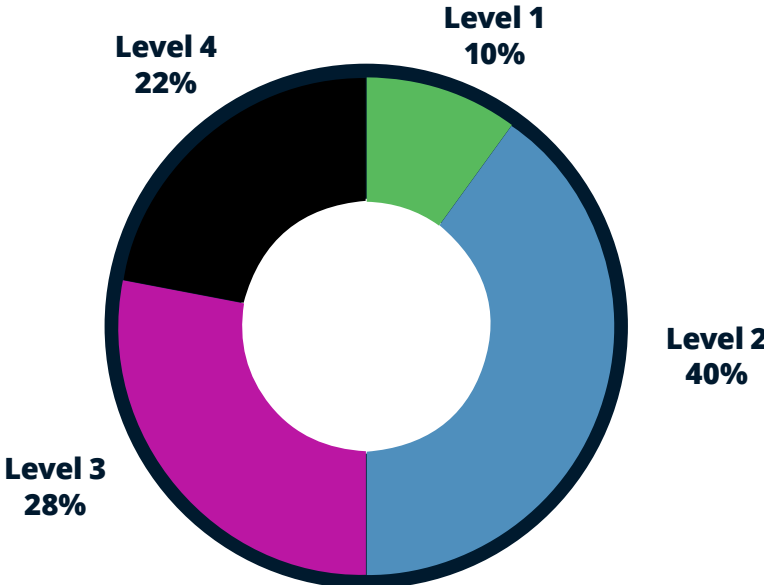
facilitate the use of complementary support services, advising at life transition points and guiding people through the applications and assessments processes. When clients who engage with this offering are assigned their Home Care Package, our Aged Care Support Specialists have the solid understanding of their needs and their goals to be able to create a personalised Support Plan and coordinate the services and solutions they need to meet their care goals.

Once the client accepts their Support Plan proposal, a dedicated Care Consultant is assigned to ensure they are getting the best quality care and services that meets their needs. To provide person-centred care, our team are attentive to the unique needs and values of each individual, tailoring their supports to the outcomes they want to achieve. They are experts at using a Home Care Package budget to maximise the supports that will have the most positive impact for a client.



Anna, Allanna, Sara, Pratiksha, Indira, Jacqueline, Kenny

In the 2023 - 2024 financial year, the majority of our HCP clients were on levels 2 and 3.



Proportions of Home Care Packages Clients



Home Care Packages Services - delivering TOTAL CARE

In-Home Care

Personal care

Help with showering, toileting, grooming and hygiene.

Flexible respite

Short breaks for carers to support their wellbeing and community connection.

Domestic Assistance

Help with household chores, including light cleaning, laundry, dishwashing and pet care for assistance animals.

Meal preparation and delivery

Dietitian approved meal planning, preparation and delivery.

Home Modifications

Adjustments to improve safety and accessibility at home, including ramps or handrails.

Home and Garden Maintenance

Upkeep services, light gardening, minor repairs, and maintenance tasks.

Allied Health

Podiatry

Specialist care for foot and ankle health.

Physiotherapy

Treatments to enhance mobility.

Speech Therapy

Communication, language, speech and swallowing treatments.

In-Home Nursing

Wound care, medication management, and vital sign monitoring.

Wellness and lifestyle

Counselling

Professional guidance for mental health and well-being.

Social Support

Companionship and social interaction for connection.

Exercise Programs

Personally tailored fitness plans.

Transport and Shopping

Accompanied travel for appointments and errands.

Assistive Tools and Aids

Personal Alarms

Fall detection alarms, medication reminder alarms.

Assistive Technology

Companionship and social interaction for connection.

Continence Management

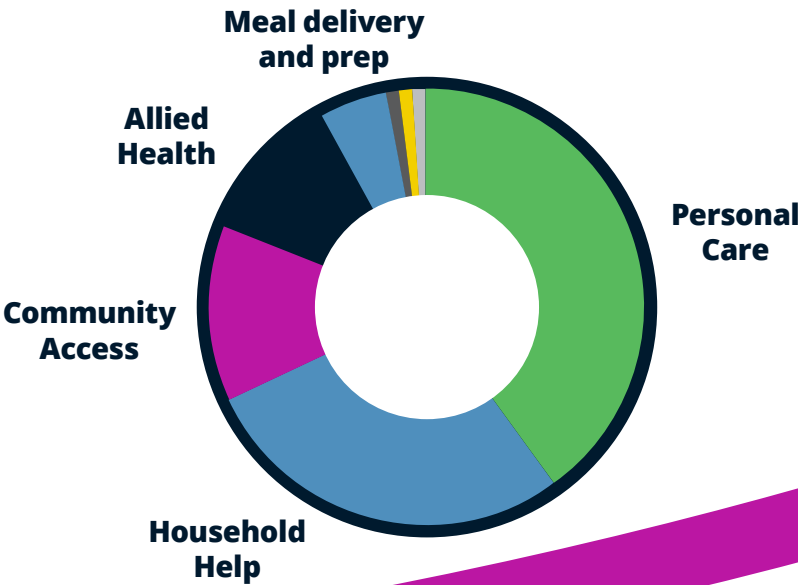
Bladder and bowel health support and provision of continence aids.

Daily living aids

Mobility aids, easy tip kettles, sock aids, shoe horns and easy-use cutlery.

Proportions of Home Care Package services used in 2023 - 2024

40%	Personal Care
28%	Household Help
13%	Community Access
11%	Allied Health
5%	Meal delivery and prep
1%	Nursing
1%	Equipment
1%	Home Modifications



Ann and Ken

Home Care Packages Care Consultant, Ann has been with Your Side for two years. She has a wealth of experience of working with aged care clients over her 40 year career. She is a highly respected senior member of the team, known for always going the extra mile to help anyone she works with, whether they are her clients or team members.

She is especially proud of her client Ken, who has a birth acquired brain injury that impacted his literacy; peripheral vascular disease, diabetes and a number of other health conditions. He lives alone in a social housing unit with no contact from family or friends and was prone to feeling quite isolated before he engaged with Your Side. Although Ken was initially reluctant to accept services, Ann patiently built a relationship with him, earning his trust and guiding him to use his Home Care Package effectively. Once Ken was ready, Ann arranged for a speech pathologist to work with him, helping him with his reading and writing.

Ken is very knowledgeable about cars and taught himself how to get around an engine by tinkering on his nephew's car. He is now competent enough to fix his neighbour's car when it breaks down.



He currently owns a Holden Commodore, but he still laments the loss of his beloved Kingswood in an accident years ago. He is passionate about making model vehicles and has a large collection of cars and airplanes that are his pride and joy.

Ann negotiates with Ken's social housing tenancy manager to have problems with his property fixed. She advocated for Ken when his tenancy was at risk due to concerns they had about his collection of models, suggesting the clutter posed a safety risk. Ann countered that his hobby of constructing models engages his mind and hands, maintaining his fine-motor skills and most importantly, improving his wellbeing. She nullified their objection and Ken was allowed to keep his collection.

Recent research on people aged over 65 showed those with hobbies reported better health, more happiness, less depression, and higher life satisfaction. Hobbies are linked to creativity, sensory engagement, self-expression, relaxation, and cognitive stimulation, which promote good mental health and well-being.

Due to complications from his illnesses, Ken has had all but one of his toes amputated, so Ann has purchased special shoes for him and arranged a Chronic Wound Nurse to provide regular wound care. Ken also uses his Home Care Package for Social Support, with a care worker who gives him companionship and helps him access the community for shopping and attending appointments.



Ann helped Ken get a special scanner pen to read his newspaper and mail independently, so he didn't have to rely on a care worker to read to him. Over time, from using the tool, Ken has learned to read entire novels, and he's even able to write the days of the week. Ann has played a crucial role in helping Ken maintain his independence.



Ann and Ken at his home with some of his models.

care finder

The **care finder** service is designed to help vulnerable older people navigate the aged care system and find support services to improve their quality of life. People who have experienced homelessness, domestic violence, mental illness, or other traumatic events like religious or cultural persecution, may have trouble trusting authority figures and institutions. They are also often afraid to access mainstream help or don't know what is available to them. This means they are more likely to suffer health conditions, accidents or complications in life that land them in hospital emergency rooms or the criminal justice system.

Your Side has been delivering **care finder** services for the Northern and Western Sydney regions since May 2023, doing community outreach to help find people in need and assisting them to set up or change their aged care services and connect with other supports like housing, health or mental health services.

Since January 2024 the team have met and exceeded their monthly targets for new clients. Unfortunately, due to funding constraints, many vulnerable people supported to access aged care remain on CHSP and Home Care Package waitlists, so our **care finder** team have assumed a more intensive case management model than it was designed for. Our observations confirmed the overwhelming need to support vulnerable older people to access aged care services.



Left: Your Side’s Senior **care finder** Senior Practice North, Cassandra Ashcroft and **care finder** Community Engagement Consultant, Alicia Anschau were interviewed about **care finder** on Koori Radio program, Two Men in Your Head with Damian and Grant in March 2024.

care finder	Northern Sydney	Western Sydney
Total people helped in FY 2023 - 2024	768	366
Aboriginal peoples	9	7
Males	300	175
Females	468	190
Non-Binary	0	1
Housing and homelessness	69	42
Aged care services	2,002	1,104
Health services	96	53
Mental Health supports	37	11
Social supports	198	112

Out of Hospital Care

We are proud to have supported people to recover at home after a hospitalisation with our Out of Hospital Care service for the Murrumbidgee district and Southern NSW region. These short and medium term packages of non-clinical care give people continuity in their care services as they convalesce and reduces their risk of readmission to hospital, especially for people who are at risk of falls or infections. Crucially, care at home helps to take the pressure off public hospitals by freeing up beds, reducing demands on emergency departments, and containing treatment staffing costs.

The NSW Ministry of Health and Local Health Districts have commended Your Side as a reliable partner for delivering the Out of Hospital Care service, and extended our contracts to 2026.

3,267
care packages delivered

93
Aboriginal and Torres Strait Islander clients supported

Southern NSW Customer Satisfaction Scores

96%
reported quality of service was good, or somewhat good

83%
reported the support met their needs

94%
were satisfied or very satisfied with the OHC program

Murrumbidgee Customer Satisfaction Scores

91%
reported quality of service was good, or somewhat good

92%
reported the support met their needs

92%
were satisfied or very satisfied with the OHC program

Murrumbidgee Local Health District Hospitals

Albury Wodonga Hospital	Griffith Base Hospital	Mercy Health Service, Albury
Barham District Health Service	Hay Multi-Purpose Service	Mercy Care Centre, Young
Batlow Multi-Purpose Service	Gundagai Health Service	Murrumburrah-Harden Health Service
Berrigan Health Service	Henty Health Service	Narrandera Health Service
Boorowa Multi-Purpose Service	Hillston District Hospital	Temora Health Service
Cootamundra Health Service	Holbrook Health Service	Tocumwal Health Service
Coolamon Multi-Purpose Service	Jerilderie Health Service	Tumbarumba MPS
Corowa Health Service	Junee Multi-Purpose Service	Tumut Health Service
Culcairn Multi-Purpose Service	Lake Cargelligo MPS	West Wyalong District Hospital
Deniliquin Health Service	Leeton Health Service	Young Health Service
Finley Health Service	Lockhart MPS	Wagga Wagga Base Hospital

Southern NSW Local Health District Hospitals

Bateman's Bay District Hospital	Canberra Hospital	Goulburn Base Hospital
Bega District Hospital	Cooma Health Service	Moruya District Hospital
Braidwood Multi-Purpose Service	Crookwell Health Service	Pambula District Hospital
Berrigan Health Service	Delegate Multi-Purpose Service	Queanbeyan Health Service
Bombala Health Service		Yass Health Service

Regional Assessment Services

We have continued to partner with Aspire4Life to deliver Regional Assessment Services for aged care. The Your Side team work entirely remotely, conducting assessments through phone and home visits in the Sydney Metro area, and phone-based assessments for regional NSW. They assess older people's needs to live safely in their own homes for entry into Aged Care, primarily for non-clinical Commonwealth Home Support Programme services. Since 2023 we have expanded our delivery of assessments beyond Sydney, with coverage over large parts of New South Wales into southern Queensland.

Over 2023 - 2024 our team conducted 3,251 assessments for My Aged Care, with the goal to assess and support older people access entry level supports such as the Commonwealth Home Support Programme. In July of 2024, our team of assessors took the first steps into the improved assessment model that will support the upcoming Support at Home program, restructuring in-home aged care services for older Australians.

Sector Support and Development

There has been a maelstrom of information and commentary on the reforms to wages, subsidies and service delivery in aged care over the last year. Our Sector Support and Development team perform the invaluable work of reviewing and analysing the information to crystalise the key messages and what they mean for the organisations and people working in the service of aged care.

This is how they have been supporting our sector's collective understanding, collaboration and professional development in 2023 - 2024.

Aged Care Reforms: hosted workshops and roundtables on understanding and transitioning to the new in-home aged care model, with a focus on reform readiness and strategic planning for providers.

Workforce Support: developed sessions addressing workforce attraction, retention, change management, and resilience strategies, designed to support providers facing high demand and staffing shortages.

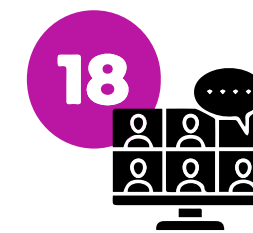
Team Leadership: developed a new and specialised series for supporting Team Leaders, to greater support the development of workers directly involved in the implementation and coordination of care - especially in the context of reforms, and what they may mean for the work of leaders and their teams.

Diversity and Inclusion: delivered training focused on Aboriginal and Torres Strait Islander health and well-being to ensure inclusive service delivery.

The newly created National Aboriginal and Torres Strait Islander Sector Support Working Group is developing several initiatives to address cultural safety, trauma-informed practices, Aboriginal and Torres Strait Islander leadership and governance throughout 2024-2025 with activities like cultural training, leading and designing leadership forums.

Your Side helped to lead the Engagement on Aged Care Reforms Workgroup of the aged care Sector Support and Development (SSD) Community of Practice (CoP), leading to a Submission on the New Aged Care Act with critical recommendations from the sector.

Here are some of the achievements the Sector Support and Development team are celebrating from 2023 - 2024:



Online workshops, webinars and training sessions delivered
533 attendees



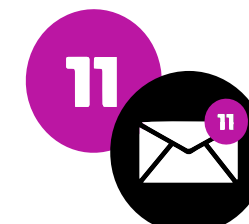
In-person events, including expos and roundtable discussions
358 attendees



Sector Briefs published including blog posts and factsheets



Learning Library & Events Hub visits per month



Email bulletins monthly updates average open-rate of 50%
1,200 subscribers



EVERY END IS A NEW BEGINNING



Wrapping up National Disability Insurance Scheme and Carer Gateway services

The most recent data records 2.65 million people are unpaid carers for people with a disability or people aged 65 years and over. An estimated 861,600 people were primary carers and, of these, 44% had a disability themselves.

Up until July 2023, Your Side was a registered NDIS provider, with a team of expert Care Consultants providing a **TOTAL CARE** service for people who wanted help coordinating multiple disability support services. Your Side’s service delivery model was sound, however the introduction of new NDIS pricing in July 2023 threatened the quality of the service we would be able to deliver. Because we believe people with a disability deserve to have a reliable standard of quality in their services, we were forced to withdraw from NDIS services.

Over a three month period we transitioned our clients to other service providers, with the aim of minimising any disruption to their lives. At the time of exiting, Your Side was servicing 129 NDIS clients receiving 1,500 hours of services per week.

We were able to re-deploy many of the employees from our NDIS teams to other roles within the business, retaining their valuable skills and experience.

Your Side has long been devoted to supporting carers’ health and wellbeing so they can fulfil their own potential and - in line with our vision - live a good life themselves, while giving the best possible care to their loved ones. One of the ways we have done this is through the delivery of the Carer Gateway program for Sydney’s Northern and Western regions.

Over 2023 - 2024 we supported around 945 people per month with services including:

- Financial Support
- Emergency Respite
- Personal Coaching and Counselling
- Peer Support

Through Carer Gateway, we also delivered the Community Connector Program to support participants, potential participants, carers and families to better understand the NDIS. The main goal of Community Connectors is to ensure that people with disability, and their families and carers, have access to the information and support they require to successfully engage with the NDIS.

Our experienced team members conducted sensitive intake interviews with carers and connected them with services and supports to help them with their circumstances. This included hosting and sharing invitations to educational and informational webinars; advising on resources and support services available to them; and creating opportunities for carers to connect in their communities.

Disability High Tea



“It feels like a line in the sand to go home and do things differently.”
Quote from attendee

Men's Axe Throwing activity



“Just brilliant, exactly what a carer needs. It changes your life. Thank you.”
Quote from attendee

We also provided a Carer Gateway service for Young Carers - those aged 24 years and under. This gave young people practical assistance and financial support to manage their schoolwork and other life and learning goals with their caring responsibilities. As well as the support other carers can access, they had access to mentoring, educational costs and services, like tutoring and even support learning how to drive.



The Your Side Young Carer’s team also created a zine - **Invisible Capes: Young Carers Unmasked** - for the community of young people to see their stories, find out about the events and services they could access and even make their own contributions with competitions for submitting their own creative work.

The power of a good goodbye

To our dismay, unexpectedly in May we learned that the Benevolent Society, the lead partner in our consortium to deliver the Carer Gateway program, was not proceeding with our sub-contract. This meant winding up our services, informing our clients and farewelling a number of cherished team members.

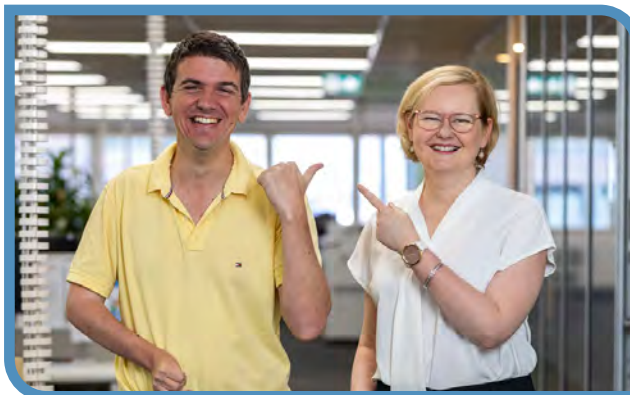
Your Side commenced delivering carer services more than 20 years ago under the Commonwealth Respite and Carelink Centres Program. Around eight years ago, Your Side participated in the co-design of the model now known as Carer Gateway. Many of our staff were also carers themselves, and we took pride in the knowledge that Carer Gateway was designed by carers, for carers.

The service proved to be desperately needed, and each quarter our targets were increased and each quarter the team stretched to reach the target. By the time we were faced with its closure, we were supporting more than 2,000 carers and attracting 300-400 new carers into the program each month.

92% of those who responded to our Customer Satisfaction survey for 2023 - 2024 reported they were satisfied with their service from Your Side's Carer Gateway service.

"I just wanted to let you know that, thanks to your efforts, Georgia has the most lovely carer in place. It has made such a difference to Georgia's mood, and has allowed me to come home for a while. Please let Peter know how grateful we are."

Anonymous Carer Gateway client



We were heartbroken to lose the incredible team members who poured their whole selves into the work of supporting people with a disability and carers. This kind of care transcends monetary value to the recipient, and it must come from a place of authentic compassion. We are very proud of our teams and we acknowledge and celebrate their achievements.

It is gratifying to know they take the learnings, skills and emotional competence from their experience with Your Side onto their next endeavours and will be helping people wherever they go.



"I truly believe my parents would have been hospitalised or put in a nursing home without your support."

Georgia, Carer Gateway client

Thank you
YOUR SIDE'S
NDIS &
CARER GATEWAY
TEAM MEMBERS

A new direction to support wellness

Positive mental health for TOTAL CARE

Some of the most popular services among our Carer Gateway clients were the Counselling and Coaching sessions conducted by Your Side’s in-house team. We have negotiated a new contract with the Benevolent Society to continue to deliver these services for carers registered with Carer Gateway.

This is wonderful news because we could retain our Counselling and Coaching team, and importantly, the carers who so valued their sessions with them had continuity with their service. It has also presented the opportunity for Your Side to expand the offering so more people can benefit.

“Thanks to you I’ve been remembering and listing good things that happen through the day before I go to bed, and I’m sleeping better. I’ve been spending more time in nature and I feel revitalised. My down days and moments haven’t been lasting nearly as long, and my ability to cope with stress is smoother. I will continue to implement looking out for beauty and capturing beautiful moments. And remembering to stop and breathe when I’m caught in the rat race. Your delivery is so open minded and non-judgmental or critical. It is clear you have a passion for contributing in a positive and helpful way towards people’s lives.

Asimo - Your Side Coaching client

Counselling and Coaching are services that support your mental health and wellbeing. They can help you learn strategies to manage stress and improve your sense of self.

While they can have beneficial effects for any person at any age, older people have a heightened risk for anxiety and depression, particularly where there are concurring physical illnesses, dementia, disability, or difficult life experiences such as bereavement, or social isolation.

52% of aged care residents experience symptoms of depression.

The highest age-specific suicide rate across all ages is observed in males 85 years or older.

Seeking help is less commonly acceptable to this generation.

There are taboos and stigmas among this age group around admitting to poor mental health.

People seek counselling for different reasons, and there are different approaches that work for different issues. Our Counsellors use the solutions-focussed model and CBT, EMDR, Gestalt Therapy, and person-centred approaches.

Coaches are personal change managers for your life. They collaborate with you to help you define your goals, understand your strengths and build motivation to take the action you need to achieve success.

These support services are available to HCP clients, and can be referred to as part of a person-centred care plan that is responsive to the needs and values of the individual.

In the Strengthened Aged Care Quality Standards, “quality of life” is defined as: An older person’s perception of their position in life, taking into consideration their environment and their goals, expectations, standards and concerns. It includes their emotional, physical, material, and social wellbeing.

Delivering services that support our clients’ quality of life through positive mental health directly addresses our vision of helping every person to live a good life.

We have three Coaches and three Counsellors on staff, with an extensive breadth of professional qualifications and experience. At the helm is their Team Leader, Dr Snow Li, who has over 13 years of extensive experience in the mental health sector and carer space. Dr Li is an awarded researcher with a Bachelor in Psychology, a Master in Public Health and Health Communication, a PhD in Psychiatry.

Our team offer		
Counselling specialist areas		Coaching specialist areas
Grief and Loss	Trauma	Health and Wellbeing
Online Therapy Ethics and Delivery	Sexual Assault & Domestic Violence	Palliative Care/ End of Life
Disability	Identity Counselling	Rehabilitation counselling
Neurodiversity	Stress and Anger Management	Education and training support
Behavioural Health	Parenting	Life Coaching

Our clients - your stories

At 95 years old, Aranka is one of our oldest clients, yet she can lift the energy of a room with her youthful spirit. She was born in Hungary and moved to Australia with her husband in 1957. For many years she worked as an assistant nurse in hospitals around Sydney, work that she loved and says she still misses. She left nursing to take a role managing her husband's mechanics business. She answered the phone and looked after the books, so she knows a thing or two about customer service.



Sadly, since her husband and son passed away, Aranka has no family left in Australia. She enjoys attending Probus Club events and the community activities at her independent living units. She also stays active with swimming and walking.

Aranka doesn't drive anymore, so her Care Consultant, Indira, helps her stay socially connected using her Home Care Package, with transport and taxis so she can get to the shops, her social events and medical appointments. Her Home Care Package also helps her get physio and massage treatments for pain associated with her arthritis and osteoporosis. Aranka keeps her home beautifully and is so independent, it took some convincing for her to accept some cleaning support with the more arduous tasks.



Aranka became a minor celebrity when she starred in the ABC TV series, Old People's Home for Teenagers, in 2022. The program was designed to connect older people who live alone and experience loneliness, with teenagers who also struggle to make friends or feel a sense of belonging among their peers. Your Side nominated Aranka as a participant, because we knew she would not only benefit from the opportunity to make friends, but bring her joie de vivre, which is a positive influence on everyone she meets.



It was a wonderful experience for the participants of both generations, who learned a lot from each other. Aranka enjoyed it enormously and remains in touch with several of the young people she met, still texting them and meeting up in person.

She loves music and listening to the radio and will break out into a little spontaneous dance while talking with her Care Consultant, Indira.

“

Indira - she's my rock. I'm hard to please but she's always trying to work hard to meet all my needs. I always confidently ring you and you always do your best. It's amazing how you people work. You always answer and follow up.

”



Aranka at a recent Cultural Fusion Social Support event with Sanju, a student from Australian College of Applied Professions.



Your Side



Facing the Future

Like all people and organisations in the aged and disability care sector, we have seen a lot of change and disruption over the financial year. This is nothing new, Your Side has experienced change and growth over 37 years, and we have developed a robust framework to withstand and flex to adapt to it. The secret to our stability is the firm, active commitment to our organisational values, which have always been person-centred and human-rights focussed.

Customer
Focus



Reliability



Integrity



Quality



Convenience



Our approach to customer service is not a professional platitude. We have deliberately cultivated our culture and organisational practices to respect individuals, their needs and their differences. We treat everyone with compassion and dignity, whether they are a person receiving aged care, a loved one, a carer, a colleague or professional stakeholder.

We act honestly, consistently, and transparently with one another and in the best interests of our clients. We deliver reliable service outcomes to our clients, our service delivery partners, our funders and the community.

We are dedicated to provide leadership and advocacy and actively contribute and participate in the advancement of aged care and human services in Australia.

And always - in our delivery of **TOTAL CARE** - we honour our clients' self-determination to live their lives in the way they want to.

Because we believe every life can be a good one



YourSide

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