

Your Side

ANNUAL REPORT

2024 - 2025

Grounded in
values,
guided by
vision



Reviewing the year 2024–2025

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Your Side

Aboriginal and Torres Strait Islander peoples are advised this report contains images of deceased people.

Acknowledging the traditional owners of Country



We acknowledge and pay our respects to the traditional custodians of country throughout Australia and their connections to land, sea, air, and community – the Aboriginal and Torres Strait Islander peoples.

In 2021 we were very fortunate to engage the talented Indigenous Australian artist and proud Mayi woman, Leah Cummins to create a unique, customised artwork for Your Side. It is titled “Your Side – supporting and reaching many”.

Leah designed and painted the work on a large-scale canvas to tell our story and it is highly detailed and layered. Leah’s description of her artwork explains that the centre circles represent Your Side, the U-shapes that circle it represent Your Side’s people.

The hands that frame the borders are those of the diverse, multicultural peoples that Your Side’s services aim to support with better quality of life, dignity and respect. The outer circle shapes and lines are the nexus to symbolise the paths that connect Your Side to communities far and wide.

Leah’s painting features prominently in our office to show our enduring commitment to working in harmony and respect with Aboriginal leaders, custodians and elders everywhere.



Board Chair & CEO Message



Sonja Walters

BOARD CHAIR



Danielle Ballantine

CEO

Aged care reform dominated the year that was, as the sector and the community grappled to keep up with fragmented system changes rolled out by government to address the recommendations of the Royal Commission into Aged Care Quality and Safety. This included the release of the Strengthened Aged Care Quality Standards; a new draft Aged Care Act; and last, but definitely not least, consultation and staged releases of information on an entirely new program for at-home aged care funding, Support at Home.

Throughout the maelstrom, Your Side has remained steadfast, maintaining our focus on providing consistent and quality care for older people and their networks. The agility of our leadership and operations ensured we had in-built flexibility to accommodate the changes required by aged care reform. Against this backdrop Your Side has marked several milestones over the year.

Preparing for Aged Care Reform

On 4 June 2025, just as the financial year was coming to a close and aged care providers were poised to transition to Support at Home on 1 July, the government announced the postponement of the launch to 1 November 2025. While this afforded us some extra time to test and tighten our processes and systems, Your Side had been preparing for the reform for many months and we were ready to advance.

During the financial year we established project teams to align our business policies and operational procedures with the Aged Care Act and new service models. This work included: updates to our IT systems; targeted staff training; and measures to meet the Strengthened Aged Care Quality Standards. We conducted an internal self-assessment against the new standards and the results show our structures and systems are well positioned to meet external audit requirements.

LEADERSHIP REPORT

We recognise both the opportunities and the challenges presented by the new Support at Home program and have committed to working with government to address these as the program is implemented. Your Side played a leading role in establishing the Aged Care Advocacy Alliance, a coalition of eight mid-sized CHSP and Home Care providers formed to address an advocacy gap not covered by existing peak bodies.

Addressing the need for Advocacy and Navigation

The vision of a better future for older people is the north star that guides our work. To stay on course, we maintain open channels for feedback to understand what older people need and expect from their aged care. Our feedback loops showed the prevailing experience of older people and their families to access aged care funding and services was fraught with confusion and frustration. The complexity of the processes, the ambiguity of language used in correspondence about aged care funding, and the prolonged wait to progress through the system caused many people to give up or miss out on accessing the care they needed.

In response to this, we developed a specialist service to help people understand their options, take the steps required and make informed decisions to access the care they need.

Your Side's Aged Care Support Specialists work with communities, older people, and their families to provide education and personally help people navigate the system to access available support. Since we implemented this service, we have seen a substantial increase in enquiries about aged care services.

Listening to our clients and our employees

To actively listen to our clients and employees, we created safe spaces and carefully crafted questions to gather the most useful feedback. We have a highly engaged Consumer Advisory Body whose members bring the voices of clients and carers to the table. Working alongside them, we gain valuable insights that help us improve what we do and advocate strongly for community interests in professional forums.

Our client satisfaction levels have been consistently rising, as evidenced in the latest survey, which recorded an NPS of +53 – a strong increase from +45 in 2023. This result also outperforms the sector average of +33, reflecting the impact of our commitment to deliver an exceptional client experience.

Despite ongoing uncertainty in the sector, the positive workplace culture Your Side is known for has remained strong. Our staff survey shows 95% of employees believe in Your Side's vision and purpose, and 89% would recommend it as a great place to work. Feedback highlighted a desire for more recognition, which we have responded to with the development of Your Side's Three Pillar Recognition Framework.

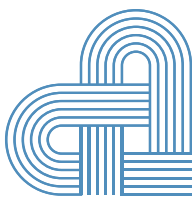
Empowering the sector to rise to the challenges

Throughout the year our Sector Support and Development team played a pivotal role to bolster the aged care sector with resources and opportunities to learn and share knowledge. Their Sector Support initiatives delivered over twenty specialised training workshops; hosted critical board briefings and led dynamic leadership forums with a focus on driving positive change. Our regular bulletins kept the sector informed and engaged, and our career expo and volunteer rewards activities fostered vocational interest from passionate, skilled people.

In partnership with other Sector Support Coordinators, Your Side co-founded the Aboriginal and Torres Strait Islander working group to facilitate communities of practice centred on culturally sensitive, quality care.

Concentrating our resources to make the most impact

After 10 years delivering Regional Assessment Services, in 2024, we said goodbye to our RAS program in advance of the sector's move to Single Assessment System model. We made the business decision not to tender for the contract to deliver Single Assessment Services, to instead focus on new opportunities and areas of growth.



Being not-for-profit means we can truly be for-purpose – channelling our efforts and resources into initiatives that serve the community. Our business has always operated with a people-centred mindset, and the human-rights focus of the new Aged Care Act aligns to our long-held vision and values.

We do much more than just aged care. Our Care Partners, Support Specialists and care finders are there for older people and their families as they experience the stress of unexpected, disruptive or traumatic transitions in the life spheres of health, housing or family. Team members in all other roles support our client-facing staff to ensure they have the systems, processes and resources they need to be able to offer these services and meet our own high quality standards.

We extend recognition and appreciation to our funders and all members of our community: our clients, partners, staff and stakeholders, for their support and contributions. The Board and Executive team will continue working hand-in-hand to adapt to change and formulate strategy that sustains Your Side as a leading community services provider and a fantastic place to work.

Sonja Walters

BOARD CHAIR

Danielle Ballantine

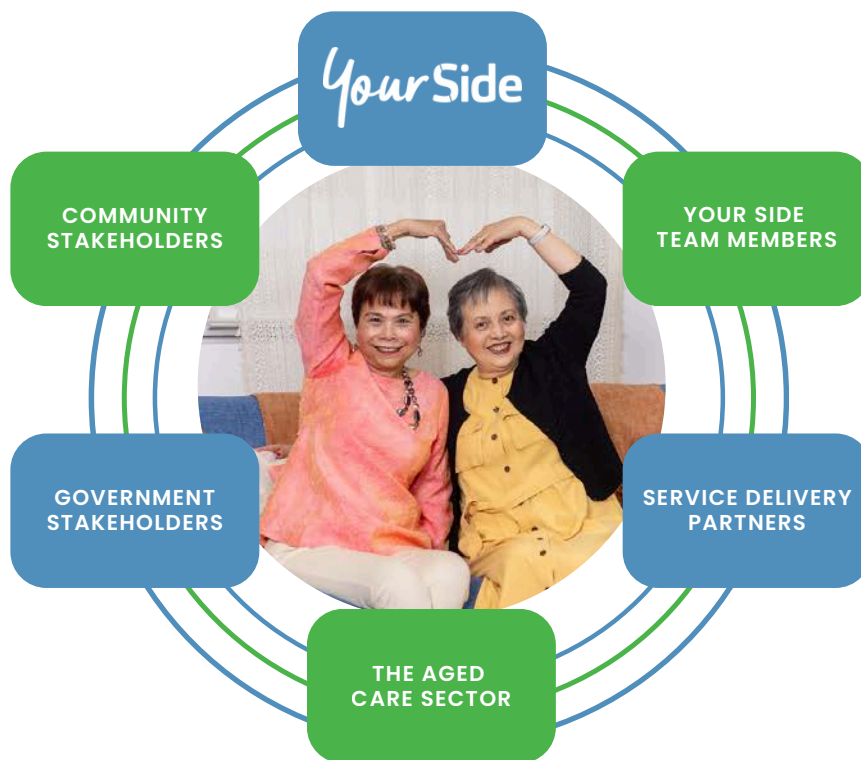
CEO



Grounded by values, guided by vision

Aged care isn't about a system, a sector, or a service – it's about people. There are people involved at the decision-making and policy level, people working on the design and the delivery of services and people working in partnership with a range of stakeholders to deliver customer care. But most importantly, it's about older people; their individual needs and preferences; and their loved ones. We haven't lost sight of this fact, because it is embedded in our vision – that every life can be a good one.

Older people and their families are at the heart of everything we do.



In the financial year 2024 – 2025 we supported

275	721	1,632	627	2,800
active Home Care Package clients	active Commonwealth Home Support Programme clients	vulnerable people helped with care finder	Home Assessments by Regional Assessment Services	Out of Hospital Care Packages delivered

Your Side concluded the financial year with a revenue of **\$21.9 million**. This, compared with 2023–2024's revenue of \$30.4 million, reflects the absence of the Carer Gateway program revenue.

OLDER PEOPLE & THEIR FAMILIES



OLDER PEOPLE AND THEIR FAMILIES

Who aged care is really about

We want to start by remembering why Your Side exists – to help older people live a good quality life. If we are to achieve this vision, we know we must include and amplify the perspectives of older people in our communications, negotiations and decisions. Program development often involves so many expert stakeholders in the planning, analysis and design, that the voices of the people the solutions are actually for, can be drowned out.

In disability services, “nothing about us, without us” became the battle cry of people living with a disability to enforce their own participation and contribution in conversations about policy and practices relating to their welfare. The same self-determination is often denied to people who are politically, socially or economically marginalised, and seniors qualify as marginalised due to their age.

More than half of people over 65 also live with a disability. This means that, whether or not you deliver specialist disability services, all aged care providers are supporting clients who may be living with disability. We want to emphasise that this doesn’t make them any less capable of having agency in their care, their living arrangements, their lifestyle, or their future.

Another exacerbating factor for older people is the medicalisation of their identities. Often professionals in healthcare and associated services unconsciously treat older people like a collection of physiological health conditions to be defined, diagnosed and treated. While there may indeed be beneficial outcomes from the right assessment and treatments, we must not overlook the impact mental and emotional health, environment and social connection can have on a person’s overall quality of life.

If you are a senior Australian living on limited financial means, and English is not your first language, you can easily become isolated and overlooked. Add to those barriers the vastly common and normal effects of ageing, such as depleted vision or hearing abilities and slower reflexes, and the odds stack up against you. Even older people with financial security and good communication skills can face the unconscious bias of ageism when it comes to the decisions that will determine their fate.



Our own research showed that the road to finding aged care services is littered with complex variables, confusing instructions and long, frustrating waits. There are many touchpoints, and each time a person calls My Aged Care, Services Australia or speaks to a provider, they must explain their story, which may be difficult or emotionally triggering. The reality is, once an older person begins to realise they need some help to live independently, their health and wellness can change or deteriorate very quickly.

OLDER PEOPLE AND THEIR FAMILIES

As a measure of our continuous quality improvement practice, we mapped out the journeys from awareness, discovery and application to My Aged Care, through to the eventual funding and services implementation. We examined the pain points along these pathways to consider what support we could put in place to facilitate and expedite the process for people.

The outcome was our new **Aged Care Support Specialist** service, which started to establish roots in July 2024. The Aged Care Support Specialists have extensive knowledge of the aged care system, from the requirements of applications and assessments, the funding classifications and services, to the types of care needs and services or solutions to match them.

AGED CARE SUPPORT SPECIALISTS TEAM



Sharon

Sara

Daniela

Through community outreach and engagement activities, this team present information on accessing aged care at a broad level and provide individual follow-up until a person has care in place. This can last more than 12 months from the point of first contact with My Aged Care, so our Aged Care Support Specialists build relationships with people over extended periods, helping them access interim care solutions. When a person's funding is ultimately assigned, our Aged Care Support Specialists will visit them at home and co-create a Support Plan with them to deliver their services.



Thank you very much for this information and for organising the morning. It was a very helpful program. I find the whole Aged Care system very difficult to navigate and sessions like last Friday's are very special. The two ladies running the program are to be commended and thanked. They were both charming, caring and helpful.

This new approach not only ensures older people don't slip through the cracks when they don't understand what to do, it means they don't have to invite a total stranger into their home and retell their story when the time comes to have their assessment by a provider.

OLDER PEOPLE AND THEIR FAMILIES

Joy

Joy* called to share how happy she was after Anna and Sara visited to give her information on Home Care Packages. She said that she felt "mentally stimulated and uplifted" after spending time with them.

Joy has been apprehensive about receiving aged care services, however after speaking with Sara and Anna she understands how she might benefit from some support and said she would love to see them again.



* Some client's names have been changed for privacy reasons.

OLDER PEOPLE AND THEIR FAMILIES



We first came to know Jill in her role as a carer for her husband, Warwick, when she helped him secure a Home Care Package. Together they had raised two daughters, and in her earlier years Jill had worked in fundraising and event coordination at the Spastic Centre, most memorably on their Miss Australia Pageant. Through the 70s and 80s she was the archetypal dutiful wife and mother.

Once her daughters were grown, Jill could finally pursue her long-held passion for singing, joining a troupe that performed at events across the country.



OLDER PEOPLE AND THEIR FAMILIES

She was forced to give up her singing when Warwick's health began to decline. After his diagnosis of Alzheimer's, as Warwick's needs grew more acute, Jill began to experience the strain of carer stress, compounded by the frustration of not receiving adequate support from his existing Home Care Package provider. At the urging of a friend, she turned to Your Side.

Once Warwick's package was transferred, our Care Consultant, Ann, worked closely with Jill to ensure his needs were properly met. Over time, as trust blossomed, Ann gently persuaded Jill to consider getting some support in place for herself. Jill eventually relented, applying for her own Home Care Package, and at last found the relief of genuine respite.



Jill is always beautifully presented — her hair and make-up flawless, her eyes gleam with a hint of mischief.

Jill's home mirrors her own elegance: immaculate, stylishly appointed, fit for a glamorous magazine spread. After Warwick passed away, she contemplated downsizing but chose instead to remain in the home and neighbourhood she adored. With ongoing maintenance services to keep her home safe and pristine, she has been able to stay exactly where she feels most herself.

She has reclaimed her love of song as a member of a community choir and she embraces life with renewed vitality. Jill credits her joie de vivre to music, the sustaining friendships that surround her, and the steadfast support of her Care Consultant, Ann Greco — now not just an advisor, but a trusted confidante.



Our clients

We are continually inspired by our clients. By the time they reach the stage of receiving aged care, most older people have lived rich lives. Over the years, they have inhabited many identities – evolving through seasons of growth, discovery, love, and loss. They may have spent time in their youth travelling or learning through training or education; they may have worked their way up the ranks of their profession; or passed on their knowledge as mentors or teachers. Often they were creative, artistic; or innovative in a craft or discipline.

Many had a family and dedicated themselves to caring for children or loved ones. The contributions they have made to their community and society are worthy of recognition, and these identities do not simply vanish with retirement. Many older people continue to reinvent themselves, finding fresh purpose in later life through volunteering, advocacy, or championing causes close to their hearts.

The clients engaged on our Consumer Advisory Body (CAB) are a great example of this, and we are grateful to be able to tap into the knowledge and wisdom of the eight people who attend three meetings per year to discuss areas for improvement and make recommendations to management and the Board.

The CAB Committee is made up of two carers for Home Care Package clients, a Home Care Package client; a former NDIS participant; and four Commonwealth Home Support Programme clients.

It is co-chaired by consumer member, Andre and a staff member, our Customer Care Consultant, Jennifer.

By 30 June 2025, all committee members had been serving for almost two years and only one member elected not to continue, for personal reasons. One committee member is also the client representative of our Quality and Consumer Advisory Body and shares insights and reports across both groups. The CAB continued our “Mystery Shopper Calls” initiative to monitor the response time and customer service quality. The Mystery Shoppers record feedback and send it to the CEO for action in the period between CAB meetings.

The CAB’s work was reported in March 2025 for the previous six months, and again in August 2025 for the period to July 2025. Over that period, the CAB were asked to review and analyse the client journey map and a practice framework that we developed to consider the interactions and relationships between Your Side staff and older people and their networks.

Some members of the CAB had personally accessed the new Aged Care Support Specialist service and reported positive feedback on their experiences.

The committee discussed how we might improve the public’s general understanding of aged care by limiting lengthy chunks of text and jargon on our website. The CAB also made recommendations to simplify the language and presentation of client agreements and statements in the rollout of Support at Home.

OLDER PEOPLE AND THEIR FAMILIES



To facilitate participation in the CAB, Your Side has developed an information pack for new members and put in place measures to support a new member with visual impairment to read and comprehend the documents. We extend our thanks to all members of the CAB for their commitment and valuable contributions to our continuous improvement, especially the Chairperson, Andre.

One of our CAB members, Joyce, brought her daughter and granddaughter along to a Social Support Group Cultural Day event held in June 2025. Everyone shared stories about customs, music, language and dances from their cultures. Many clients expressed that it was the best Cultural Day event they had ever attended. It was a great way to embrace and celebrate the cultural diversity within our group and learn from each other.



Vale Aranka



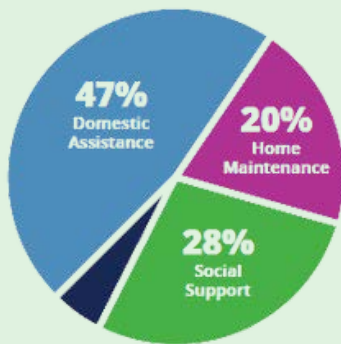
We were deeply saddened by the loss of one of our beloved clients and member of our Consumer Advisory Body, Aranka Gonsczi. Aranka was featured in our last Annual Report and she always acted as an unofficial client ambassador of Your Side. She was a ray of sunshine and she is sorely missed by all of us.



OLDER PEOPLE AND THEIR FAMILIES

We also deliver Domestic Assistance, Home Maintenance and Flexible Respite services for clients through the Commonwealth Home Support Programme. In the financial year ending 2025 we had 162 more clients across all the services than we did in 2024.

721 ACTIVE CHSP CLIENTS AT 30 JUNE 2025



Percent of CHSP clients across service types

- 47%** Domestic Assistance
- 20%** Home Maintenance
- 28%** Social Support
- 5%** Flexible Respite



We're so lucky, the staff are so beautiful, so kind and lovely. I wish they still had the Manly Daily, I would put a big advertisement in the paper saying how lovely they are. I think it's the best thing. Not many people know about Your Side and I think they should. My doctor can see the difference it's made.

Mira, CHSP client

SOCIAL SUPPORT GROUPS



378
EVENTS

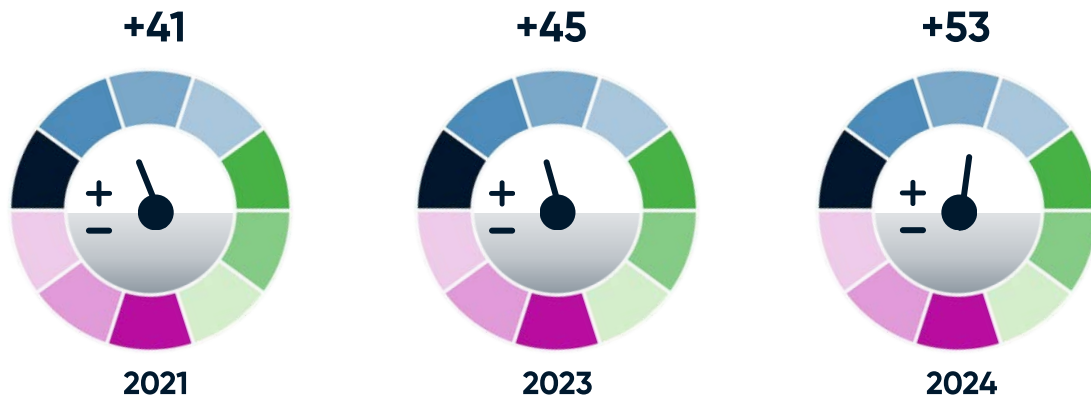


3,604
ATTENDEES

OLDER PEOPLE AND THEIR FAMILIES

Our Customer Satisfaction scores in the October 2024 survey were significantly higher than previous years, showing consistent progress.

NET PROMOTER SCORE



The CHSP clients' feedback indicated overall satisfaction with the continuity of workers, our customer service and the variety of activities on offer for our Social Support groups.

Our Home Care Packages clients gave positive feedback on the communication and efficacy of our Care Consultants. A major upgrade to our CRM system in April enabled our consultants to work more efficiently to support our clients, giving them more time to complete essential tasks like reassessments, clinical calls and support plan reviews.

The lower scores related to responsiveness in calls being picked up, and to address these concerns we analysed the Consumer Advisory Body's "Mystery Shopper Calls" feedback and reviewed missed call logs to see where we can prevent this in future. Team Leaders are monitoring calls more closely to ensure the correct triage processes are being followed.



Connecting clients with the community

Our Social Support program wouldn't be the resounding success it is without the participation of an incredible group of students and volunteers. We have had an effective system in place to recruit students from reputable educational institutes for 10 years. Our Student & Volunteer Program Coordinator, Dani D'Silva manages the intake process to ensure we enlist students with aligned vocational interests and suitable experience and energy to support our clients receiving CHSP services.

Dani interviews all applicants for our student placement program, and successful candidates begin with a thorough intake process. This includes training in First Aid, Work Health and Safety, as well as an introduction to aged care services and customer service. Once inducted, students play an active role in our daily operations - answering phones, responding to client enquiries, and assisting with administrative tasks such as data entry and mail-outs.

We take around six students each intake, selected through a process of application and interview. Placements last 3-6 months, depending on the student's course requirements.

Over 2024-25 we had **15** students on placement

We partner with:

- ACAP Australian College of Applied Professionals
- University of Canberra
- University of Wollongong
- Western Sydney University
- Charles Sturt University
- Excelsia University College
- Torrens University

Career pathways

Since 2020, seven students have taken the next step in their career at Your Side, successfully applying for internal roles. Four of those staff are still working in their permanent positions as: Home Care Package Care Consultants; a Commonwealth Home Support Programme Customer Care Consultant; and an Aged Care Support Specialist.

Studying

B.A. Recreational Therapy
Bachelors in Social Work
Masters in Social Work



Client Jan (middle) with her husband Mike (left) with Pratiksha, who started with Your Side on a student placement in 2020, and secured a permanent position as a Care Consultant in 2021.

Volunteers program

Volunteering is a valuable opportunity for people who want to give back to their community and boost their own self-esteem and wellbeing. In fact, some of our clients do volunteering work in their local communities too. In 2024-25 we had three volunteers to support our Social Support program activities. We interview and accept volunteers on a three-month probation, and if they enjoy the participation and meet our standards, we accept them for a full year.

We make use of the Volunteer Resources available from the Northern Sydney Volunteer Network at Willoughby and Ku-ring-gai Council – which our Sector Support and Development program auspices to support volunteer training, expos to recruit and promote opportunities to volunteer, and volunteer appreciation resources.

Under the guidance of Dani and our Social Support Coordinator, Jennifer de los Reyes, students also help with our Social Support program. They help prepare and host activities such as Paint and Platters, our in-house art classes, and attend outings to support clients with safe transport and mobility at venues.

The estimated cost to Your Side and funders to replace this valuable contribution would be \$549,432 per annum. However, the value of student and volunteer contributions goes beyond the financial benefits to our organisation. Whether their career goals lie in social work, aged care, or related professions, the experience students gain with Your Side is mutually beneficial. They learn first-hand from clients about the aged care journey, and our clients love the enthusiasm, energy and attention of the students.



Tim Yeates, former Chief Financial Officer at Your Side, has been a star volunteer with our Social Support program since he retired in 2022.



OLDER PEOPLE AND THEIR FAMILIES

One of the greatest strengths of the student and volunteer program is the diversity of cultural backgrounds and language skills students contribute. For example, one of our CHSP clients, Roberto*, had been feeling lonely and shared with a team member that he missed his home country of Chile and his life there as an artist. One of our students on placement spoke Spanish and made a Social Engagement call to Roberto, enabling him to reminisce about Chile and his artistic career. Roberto later told us that being able to share these cherished memories truly lifted his spirits and improved his wellbeing.



I always talk about this group, to everyone. This group means so much to me. We all have our problems but when we are here, they all just melt away. I truly don't know what I would do without this group.



Ron, CHSP Social Support client

OLDER PEOPLE AND THEIR FAMILIES



“Sandhya treats me with so much respect, is very complimentary to my knowledge and skills at learning something so sophisticated. I am very grateful for the services Sandhya and Your Side are providing me with.”

Suzette, CHSP client

OLDER PEOPLE AND THEIR FAMILIES

Huti and Rumi



It is one of the best programs for seniors. I'm sure this must be stopping or inhibiting depression in seniors. People lose contact with their loved ones, but then with aged care, you become their loved ones.



Huti



OLDER PEOPLE AND THEIR FAMILIES



Our cover models, Huti and Rumi, are clients of our CHSP Social Support group, and they set an inspiring example of embracing retirement and living every moment of your life to the fullest. They also have a genuinely touching love story, even after 45 years of marriage the strength of their bond is apparent when you meet them. They first met when Huti was seven and Rumi was ten. As childhood friends growing up in the same apartment complex in Pakistan, they talked sports and traded comic books.

After high school, Rumi joined the marine academy and found the courage to ask Huti out on a date. During their courtship they had to spend long stretches apart while Rumi was away at sea working as a marine engineer. Huti completed her Bachelor of Commerce and secured a position as secretary to the Managing Director of National Refinery Limited. After five years of dating, Rumi proposed and their love match defied the Pakistani tradition of arranged marriages.

They were blessed with a baby girl and then twin boys a few years after that. They migrated to Australia in 1986, in search of a more stable environment to build a future for their children.

They both took on jobs almost immediately and Rumi continued his education, to ultimately achieve the level of Chief Engineer. They strove to provide a better life for their family, at times working two jobs to pay for private schooling for their children.



After such demanding careers, Huti and Rumi are now enjoying a well-earned break in their retirement. They adore travelling and have taken numerous overseas trips to exotic locations including Iceland and Antarctica, and many countries in between. They also regularly volunteer within their religious community, which supports many seniors. Rumi's skills have earned him a reputation as the trusty handy man, always ready to fix anything for anyone, and Huti coordinates social activities that bring people together across their community.

They love being involved in Your Side's Social support program and have made many new friends since joining the group.

The Sandwich Generation

Good aged care must also embrace the families and loved ones of the older person who needs care. The people who live with or are responsible for the older person's welfare are deeply impacted by the same issues. Concerns about the cost of care; fear or reluctance to let strangers into their homes to do intimate personal care; and confusion about how to access funding support create barriers for them too.

The adult children of older people who need care are emerging as a cohort under enormous pressure. Largely belonging to Generation X, many are juggling work and careers with parenting their own children and caring for elderly relatives. This position of being saddled with the responsibilities of caring for a generation above them and the generation below has earned them the moniker "the Sandwich Generation".

They are being bombarded on one level with the nonsensical lingo of their generation Z children, which is notably creeping into mainstream use by Parliamentarians, such as Prime Minister Anthony Albanese's comment that the Opposition were "delulu with no solulu" in his budget address in March.

On the other hand, the Sandwich Generation must decode complex government communications about aged care, which use intentionally neutral and unspecific language to cover every possibility, leaving them uncertain of what applies to their situation. The hapless Sandwich Generation must then translate the requirements and options to their elderly relatives, who may be confused or resistant to accepting support.

As the plight of the Sandwich Generation gained attention over the financial year, we saw opportunities to provide more support for them to make sense of the communications, in order to navigate the system better and make informed decisions about their loved ones' aged care.



“I'm so grateful for all your support and the wonderful care you and your team have given her. It has made such a difference keeping Mum at home for as long as possible. You've all gone above and beyond, and I can't thank you enough. Keep up the good work you do, you really are making life a little bit easier as our elderly population grow old and your advice, knowledge and care has been exceptional.”

Jan, HCP client's daughter

Allied and Mental Health Supports

We have seen first-hand how managing the decisions and requirements of organising health care and aged care, whether it's for yourself or a loved one, can lead to exhaustion and emotional burnout. It's important that unpaid carers get support from a professional counsellor or coach, to help manage their stress.

We have three professional counsellors on staff who specialise in helping with:

- | | |
|--|-------------------------------|
| ● Grief and loss | ● Trauma |
| ● Online Therapy Ethics and Delivery | ● Behavioural health |
| ● Living with a disability | ● Identity Counselling |
| ● Neurodiversity | ● Stress and Anger Management |
| ● Sexual Assault and Domestic Violence | ● Parenting issues |

Our Counsellors use a variety of therapeutic approaches when helping a client, which include the solutions-focussed model and Cognitive Behavioural Therapy (CBT), Eye Movement Desensitization and Reprocessing (EMDR), Gestalt Therapy, and person-centred approaches.

A Coach is an advocate who is by your side during personal changes in your life. They work with clients to help them understand their personal strengths and build motivation to reach their goals and achieve success. We have three experienced coaches on staff who specialise in non-therapeutic services including:

HEALTH &
WELLBEING

PALLIATIVE
CARE
END-OF-LIFE

REHABILITATION
COUNSELLING

EDUCATION &
TRAINING
SUPPORT

LIFE
COACHING

“I wanted to sincerely thank you Miranda, for all your support and guidance throughout our coaching sessions. You've helped me navigate through challenges, refocus my goals, and regain my confidence. I genuinely feel I'm in a better place thanks to your support. I've made another enquiry about accessing further support, but I've been advised there is a 3-6 month wait before I can access the service again. While I'm disappointed, I'm still feeling positive and motivated, thanks to everything you've helped me work through. I'm truly in your debt for your help and encouragement.”

Care finder

Supporting people who care for their loved ones is also a natural part of the work our **care finder** team does. The **care finder** program is both practical and life-changing, helping older people who might otherwise fall through the cracks get the support they need. The staff in the **care finder** team are highly sensitive, compassionate people, with the knowledge and skills to discern the needs, fears and concerns that vulnerable people have.

People over 65 years of age who are isolated, vulnerable or have barriers to accessing support through mainstream channels are eligible for the care finder program. It is available for people under 65 if they have advanced health problems and aged care is the appropriate solution for them. Often the reason someone might benefit from **care finder** support is that they are afraid or resistant to engage with government or social welfare systems, due to past trauma or mistrust. They may have communication barriers or be in an unsafe situation.

Our Your Side **care finder** consultants invest considerable time and effort building trust with the older person. They act as a conduit between the older person and social service delivery partners and community services, linking them to help for housing, mental health and drug and alcohol supports. Sometimes the **care finder** consultant helps bridge the gap for a family member who can't convince the older person to accept the help they need.

Care finder results 2024 – 2025	North Sydney	West Sydney
Total people helped	1,043	589
Aboriginal & Torres Strait Islander peoples	6	8
Females	593	306
Males	450	283
Non-binary	1	0
Referrals to aged care services	2,457	1,226
Referrals to health services	94	56
Referrals to community groups	88	38
Referrals to Housing and Homelessness	39	22
Referrals to mental health supports	19	1
Referrals to social supports	165	92

OLDER PEOPLE AND THEIR FAMILIES



Connecting with the community

We have continued to walk alongside our clients as they navigate the aged care system and access the support they need to live with dignity and improve their quality of life. In the 2025 financial year, Your Side's **care finder** program provided case management to 1,497 new clients, while also continuing to support those who first engaged with us in the previous year. Behind each of these numbers is a story of an older person, or their family, who found the guidance and reassurance they needed at a critical time.

The program is now firmly established across both the Northern Sydney region and the Parramatta–Cumberland region of Western Sydney. This milestone reflects the extraordinary commitment of our team — from Intake Officers and **care finder** consultants to senior staff, whose compassion and expertise ensure that vulnerable older people are not left behind.

We are proud that the **care finder** program is now recognised as the go-to service in these regions. Families and referrers alike trust us for our responsiveness, the diversity and skill of our team, and our clear, up-to-date guidance in what is often a confusing and overwhelming aged care landscape.

OUR PEOPLE



OUR PEOPLE

It goes without saying that a business is only as strong as its people. At Your Side, we take pride in the passion and commitment of our staff. Having the right people in the right roles is not a matter of chance, it reflects our deliberate approach to recruitment, where we prioritise the right mix of skills, experience, values, and temperament. This intentionality has built a strong workplace culture that naturally attracts people seeking roles aligned with their purpose and supported by a collaborative team.

The strength of our culture is key to the resilience of our workforce through the changes of sector reform, program acquisition and attrition and subsequent restructures. We recognise that role changes and redundancies are never easy, which is why our people-first policies ensure every effort is made to support affected team members and help them find suitable alternative opportunities within Your Side.



Last year saw the conclusion of our delivery of the Regional Assessment Service. For 10 years, Your Side's dedicated team of home support assessors completed 30,000 assessments, supporting older people to stay in their homes safely, for longer. Our team of between 10 and 18 assessors, travelled across greater Sydney and the Central Coast and as far as regional NSW and southeast Queensland, to sit with older people and discuss their needs and the supports available.

With the transition to the Single Consumer Assessment model of aged care assessment, assessment referrals became increasingly inconsistent. Sadly, this made our service delivery unsustainable, and we reached the difficult decision not to tender for the Single Assessment System contract.

We conducted 627 assessments for My Aged Care between July 2024 and December 2024. We transitioned to use the Integrated Assessment Tool (IAT) from 1 July 2024, and our team of assessors continued to support older people to access entry level supports such as the Commonwealth Home Support Programme. Our assessors maintained the highest level of professionalism, quality and care up to their final assessment at Your Side and many of them have taken up positions with other organisations to deliver the Single Assessment System for aged care applicants.

OUR PEOPLE

Over 2024-25 we had

86	22	88.4%	11.6%	0%
Total team members	Languages spoken	Female	Male	Non-binary



68.6%	29.1%	2.3%	44%	56%
FTE	PT	CASUAL	REMOTE	HYBRID



Julia Guo, Human Resources manager with an artwork created by a client at the NSW Seniors Expo in March 2025.

4.2%

Voluntary attrition



Our rate of attrition for 2024-25 is low in comparison to the average of 16% recorded in the 2025 AHRI Quarterly Work Outlook Report. The 2024 average turnover rate was notably higher in the public sector than the private sector.

OUR PEOPLE

Longevity and loyalty

The ultimate testament to the power of our positive culture is the number of people who have spent the majority of their careers at Your Side. In April we held a celebration to recognise the milestone anniversaries of 23 team members. It is no small feat to have seven people in the 10+ years range, and a further six people who have exceeded 15 years with the company.



They hold positions that vary from customer care, program management, stakeholder relations, finance and executive functions. Many have traversed different teams throughout their time with Your Side, transferring their knowledge and experience into new roles and learning new skills.

We recognise the years of service of the following team members:



Miranda Haratma
Jade Heath
Tara Slater
Tatiana Souvorova

Carer Coach
CHSP Customer Care Consultant
Partnerships Coordinator
care finder Consultant



Tracey Compton
Tori Jewkes
Rachel McLoughlin
Bojana Stancic
Martin Thiele

Intake Coordinator, OHC
CHSP Team Leader
Accounts Clerk
HCP Care Partner
Partnerships Manager



Danielle Ballantine
Jennifer de los Reyes
Patirica Fuentes
Susmita Khisti
Xue (Snow) Li
Simon McNamara
Faye Peacock

CEO
CHSP Social Support
care finder Consultant
Finance Manager
Team Leader Allied Health
Director, Customer Care
CHSP Customer Care Consultant



Armineh Avakian
Jacqueline Matthews
Shirley Choi
Maxine Peacock-Smith

Accounts Payable Officer
Accounts Receivable Officer
care finder Consultant
Accounts Payable Officer



Amanda Noar
Kirsten Rimez

IT Manager
Project Manager, Support at Home

Recognition Framework

Our Employee Pulse Survey in April 2025 showed strong results across all areas.



VALUES



ENGAGEMENT

94% feel the purpose and values of Your Side are inspiring and motivating.

89% would recommend Your Side as a great place to work.

83% believe the Leadership team's actions align with our values.

85% feel supported in their roles and take pride in their work.

However, on the question of recognition, only 62.26% reported feeling meaningfully recognised for their work.

To address this, our Culture and Engagement Committee worked together to research, analyse and design an approach that encompasses the different ways people prefer to receive feedback and recognition.

Recognition is a powerful driver of engagement, motivation, and productivity. It is about acknowledging and appreciating employees' contributions, achievements, and efforts in ways that make them feel genuinely valued.

Recognition can come from a variety of stakeholders – direct line managers, Team Leaders, Executive and Board members, and peers – and each of these carries unique meaning and value for individuals. With this in mind, we explored a system that incorporates recognition across all these levels.

In shaping a formal, organisation-wide approach to recognition and feedback, the Culture and Engagement Committee considered the following key points:

When we recognise staff properly, we build:



Clients, Florida (left) and Lynette (right) with CHSP Social Support Coordinator, Jennifer de los Reyes and her pup El Hefe.

- **Psychological safety:** knowing we are safe, respected and valued builds trust and security.
- **Belonging:** recognition fosters connection and inclusion across teams and the whole organisation.
- **Esteem:** being acknowledged for our skills and efforts boosts self-worth.
- **Growth:** when we see the impact of our contribution, we're inspired to keep learning and achieving our potential.

OUR PEOPLE

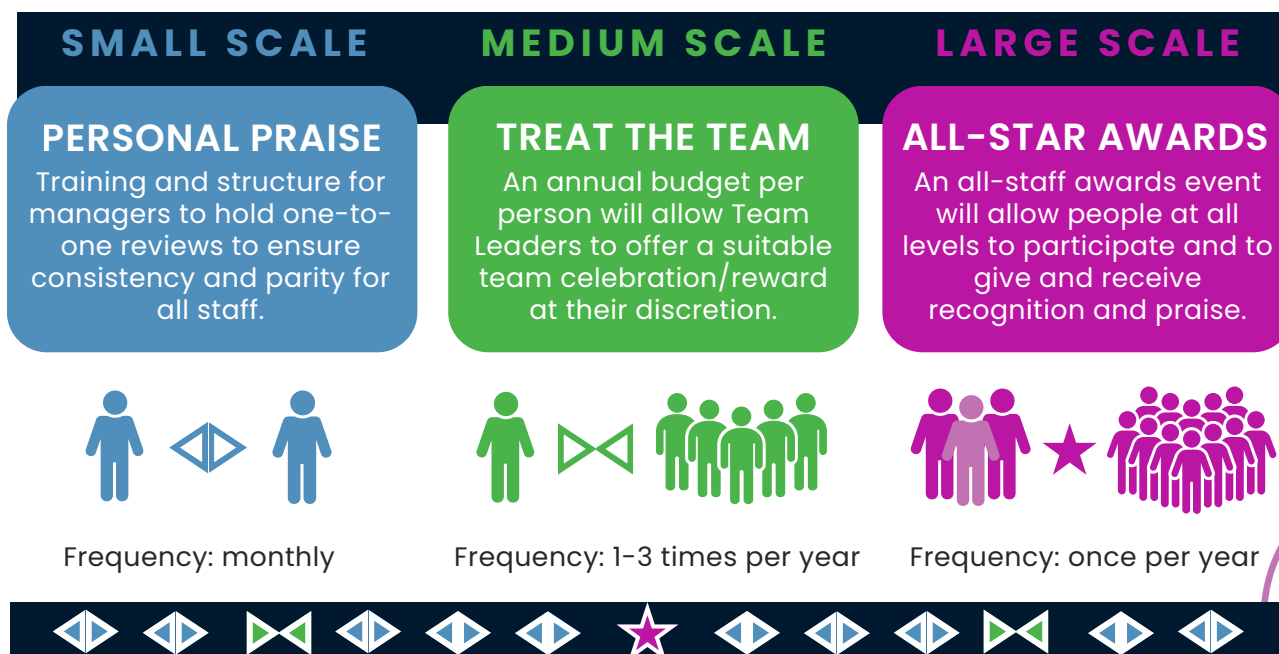
The attributes and contributions we want to recognise are:

- Living our organisational values
- Collaborating across teams
- Consistent high performance and going above expectations
- Positive impact on clients, peers or the community
- Showing initiative, effort, creativity and resilience

The outcome was the development of the Your Side Recognition Framework, built around three key pillars of engagement, designed to support staff at every level of the organisation, strengthen connections across teams, and create opportunities for growth.

The three pillars are: individual recognition, team-based recognition, and organisation-wide recognition. Together, they set out clear expectations and guidelines for both staff and managers, ensuring recognition is consistent, meaningful, and embedded in our culture.

YOUR SIDE RECOGNITION FRAMEWORK



STAKEHOLDERS IN THE COMMUNITY



Community stakeholders

We know we must continuously engage with people and groups at all levels of the community to remain up-to-date on the issues of interest, concerns and parallel resources available to our clients. We make efforts to actively participate in sector and community forums to meet people and discuss the issues that affect older people and aged care providers. Our partnerships extend into housing, mental health services and healthcare settings.

Aboriginal and Torres Strait Islander communities

Towards the end of the 2025 financial year, we welcomed two new staff members to our Reconciliation Action Plan working group, and we completed our Reflect Reconciliation Action Plan through robust discussions around practice and policy. This is a strategic document that outlines the practical steps we'll take to contribute to reconciliation both within our organisation and in the communities we serve.

The working group held consultations with cross functional front-line staff to inform a competency framework for non-Aboriginal and Torres Strait Islander staff working to provide effective support and cultural safety to Aboriginal and Torres Strait Islander clients and carers.

Our partnership with Yarning Crescent continues to build on the work established in 2024. We met with members of Yarning Crescent in November 2024 to co-design a practice-based and tailored training plan for our non-Aboriginal and Torres Strait Islander front-line staff who support Aboriginal and Torres Strait Islander clients, their families and carers.

We also progressed the adjustment of several Human Resources policies to better accommodate the unique needs of Aboriginal and Torres Strait Islander staff members and developed Your Side's first Anti-Racism policy.

This was additionally informed by resources created by the office of Andrea Kelly, the Interim First Nations Aged Care Commissioner to progress Support at Home readiness, which reported:

Only 23% of Aboriginal and Torres Strait Islander Elders receiving aged care are supported by an Aboriginal and Torres Strait Islander-led provider.

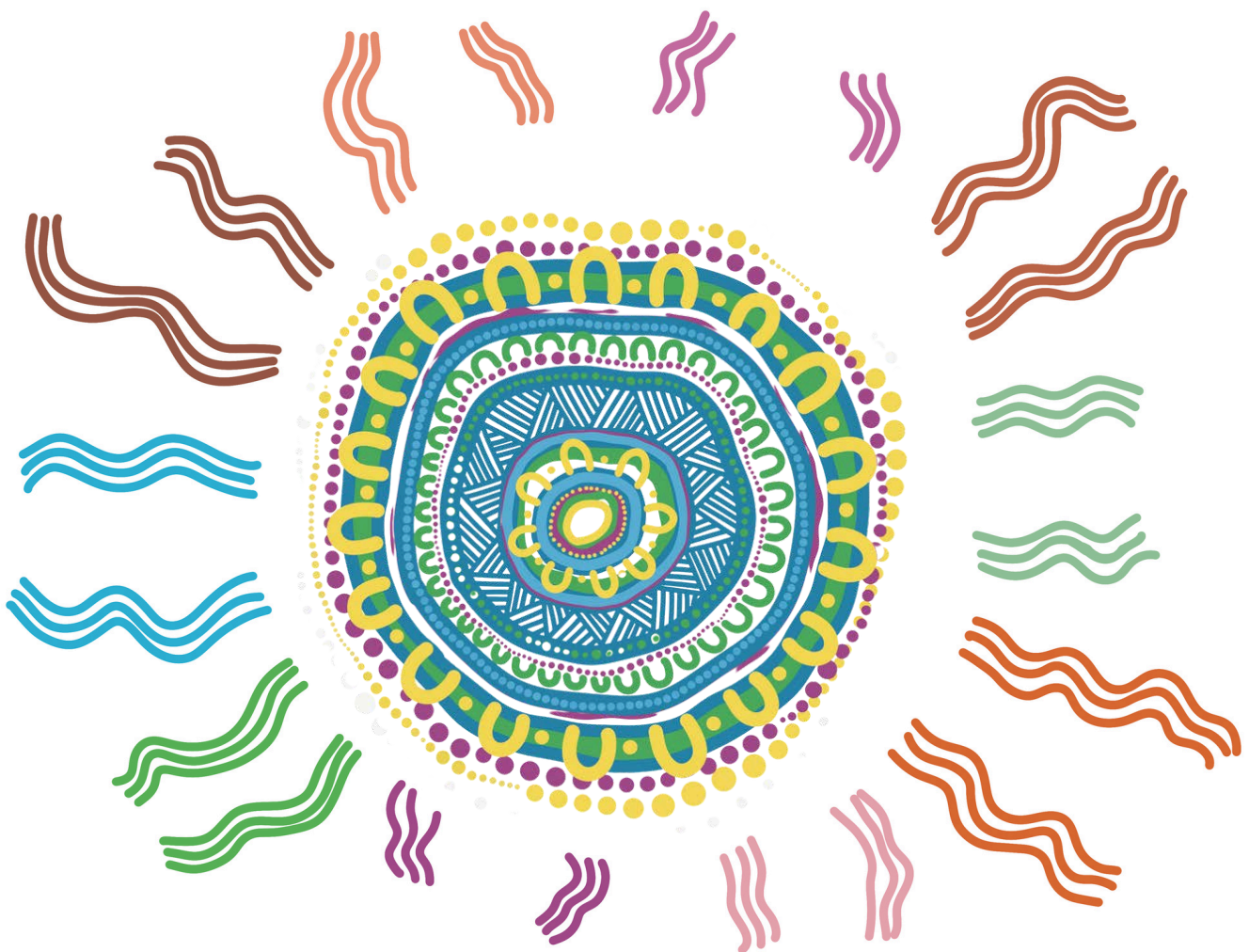
Aboriginal and Torres Strait Islander peoples are one of the fastest growing cohorts entering aged care and around half of them will be from Stolen Generations.

Aboriginal clients who have unique needs, for example who are veterans; identify as LGBTI+; or live away from family or Country; struggle to find services or supports that can understand their personal needs and preferences.

STAKEHOLDERS IN THE COMMUNITY

A review conducted by the Australian Commission on Safety and Quality in Health Care highlighted that one of the most critical enablers of safe, high-quality, and culturally responsive aged care is cultural safety and responsiveness training for all workers. The need for strengthened education and training in this area has been identified as an urgent priority by both First Nations and mainstream organisations, including ACCPA, the Health Services Union (HSU), and the Australian Nursing and Midwifery Federation (ANMF).

In response, our Sector Support and Development team co-founded the Aboriginal and Torres Strait Islander Working Group. They have since co-facilitated leadership forums centring First Nations voices and experiences influencing leaders of CHSP and home care services to first understand the benefits of culturally safe supports.



STAKEHOLDERS IN THE COMMUNITY

Medical and Clinical environments

Our Out of Hospital Care (OHC) team have celebrated another very successful year collaborating with the Local Health Districts of Murrumbidgee and Southern NSW to deliver short and medium term packages of non-clinical care for older people who are recovering from hospitalisation. Feedback collected in our client satisfaction surveys reflect high levels of approval from patients who received Out of Hospital Care services in both regions.

Our Out of Hospital Care team worked closely with Murrumbidgee Local Health District to launch the Electronic Referral form in October 2025. This technology streamlines the intake/approval process, reducing processing time and expediting discharge, which facilitates bed flow management and alleviates stress of hospital staff and patients.

We welcomed the news that the Ministry of Health were providing ongoing funding for Safe and Supported at Home (SASH) packages to be delivered through the Out of Hospital Care program in Murrumbidgee LHD. These packages positively support younger clients (below 65 years) with chronic and complex conditions, helping them avoid prolonged and repeated hospital admissions and recover safely in the community.



L-R: Members of the Murrumbidgee Local Health District team, Karen Carnage, (with Onaiza Ribeiro from Your Side) Kerry Sandral, Sharon Smith, Shaun Travis, Michelle Parr and Tina Curry



Far right Onaiza Ribeiro, our Out of Hospital Care Program Manager with members of the Southern NSW Local Health District & Community Services office in Canberra, from left to right: May Tang, Rachel Higgins, Bec Colson, Michelle Parr and Joelle Britt

I felt anxious about someone coming into my home to clean and do other duties for me at first, but I had such a lovely young lady help me and I couldn't be more grateful.

Robin, OHC client

STAKEHOLDERS IN THE COMMUNITY

Out of Hospital Care results 2024 –2025



2,800

OUT OF HOSPITAL CARE
packages delivered



95

ABORIGINAL & TORRES STRAIT ISLANDER
clients supported

Murrumbidgee Customer Satisfaction Scores

91%

REPORTED QUALITY OF
SERVICE WAS GOOD,
OR SOMEWHAT GOOD

92%

REPORTED THE
SUPPORT MET
THEIR NEEDS

90%

WERE SATISFIED OR
VERY SATISFIED WITH
THE OHC PROGRAM

Southern NSW Customer Satisfaction Scores

94%

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



Hi Stephen, I've just been up to Centrelink and I'm up at Carramar at the moment trying to sort out dates. I think they may have sorted out a permanent bed for Dad. I just want to thank you so much for all of your help and kindness over the last 6 months. It's people like you that make so much difference and are such help to so many carers. I appreciate everything you have done.

Fran, OHC client



STAKEHOLDERS IN THE COMMUNITY

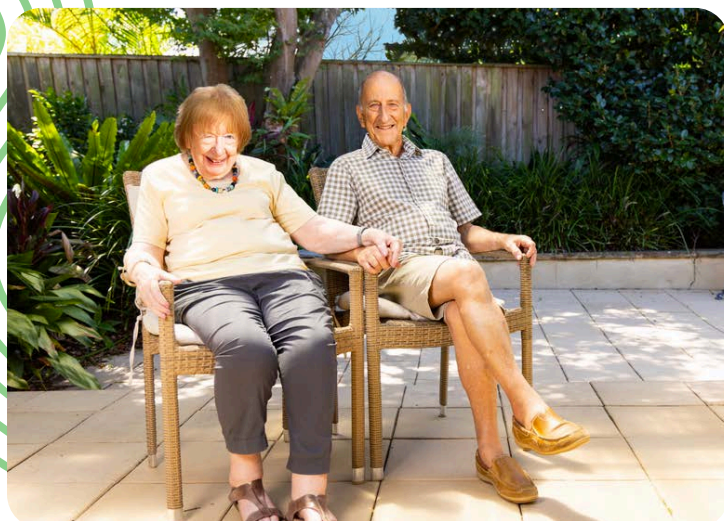
Out of Hospital Care results 2024 –2025

Murrumbidgee Local Health District Hospitals

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

Southern NSW Local Health District Hospitals

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



Home Care Package client Jan and her husband Mike.

Social and Community Housing services

Our care finder teams work closely with community housing providers to help clients who are at risk of homelessness or in need of transitional housing. We often engage in long periods of consultation and negotiation to facilitate safe living arrangements for these clients. There are clients who have experienced trauma which has left them fearful or suspicious of authority figures like government services, and our care finder consultants have more success building trust with them. Our care finders can then engage with support coordinator staff of Sydney housing providers to advocate for their clients' needs. We are grateful for the positive partnerships we share with community housing providers like Bridge Housing and SGCH.

Alyson was extremely communicative throughout the process, always clear and precise in her communication. She asked the right questions at every stage, ensuring that no important detail was overlooked. Her ability to advocate for Malcolm, while maintaining a professional and thoughtful approach, truly went above and beyond.

It's also worth noting that it's not often we see older clients entering into the private market, and Alyson navigated this with great care and expertise. She was able to cross-collaborate effectively with several different organizations, ensuring a holistic approach to the case and making sure Malcolm's best interests were always front and centre.

Her professionalism and commitment to the client's success were clear every step of the way, and I am very grateful for the impact she has had on this case.

Claudia Chow
Lead Housing Pathways | SGCH

I just wanted to pass on some feedback from the team regarding Tanya Dunn. She is supporting a couple of vulnerable Bridge Housing tenants at present and has been phenomenal. The team are so grateful for the persistence and compassionate response to our tenants needs.

Thank you to Tanya and the care finder team!

Jessica Anderson
Team Leader, Partnerships and Support Coordination | Bridge Housing



STAKEHOLDERS IN THE COMMUNITY



“Lena has been of enormous importance to me over the past four months. I have several mental and physical health issues. I spent most of 2024 living in my car at Manly and drinking. I was blessed with emergency transitional housing in a very nice motel in December, thanks to St George Community Housing. That is when I met Lena and was helped by her in many ways. She supported me on the rough road to sobriety in January 2025. I moved to a more permanent one-bedroom flat recently.

Before I met Lena I was without hope and destiny. I always found her to be supportive, professional, kind and caring. I am now a long way from that deadly place I was in Manly. I am still 100% abstinent from alcohol and am gaining strength every single day. I now look forward to a positive future, all thanks to my very small support network, which included Lena.

John, **care finder** client



THE AGED CARE SECTOR



PEOPLE OF THE AGED CARE SECTOR

The aged care sector in 2024–2025

As we lead up to the implementation of the New Age Care Act, our Sector Support and Development program continues to build on the capacity and capability of aged care organisations through their reform journey. In the attention economy, sector support offers timely, responsive and accessible low-cost training, with events, advice and information, guided by the needs of providers and the aged care workforce.

While government policy and resources set our collective foundational understanding, Sector Support and Development aims to help organisations to aim beyond the minimum standards for truly person-centred, community-led, culturally responsive services.

Our partnerships with regional Sector Support and Development teams are helping to ensure equitable access to supports for aged care providers, regardless of their location. We are well placed to broaden our reach and combine our unique strengths to deliver sessions that achieve outcomes greater than the sum of their parts.

Focus areas

Aged Care Reform Implementation

Most Aged Care providers are at the final implementation stage of their transition to Support at Home, so we went beyond informational webinars and created practical implementation workshops and peer discussion forums.

Diversity and Inclusion

The Aged Care Royal Commission highlighted the urgency for a system that is equitable and responsive to the diverse backgrounds and experiences of older people. Our activities focussed on building inclusive and culturally safe care for Aboriginal and Torres Strait Islander older people, LGBTI+ older people and Forgotten Australians.

Workforce

Beyond recruitment and retention projects, we also developed innovative responses to address complex challenges at a regional level: growing the pipeline of new workers to aged care and bridging the gap between sector and tertiary education.

Engagement with government

Opportunities for two-way communication between providers and the Department of Health, Disability and Ageing teams, creating collaborative spaces for consultative feedback, problem solving and solution building for better outcomes for older people.

Engagement and knowledge sharing

The Your Side Sector Support and Development hosted a Support at Home event in May 2025 which featured speakers: Siobhain Simpson from StewartBrown; Johanna Heaven from Russell Kennedy; and Pierre Nicolas, Local Network Officer from the Department of Health, Disability and Ageing's Aged Care Regional Team. This event was well attended and saw dynamic discussion and debate around the challenges of the reform. Attendees expressed their appreciation for the opportunity to raise concerns and share ideas about the implementation of the new service delivery model.



L-R: Simon McNamara from Your Side, Sara Pando from Care Live Smile, Madeline Yan from the Australian Nursing Home Foundation, and Kirsten Rimez from Your Side.



L-R: Sara Amrane and Simon McNamara from Your Side with Sara Pando from Care Live Smile

PEOPLE OF THE AGED CARE SECTOR

Sector Support and Development's delivery streams

- Facilitated training and development for aged care providers and workers
- Engagement, networking and consultation opportunities for aged care providers
- Collaborative discussion-led peer learning, CEO Roundtables, a range of Communities of Practice such as Clinical Governance, Team Leaders and HR, sharing insights and experiences
- Resources, information, toolkits, learning library, events hub and sector briefs, including:



11 Sector Briefs, blog posts and fact sheets



23 email newsletters with sector-wide updates and critical information

EVENTS

FOCUS	BOARD & GOVERNANCE	ORGANISATIONAL & OPERATIONS STAFF	SERVICE DELIVERY EXCELLENCE
SESSIONS	10	9	10
ATTENDEES	288	285	717

ONLINE



20 SESSIONS
680 ATTENDEES

IN PERSON



9 SESSIONS
614 ATTENDEES

EVENT HIGHLIGHTS

66 CEOs and board members

attended the Regional Forum and participated in dynamic conversations about the legal interpretation and financial viability of Support at Home with the Department of Health, Disability and Ageing.

105 guests attended our Leadership Forums

in partnership with Social Futures on cultural safety for Aboriginal and Torres Strait Islander peoples. We were honoured to have Interim First Nations Aged Care Commissioner Andrea Kelly lead the session on transformational sector change.

238 visitors attended two Aged Care Career Expos

we held in partnership with Willoughby, Mosman, Ku-ring-gai councils. Students and workers learned about how rewarding a career in aged care can be had to opportunity to network with aged care providers and industry employers.

OUR SERVICE DELIVERY PARTNERS



OUR SERVICE DELIVERY PARTNERS

Our service delivery partner network

Throughout the year, our small but highly capable Partnerships Management team navigated a series of challenges with collegial composure. While progressing our approach to the new Aged Care Standards and the changed aged care assessment model, they also managed changes to the SCHADS and Nursing Awards, and ongoing speculation about minimum qualification standards for support workers. In addition, the team addressed the implications of including therapeutic services in the Support at Home program, the introduction of new compliance requirements to uphold a rights-based approach, and the release of updated training expectations for the workforce.

Under the leadership of the Partnerships Manager, Martin Thiele, the team worked closely with our provider-partners to negotiate mutually amenable ways to minimise the impact of these changes on our clients and their budgets. The strength of our partner relationships gives Your Side clients access to a skilled and adaptive workforce, and our team the flexibility to offer clients choice with an assurance of quality.

The Your Side team have put considerable work into preparing our systems and processes to meet the requirements of the reform. Our provider partners have been focusing on worker upskilling – as proven in our Quality Review Report which showed our pool of personal care workers have a baseline skill level well above industry average.

We are grateful to our associate provider partners for their collaborative and agile approach to learning and adapting to the transformation alongside us.

Achievements

- Our Quality Audit confirmed **95%** of our personal care workers are qualified at Certificate III or above – compared with the industry average of 66%.
- **80%** completion of Shift Notes for services where they are required.
- We accommodated two SCHADS award pay increases for support workers and nurses, while maintaining some of Sydney's most competitive Aged Care support worker rates.

OUR SERVICE DELIVERY PARTNERS

OUR SERVICE DELIVERY PARTNER NETWORK CONSISTS OF



122
PARTNERS



572
CARE WORKERS

64
LANGUAGES
SPOKEN

Arabic
Armenian
Assyrian
Bengali
Burmese
Cantonese
Chinese
Croatian
Dutch
English

Fijian
Filipino
French
Greek
Hebrew
Hindi
Hokkien
Hungarian
Igbo
Indonesian

Italian
Japanese
Korean
Lithuanian
Malay
Mandarin
Maltese
Māori
Nepali
Persian

Polish
Portuguese
Punjabi
Russian
Sinhalese
Shona
Spanish
Swahili
Tagalog
Tamil

Thai
Tibetan
Tigrinya
Tongan
Turkish
Vietnamese
Visayan
Welsh
Yoruba

WITH WORKERS WHO SPECIALISE IN CARE FOR

ADHD
Alzheimer's
Aboriginal & Torres Strait
Islander peoples
Autism Spectrum
AUSLAN
CALD communities

Complex Behaviour
Dementia
Diabetes
Eating Disorders
Hidden Communities
Intellectual Disabilities
LGBTI+ culturally responsive

Mental Health
Multiple Sclerosis
Palliative and EOL Care
Parkinsons Disease
Physical Disability
Post Operative Care

OUR REACH

Our strongest footprint is in the Western, North West and North Eastern suburbs of Sydney

OUR SERVICE DELIVERY PARTNERS



(L-R) Bridging Care Managers, Rafael and Fernando Andres, Your Side Director of Customer Care, Simon McNamara, Care Live Smile CEO, Sara Pando, and Your Side Partnerships Manager, Martin Thiele

Sara Pando, CEO of Care Live Smile

Our team consistently shares how valued they feel when working alongside Your Side particularly in how client needs are prioritised with empathy and efficiency. One of our mutual clients was initially quite challenging to engage. It was a rocky relationship to start for our Care Worker, but through patience, consistency, and genuine care, trust was gained. A year later and both the client and the worker have a meaningful care relationship. This transformation wouldn't have been possible without the ongoing support and guidance from the Your Side team, whose collaboration has been instrumental in navigating challenges, refining strategies, and ensuring the best outcomes for both clients and care workers. Their partnership has empowered us to deliver care that is not only safe and effective but deeply human. These stories remind us why we do what we do.

Your Side's great strength is that it steps forward in Partnership. We never stand alone, we work together with our experienced associates and benefit from each other's insights.

Martin Thiele,
Your Side Partnerships Manager

Mark Bartlett, Director of Centralis

The most notable change of working with Your Side has been the introduction of the QR code system for our care staff to enter Shift Notes. This has made a noticeable difference to the notification times of any client health, wellbeing or concerns.

More importantly we get feedback which reassures us that these concerns have been followed up by Your Side staff. As an Associate Provider, Your Side gives our organisation a trusted Provider we can refer our private clients to when they transition to government funded aged care services.

Jennifer Ren, CEO of MeToU Care

The most significant challenge of this year has been navigating the sector's transformative reform agenda - particularly the shift towards a person-centred, outcomes-based model - while managing severe workforce pressures. We responded by investing in upskilling our staff in reablement and goal-oriented care, and implementing ways to better track client outcomes and measure our true cost of care. We are incredibly proud of how our team collaborates with Your Side's consultants, and shared commitment to the client's wellbeing bring moments of genuine pride for all our staff.

GOVERNANCE & POLICY



FACILITATING COMMUNITY CONSULTATION

We welcomed the government's consultation with the community to hear questions and concerns about the upcoming aged care changes. In September 2024, Your Side's Sector Support and Development team published a list of consultation opportunities for aged care providers and workers to contribute in.

This included input on the development of standardised pricing for Support at Home services to the Independent Health and Aged Care Pricing Authority (IHACPA); applications to a Department of Health and Aged Care pilot program on quality indicators for in-home aged care; submissions to the Senate Committee on the Aged Care Bill 2024; and consumer co-design workshops and surveys run by the Aged Care Quality and Safety Committee and the Department of Health and Aged Care.

We shared news about the opportunities for our clients to participate in the consultations through our newsletters and social media channels, to encourage them to learn about how it would affect them and provide their perspectives.

In November, we were pleased by the announcement the Department of Health and Aged Care were scrapping the proposed cap on gardening and cleaning services, following strong feedback from the sector and advocates.

This indicates the Department's willingness to work with the sector and community to act on feedback and adapt and refine the framework if aspects prove unfit for purpose.



I have to comment and state my high regard for the monthly Your Side newsletter which I receive both via email and post. I cannot fault it. I send this to you, Danielle in terms of our conversation yesterday at the Consumer Advisory Body meeting



Joyce, CAB member

CARE & CLINICAL GOVERNANCE

Our work continued to improve the overall consistency and thoroughness of our clients' Support Plans.

As part of our Continuous Quality Improvement practice of analysis and scrutiny, we found we could capture more meaningful information about our clients to develop person-centred Support Plans. We delivered training and resources to enhance the team's understanding of how to do this.

STRENGTHENING OUR SYSTEMS AND TECHNOLOGY

In April we went live with a major upgrade to our Client Relationship Management (CRM) system to calibrate it to our service delivery model under Support at Home. In development with our technology partner, Inspired, the project involved software architecture mapping, coding and scripting, testing and reviews – a series of processes that were repeated over and over again in stages.

This project took several months under the leadership of our unflappable IT Manager, Amanda Noar, who stepped into the functions of project manager, solutions architect, trainer, technician and coordinator concurrently. We also recognise our IT Assistant Rochelle Chiu, who diligently supported staff using existing systems to prevent disruptions through the transition and maintain smooth business-as-usual operations.



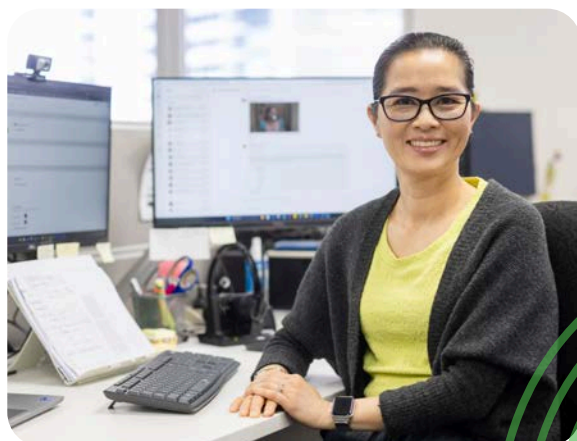
IT Manager extraordinaire, Amanda Noar

The new system was rolled out without any issues and team members have reported their satisfaction with the improved experience of using the CRM.

A working group led by Partnerships Manager, Martin Thiele, overhauled our Crisis Management policies and practices to create more comprehensive framework for handling crises.

Through a project of analysis, consultation and development, the group produced an internal Crisis Management hub, populated with resources, information and training for staff covering:

- What constitutes a crisis
- What to do in a crisis
- How to report in a crisis
- Mitigating measures to protect staff and clients
- Systems and records of crisis actions



Her trusty sidekick, Rochelle Chiu

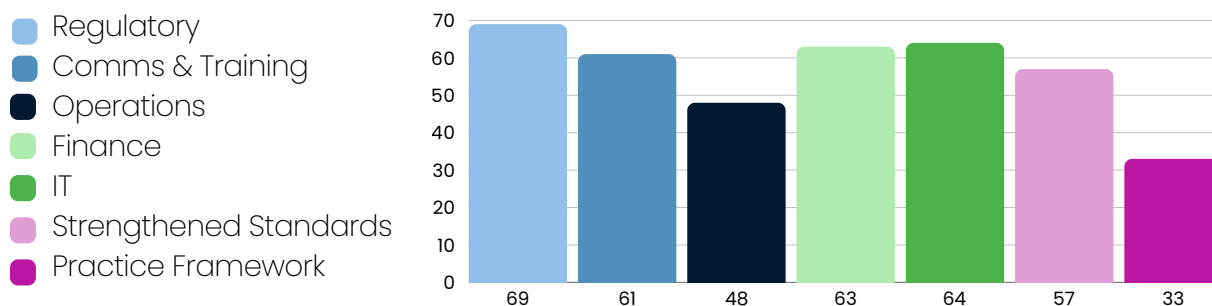
Preparing for Support at Home

In July 2024 we established a project team to manage the transition to Support at Home, under the leadership of a long-standing, highly experienced team member, Kirsten Rimez, with support from subject matter experts. The project objectives were to ensure Your Side has:

- the people, systems and processes to provide high-quality Support at Home services that meet all regulatory requirements, including the strengthened Aged Care Standards.
- a sound financial operations model to ensure Support at Home can be delivered in a sustainable way.
- team members who are trained and confident in their understanding and delivery of Support at Home services.
- clear and supportive communications to our clients so they are well informed about Support at Home services and how it applies to their situation.

The Support at Home project has a dynamic list of 378 actions and at the time of this report we have completed 55%.

SUPPORT AT HOME PROJECT COMPLETION STATUS



"When Fran visited me to sign the new Contract, she showed me the explanatory booklet which Your Side put together on the New Aged Care Act which comes into force on 1 November 2025. I was so impressed with the way it has been written, presented and explained – compliments to the team who worked on it!

Anita, Home Care Package client

GOVERNANCE & POLICY

When the government announced the delay to the start of Support at Home less than a month before it was due to begin on 1 July, the sector may have issued a collective sigh of relief. However, due to our concerted efforts to prepare, we were poised to commence with confidence. The extra time allowed us to test and refine our processes and further advance the future phases of transformation.

In August 2024 we used the Aged Care Quality and Safety Commission self-assessment tool to conduct a thorough audit of the Your Side service model against the Strengthened Quality Standards. Our report from that work produced 85 Continuous Quality Improvement (CQI) actions. The same process was followed to audit our readiness against the Aged Care Rules and Aged Care Act. The team then mapped out the complexity and urgency for each action item in relation to the implications on clients, processes and staff, to develop a schedule for completing them. The plan included training solutions, the creation of new policies and work instructions and any internal or external communications required. We have completed the majority of these CQI actions and are tracking well to conclude those necessary before the launch of Support at Home on 1 November.

THE BOARD OF DIRECTORS 2024-2025



Sonja Walters



Sarah Lance



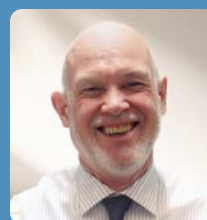
Leighton Howards



Adj Prof John Kelly AM



Linda Mallet



Donald Mills



Stuart Snell

EXITED MEMBERS



Andy Calwell



Ramon del Carmen

In October we farewelled **Andy Calwell**, who had been a member of the Board since April 2024. We thank Andy for her contributions and wish her well.

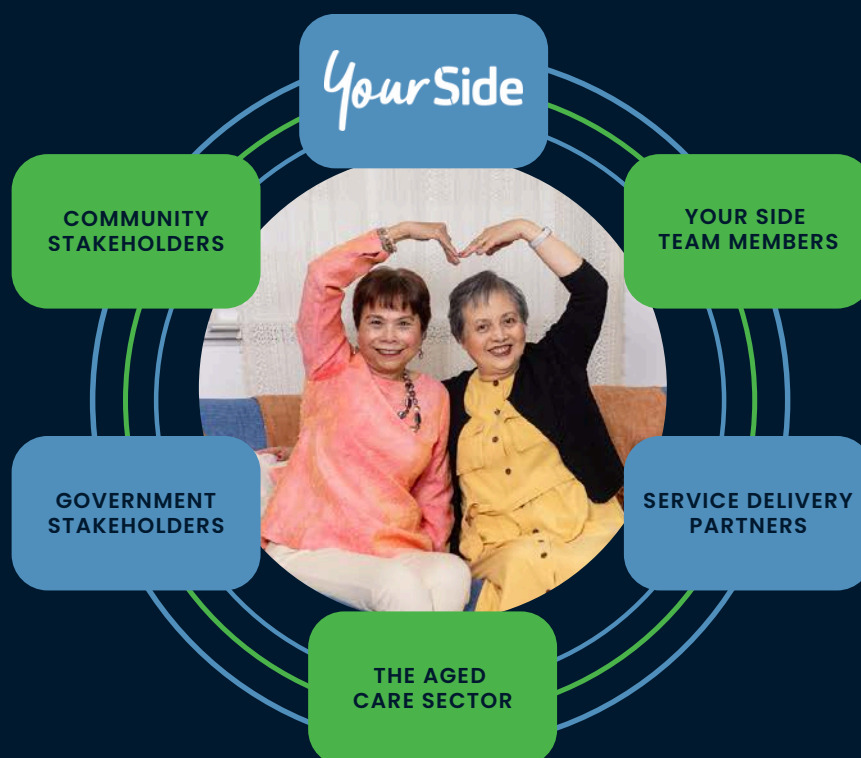
We also said goodbye to **Ramon del Carmen** in October 2024 after six years of tenure on the Board. Ramon was appointed a Director on 21 November 2018 and served as deputy Chair from November 2022 to October 2023. He helped steer the organisation through change, from expanding into new regions to introducing service models that support people to navigate increasingly complex care systems. We are grateful for Ramon's wisdom and support, and we wish him all the very best for what's ahead.



Progress with purpose

The achievements of the last year have built strong momentum, which will carry us forward into the next chapter with Support at Home. We embrace this transformation with a person-centred approach, walking the journey together with government, service partners, and above all, with the community and older people at the heart of this care.

Because we believe every life can be a good one.



Your Side



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