

Impact Statement

(with Measures of Success)

Our aged care service empowers older Australians to live independently and safely in their own homes for as long as possible. Through personalised, culturally engaging care and coordinated support aligned with the Australian Government's Support at Home Program, we improve wellbeing, reduce unplanned hospital admissions, and delay or avoid entry into residential care.

We will know we are having an impact when:

- Clients report a greater engagement in planning their care
- Older people report improved quality of life, safety, and confidence to remain at home
- Clients maintain or improve their daily functioning and mobility over time
- Carers report reduced stress and increased support
- There is a measurable reduction in unplanned hospitalisations among clients
- Fewer clients transition prematurely into residential aged care
- Service data shows strong uptake, continuity of care, and high satisfaction
- Our service is recognised for delivering coordinated, culturally responsive care that meets evolving community needs



By delivering high-quality, reablement-focused services and strengthening connections with community and health systems, we contribute to a more sustainable, person-centred aged care system that respects the dignity and preferences of every individual.